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FOR MORE INFORMATION

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Sinnissippi Centers Continues to Operate

Many challenges were overcome to provide services during COVID-19

(Dixon, IL)

What a different world we live in and how rapidly it changed when the Coronavirus started to spread across the United States earlier this year. Every organization and every individual has been impacted in some way. Behavioral healthcare agencies, like their counterparts in the rest of the medical field, have seen massive changes. This has been the case at Sinnissippi Centers.

“Sinnissippi Centers continues to operate and provide our full array of behavioral healthcare services to our four-county service area,” says Patrick Phelan, President/CEO. “We are using mostly phone and video based technology (telehealth), with limited in-person appointments, to continue to provide care to individuals with a mental illness, substance use disorder, or any other behavioral healthcare need,” adds Phelan. “We continue to offer new intake appointments, crisis services, group services, and every other service category we offered prior to the arrival of COVID-19.”

“The successes we have had with telehealth, and our rapid learning in that area can be attributed to our wonderful staff members,” says Phelan. “In fact we plan to continue to use more telehealth well into the future because it is effective, and allows for access to treatment that otherwise might be challenging,” says Phelan. “It has been well accepted by our clients.”

“Sinnissippi Centers made that rapid transition to mostly phone and video based service provision in March due to Coronavirus and the stay-at-home order,” says Phelan. “We began making some modifications in early March to some services and then on Monday March 16th, Sinnissippi leadership made the decision that by end of that day we would cease most in-person services and the bulk of our staff would begin working from home the next day.”

Sinnissippi Centers’ offices have minimal staffing. “This was a remarkable transition in less than 24 hours thanks to our staff,” adds Phelan. “Over the next many days we adjusted and added back in services using technology with a limited number of in-person visits. At this time **we are fully operational** with a heavy lean on technology,” says Phelan.

Sinnissippi’s residential facilities continue to receive 24 hour on-site services and continue to provide many personal services such as grocery shopping for clients so they can shelter in place. The men’s Recovery Home continues to operate with appropriate safety measures in place.

Staff meetings are by phone or video, we are heavily using our electronic platforms like radio appearances (by phone), website, social media, and YouTube to communicate with clients and the public and give updates. Sinnissippi anticipates having this operational footing through May and possibly June. “When the time is right for some of our staff and clients to return to the office, we will have a deliberate measured and phased-in approach based on the evolving situation.

“Some good news we have to announce, we are taking referrals for our Women’s Recovery Home and hope to have that open later this summer,” says Phelan.