



# The Digest

## Flexibility and Technology Saved the Day

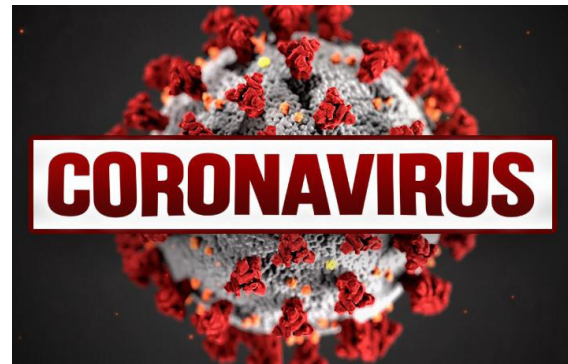
How Sinnissippi Centers was able to quickly transition due to COVID-19

As a healthcare agency, Sinnissippi Centers has been continuously operating during the COVID-19 outbreak and like other healthcare agencies, we went through a process of making significant and numerous modifications to how we provide services to protect our clients, our staff, and our communities. Also like other agencies, we have now begun an informed, safe process to return to normal operations over time.

The agency started that gradual transition toward normal operations June 1, 2020, and the this transition will continue through the coming weeks provided the data continues to support progressing along that timeline. "We want to make sure as we return to normal operations, that it's a slower more deliberate process, guided by data and the recommendation of health professionals, so we can maintain the level of safety and protection for clients and staff," says **Patrick Phelan**, Sinnissippi Centers' President/CEO. "So at first we are still limiting our in-office appointments and the days/times those appointments are conducted," adds Phelan. "Just as we did at the beginning of the outbreak, we are continuing to monitor the situation daily and that will drive our decision to proceed, suspend progress toward a full opening, or take a step back to protect our clients and staff if we see a surge in cases locally," adds Phelan. "We have learned a lot through this process," says Phelan. "We have found that some of our clients actually respond better utilizing telehealth technology and show better improvement. We did anticipate that more clients would use telehealth in the future as they became use to it, and expected that some might even like it better. So, we are very pleased to know some clients do prefer it and benefit more from it," says Phelan.

Some other lessons learned: Virtual meetings and electronic documentation, which Sinnissippi was already moving toward utilizing more, is a great benefit and contributes to productivity and is more environmentally friendly. The agency wants to continue to do even more work this way. Sinnissippi also learned that some staff can work effectively from home and maintain, or sometimes exceed, productivity compared to the office setting. Finally there's the lesson that we need to advocate even more for flexibility in the rules that we have to operate under in order to provide services to our clients. We knew this, but this situation has given us the empirical data we need to support more efforts in Springfield and with other regulatory bodies we operate under.

Sinnissippi Centers continues to provide behavioral healthcare services to our communities. If you want to make an appointment or have questions about our hours, please call our toll free number at 800-242-7642. That number is also used as our 24-hour crisis line.



## Women's Recovery Home Open

Sinnissippi Centers' Women's Recovery Home opened July 14, 2020, in Lee County with a plan in place to also keep residents safe from the Coronavirus.

"We opened the Men's Recovery Home a little over two years ago in May 2018, and we knew our next goal was to open a women's Recovery Home," says **Stephanie Englund**, Sinnissippi Centers' Recovery Home Manager. "The Women's Recovery Home in Lee County has been accepting client applications since January 2020, and have had a waiting list" adds Englund. "We understand with substance use recovery, one social determinant of health is a person's living conditions, and the program is an example of the importance of continuity of care with a stable and supportive home environment. With the Dixon Men's home we have served 31 individuals over the past 24 months, with continued success," says Englund.



## What's New?

### Meet Our Providers Online

Sinnissippi Centers has added a new resource page to our website. When you visit us at [www.sinnissippi.org](http://www.sinnissippi.org) and click "About" and then from the drop down click "Meet Our Providers" you will see a page of our clinical staff and be able to click on a link, "More About Me" to see information about their education, specialties, and other biographical information.

### B-CALM Line

June 1st saw the launch of the **B-CALM Line**. It's a help line for anyone experiencing stress, anxiety, or other negative emotions that can benefit from talking to a knowledgeable person. The call is free and confidential. The line is available Monday through Friday 8:00 am to 5:00 pm. **Call (888) 33B-CALM**. It's sponsored in partnership with the **CGH Health Foundation** and Sinnissippi Centers.

### Did You Know

Did you know Sinnissippi Centers has a social media presence? We currently have pages on Facebook, Twitter, LinkedIn, and YouTube (*see story-right*). To connect simply go to our website and click on one or more of the social media links there. Please "like", subscribe, and follow us on social media.

