

# Sinnissippi Centers, Inc.

## Annual Report of Fiscal Year 2014



SINNISSIPPI CENTERS

Providing care, offering hope



# Looking Back at Fiscal Year 2014 and Looking Ahead in Fiscal Year 2015



## Dear friends,

Our past fiscal year has seen many challenges as we continue to advocate for funding and beneficial legislation, but we've also made many strategic moves forward. Sinnissippi continues to strengthen our partnerships with other healthcare providers in our communities. The entire community has begun to rally around services for our youth, and Sinnissippi is at the center of that movement. We have seen very positive outcomes from our efforts at coordinating care for those with multiple needs.

We were also able to break ground and open two critical new facilities, an expansion at our Dixon office and a brand new office in Oregon. Implementation of a new and improved electronic health record is in the works. We are working to expand the use of new technologies in many areas of our service delivery.

During the year, we initiated a new three year strategic plan. Our strategic objectives focus on providing innovative, quality services, an increasing focus on outcomes and data to drive decision-making, ensuring that we are an employer of choice for highly skilled staff, moving forward in our use of technology, and collaborating with our community partners. These objectives lay the groundwork for us to move forward in a rapidly changing healthcare environment.

We would like to thank our staff, the Board of Directors, our many supporters in the community, and in particular those we serve for making Sinnissippi Centers the successful agency that we continue to be. We look forward to another year of making our mission a reality every day.

*Doug Coppotelli* *Patrick M. Phelan*

Doug Coppotelli Board Chairperson Patrick Phelan President/CEO

## Dedicated to Service

Construction on Sinnissippi Centers' new 6,400 square foot Oregon office began in December 2013. The facility opened in mid July of 2014. It offers an improved client experience and additional capacity to best serve Ogle County residents. The office was dedicated to Chet Kobel (pictured at right) who served for many years on the board of directors responsible for new facility construction. Kobel remains a passionate advocate for the community mental health system.



## Dixon Office Expansion

In 2014, Sinnissippi Centers completed an expansion of its Dixon office. Ten offices were added as well as other spaces. It's the sixth expansion of the original building and each increase in space has been driven by the necessity to provide a wide variety of services to an increasing number of individuals.

## Community That Cares

The Community That Cares (CTC) Project is a multi-county partnership of over 100 organizations working together to improve the health and welfare of children and their families. During 2013-14, CTC saw a large increase in the number of partners screening children for social/emotional concerns. Major project activities will be funded through 2015 by an Illinois Children's Healthcare Foundation grant. The project's biggest challenge in the coming months will be the transition from being grant funded to becoming self-sustaining.



## A Different Kind of First Aid

One in four Americans in any given year has a mental health disorder. Mental Health First Aid (MHFA) is one way they can reach help. Sinnissippi Centers began an effort in late 2013 to train as many individuals as possible in both Youth and Adult MHFA. Three Youth MHFA trainings and one "Train the Trainers" event has taken place. Plans are to conduct four to six more trainings in late 2014, with more to come in 2015.

## The New Face of Crisis Care

FY2014 was the first full fiscal year of crisis care after the closure of the Singer Mental Health Center. A few things stand out: The large number of individuals Sinnissippi has been able to serve and the large number of individuals that have been connected to affordable services. However, the closure has stressed the system due to persistent shortages of inpatient beds. In addition, mental health providers' resources are being stretched to the limit, affecting their response.

## Innovative Approaches

Sinnissippi Centers founded its new Healthcare Innovations Division in FY2014, and named Kim James (pictured at right) its director in December 2013. Much was accomplished in a few short months. Early innovation efforts focused on increased co-location of staff and better integration into primary care settings. The goal of the new division is to develop and implement new and innovative ways to meet individual service needs and to move healthcare into the future.



## Holistic Care Better Care

Sinnissippi Centers has provided outpatient counseling services for individuals of all ages on-site at KSB hospital for over a year. Initially a half day once a week, it quickly expanded to five half days a week to meet the need. Co-locating in a medical practice has resulted in more holistic care for individuals who need multiple services; which usually is the norm.

## Ways to Wellness & Recovery

Individuals with a mental illness or a substance use disorder often have other chronic illnesses. Sinnissippi Centers' new Ways to Wellness & Recovery Program (WWR) steps in to bridge the gap between primary healthcare and behavioral healthcare. It's working. After just a few months, KSB behavioral healthcare staff report WWR has had an impact on 30-day readmission rates for their patients.