## It's a Virtual Golf Open This Year

This year we had to get a little creative with our golf open.

"We want to thank all our sponsors and golfers as well as Rock River Golf and Pool for being flexible for this event," says Sinnissippi Marketing Coordinator **Andy Jackson**. "This has been a challenging year for everyone including event planners, and we appreciate our supporters for making our event a success during this time," adds Jackson.

"We want to mention **Ken Nelson Auto Group**, our Corporate Sponsor, and **KSB Partners in Health**, for being our major sponsors.

**The 28th Annual Sinnissippi Foundation Golf Open** had a different format design for the first time in its history due to the safety precautions in place due to the Coronavirus.

Golfers who registered will golf on any day or tee time of their choosing between August 1st and 9th, 2020 at

Rock River Golf and Pool in Rock Falls, Illinois.

Golfers who register receive 18 holes of golf with cart, credit to spend in the pro shop, entry to win a \$100 gift card, and the winning team will receive a small prize as well. Scoring will be according to Peoria rules. Best ball rules will be in effect as usual. Guidelines in place at the time at the state, county and local level and course

precautions are being followed due to COVID-19. Foursomes are allowed at this time.

As in the past few years with Sinnissippi fundraising events, a portion of the proceeds from the Golf Open will benefit Sinnissippi Centers' Recovery Homes.

The fact that "Homes" is plural is very exciting as it means we opened our Women's Recovery Home (in July). You can read a little bit more about that on the front page of the Digest.

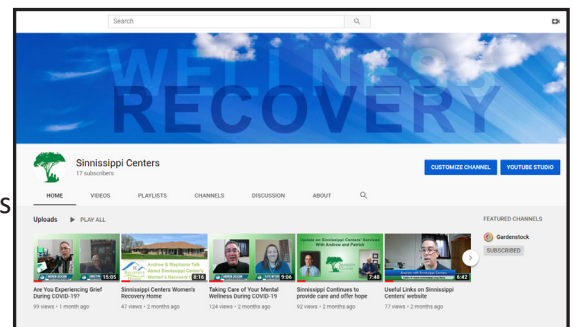


## Video and Other Resources

You may already know that Sinnissippi Centers maintains an extensive links page on our website. You just have to visit us online at [www.sinnissippi.org](http://www.sinnissippi.org) and click on the links tab on the upper right. Currently there are a lot of resources for dealing with the Coronavirus.

But did you know that Sinnissippi Centers also has a YouTube channel that is the equivalent of our links page, just in video form? We have amassed a lot of playlists of a wide variety of videos for you to browse and have some of our own videos, particularly for the Coronavirus situation.

Just visit our YouTube channel by [clicking here](#).



## The Digest Newsletter Summer 2020

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**SINNISSIPPI CENTERS**  
Providing care, offering hope



**SINNISSIPPI FOUNDATION**

## Sinnissippi Centers, Inc.

Administrative office  
325 Illinois Route 2  
Dixon, IL 61021

### 24-hour Emergency Phone Number

**800-242-7642**

[www.sinnissippi.org](http://www.sinnissippi.org)

#### Office Locations

- Dixon
  - Illinois Route 2
  - Town Square Centre
- Mt. Carroll
- Oregon
- Rochelle
- Sterling

#### Apartment Sites

- Dixon
- Mt. Carroll
- Rochelle
- Sterling

#### Recovery Homes

- Dixon
- Amboy



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*The Digest is a publication of Sinnissippi Centers, Inc., and the Sinnissippi Foundation*



**SINNISSIPPI  
FOUNDATION**

### Donations

Donations can be mailed to The Sinnissippi Foundation, 325 Illinois Route 2, Dixon, IL 61021.

You can also donate online, visit:

[www.sinnissippi.org/donate-foundation](http://www.sinnissippi.org/donate-foundation)

You can specify if you would like to give your donation in honor or in memory of a family member or loved one.

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#### In Honor of

...Sinnissippi Employees during such challenging times  
Natalie & Margaret Andrews-DeLaFuenta

#### In Memory of

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#### Sponsors of the 28th Annual Sinnissippi Foundation Virtual Golf Open

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Sikich, LLP  
SPF Development Corporation  
Sterling Federal Bank  
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Wahl Clipper Corporation  
Walmart  
DeAnne & Jeff White

And thank you to our golfers as well. We look forward to getting back to "normal" for the golf open next year.

To sign up for the electronic version of The Digest visit [sinnissippi.org/newsletter](http://sinnissippi.org/newsletter)