## The Rest of the Story

You may have noticed that FY2014 was a prolific period for Sinnissippi in terms of the integration between primary and behavioral healthcare. But success never comes overnight. The strides that were made are due to the cooperation of numerous partners who have worked closely together over an extended period. They have all shared in the vision of providing the highest quality care for the individuals they serve. The proof is evident: Sinnissippi's co-location of staff in primary care has never been higher and the early results are showing how effective integrated care is.

## Changes on the Horizon

The Excellence in Mental Health Act, passed in 2014, is the most significant mental health legislation since President John F. Kennedy signed the Community Mental Health Act. That law resulted in agencies across the country like Sinnissippi Centers. The new law will allow a handful of states to develop demonstration projects that will build improved community systems of care. It will likely have profound and long lasting impacts on how Sinnissippi Centers, and agencies like it, operate in the future.

## Improving Care for Children

Sinnissippi Centers is pleased to be partnering with Kreider Services, KSB Hospital, and several other providers in the establishment of a new Pediatric Development Center. Groundwork laid by the Community That Cares Project played a role in enabling partner organizations to come together. One goal of the center is to have a single location where a coordinated multidisciplinary team will diagnose, evaluate, and treat children.



## Alternatives That Work

Jail sentences for drug offenses have proven ineffective at changing behavior and helping individuals recover. On the other hand, drug courts are long proven to work. Thanks to a months-long effort by Judge Hauptman, State's Attorney Trish Joyce, Sinnissippi Centers, and others, Whiteside County now has an adult drug court. The first session was held on September 11th and drug court sessions continue on a weekly basis.

## Healthy Families Healthy Kids

Sinnissippi Centers' Healthy Families Illinois Program went through extensive preparations for a credentialing process by Healthy Families America. Efforts began nearly a year prior to a very intensive June 2014 site visit. Sinnissippi's Healthy Families program received many positive comments from both surveyors and participants. Credentialing allows the program to maintain current funding and possibly allows for future expansion.



## Importance of Early Mental Health

Sinnissippi Centers' Early Childhood Mental Health Program (ECMHP) provides treatment for children 0-5. Early intervention reduces risk factors, prevents later problems and improves family health. Sinnissippi's ECMHP saw a significant increase during FY2014 in the number of children served. The increase is attributed to a growing awareness of both the need for and the effectiveness of early treatment.

## A Year of Increases

FY2014 could be described as a year of increases for Sinnissippi Centers. The agency saw a very small rise in revenue but also incurred more staffing costs. There was an increase in client hours, which carried with it higher costs to provide that care. While revenues rose slightly, financial support for behavioral healthcare is still far below the levels at which the system was funded just a short ten years ago.

## Looking Ahead

Sinnissippi Centers continues to meet today's challenges while preparing for the ever changing future. Integrated healthcare will continue as a major focus. Healthcare technology will play a big role as well. Through it all, our vision and our mission remains the same: Providing care and offering hope to the individuals, the families, and the communities we serve.



## JEFF'S STORY

Jeff came to Sinnissippi Centers following a tough time in his life. He served in the U.S. Army Infantry in Afghanistan in 2011-12. While in the combat zone, Jeff developed Post Traumatic Stress Disorder, (PTSD). He was diagnosed with thought disorder and showed symptoms of depression. He also had a problem with alcohol.

All his symptoms flared while in the military and he was discharged after receiving a DUI. Sourced by how he left the Army, Jeff didn't apply for his VA benefits nor did he seek treatment. He also faced unemployment and the transition to "normal life". All of this led to a lot of stress and more drinking.

Jeff still thought he was okay, but as time went on he drank more and his symptoms worsened. He began to have frequent suicidal thoughts.

In January 2014, Jeff got his second DUI. He says he was on his way to kill himself when he got into a car accident. He spent a week in the behavioral health unit at KSB hospital.

At that point, Jeff realized he couldn't live this way. So he decided to reach out for help. It wasn't easy. He got the support of a family member to help him make that first call. He says the phone seemed to weigh a thousand pounds, but after the call was done, the weight was lifted.

Jeff is in recovery and has hope for the future. He says, "Recovery is like getting to know yourself again. Knowing what you like, what you don't, and how that pertains to my recovery."

His story, like all recoveries, isn't an easy straight line. He's relapsed and then gotten back on track. He went to Sinnissippi's Intensive Outpatient Group for a second time to get what he needed to continue his recovery. It's a process, like life is a process.

Jeff is now applying to the VA for benefits for his PTSD, he is going back to school, and he wants to pursue a career in the mental health/substance use treatment field. He hopes to use his experience to help others. Jeff's story is just one of many out there that show how people have been helped. Treatment works, recovery is possible.



Dixon office



Parks Place Apartments



Mt. Carroll office



Sullivan Apartments



Oregon office



Rochelle office



Fairview Apartments



Sterling office



Sterling Apartments



## GENERAL INFORMATION

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

## Board of Directors

**Chairperson:** Doug Coppotelli **Members:** Greg Beitel, Jeff Doran, Kay Fisher, Jim Grot, Dawn Holland, Jeff Lovett, Dr. Khristy Pultorak, Tom Sanders, David Schreiner, Michelle Spinden, and Dr. Paul Steinke, DO. Dr. Donald Edwards, Board Member Emeritus

## Administration/Management Team

President/CEO	Patrick Phelan
Senior VP/Chief Administrative Officer	Larry Prindaville
VP/Chief Financial Officer	Teresa Good
Director of Healthcare Innovations	Kim James
Director of Adult Services	Natalie Andrews
Director of Child & Adolescent Services	Gloria Martin
Director of Crisis & Assessment	Tom Hermes
Director of Operations/H.R.	DeAnne White
Executive Secretary	Phyllis Berge

## Psychiatrist and Physician Assistant

Psychiatrist, Muhammad Nouman Azhar, M.D.  
Physician Assistant, Peggy Harris, PA-C

## Employee Information

Total employees	160
Master's degrees	52
Bachelor's degrees	37
Associate degrees	13
Nurses	4
Physician Assistant	1
Psychiatrists	1

## BEHAVIORAL HEALTH CARE 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  
Mental Health Intensive Outpatient Treatment  
Psychiatric services  
Recovery support services  
Screening Assessment & Support Services (SASS)  
Substance Abuse Intensive Outpatient Treatment  
Supervised apartment living

## VITAL STATISTICS

Total clients served (unduplicated)	5,734
Events of service delivered	160,316
New outpatient program appointments	3,476
Appointments with Psychiatrist/Physician Assistant	6,133
After hours emergency evaluations	956
Miles traveled by agency vehicles	164,693

## CLIENT DEMOGRAPHICS

County of Residence	Percent	Clients
Carroll	8.4%	482
Lee	24.0%	1,378
Ogle	30.0%	1,723
Whiteside	33.1%	1,895
Other	4.0%	230
Data not present	0.5%	26

Gender	Percent	Clients
Male	48.7%	2,781
Female	50.8%	2,916
Data not present	0.5%	37

Age	Percent	Clients
Children (0-5)	2.3%	132
Children (6-12)	9.4%	538
Adolescents (13-17)	13.9%	795
Adults (18-24)	17.8%	1,022
Adults (25-44)	35.0%	2,007
Adults (45-59)	16.4%	941
Adults (60-64)	2.2%	129
Adults (65+)	2.9%	164
Data not present	0.1%	6

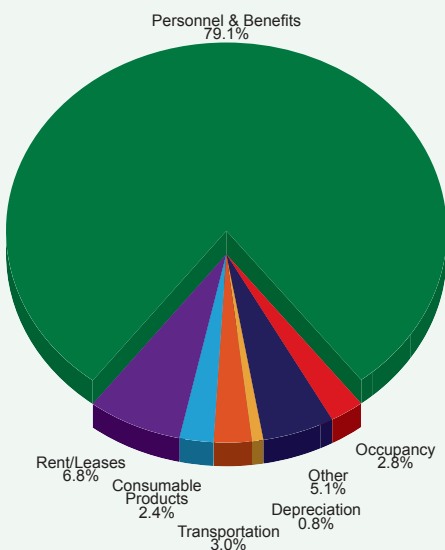
Race/Ethnicity	Percent	Clients
Caucasian	85.2%	4,885
Other single race	6.0%	344
African-American	4.2%	241
Hispanic/Latino	1.0%	55
Other	0.7%	38
Data not present	3.0%	171

Top Five Referral Sources	Percent	Clients
Self Referred	23.9%	1,370
Hospital/Physician	22.0%	1,259
Family	16.2%	930
Probation/Parole	9.3%	532
Community	4.8%	276

## 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 2014 EXPENSES



FY 2014 FUNDING

