

ANNUAL REPORT FY 2021



SINNISSIPPI CENTERS
Providing care, offering hope

The challenges of the COVID-19 pandemic have resulted in a **dramatic increase in the incidence of mental health and substance use concerns** across our country and the world. Widespread isolation, uncertainty, and grief make our mission and our work more critical than ever before.

At Sinnissippi Centers we share the pain our communities have experienced, and we have improved our ability and capacity to respond to those needs during the global crisis. Dramatic increases in our staffing, the addition of new programs, and the implementation of telehealth interventions will allow us to meet the rising demand. In addition, there is **a renewed emphasis on mental health and substance use** amongst federal and state funding bodies, healthcare systems, and across our communities in general. We all recognize that we cannot fully recover from this crisis without addressing the traumatic psychological and social impacts.

The last year has required an extraordinary amount of agility, responding to the ever-changing demands of the pandemic. I would like to thank our tremendous employees, our generous supporters, our champions in government, and those that we serve for their fortitude, empathy, and compassion during a time when we all needed them most.

Please be safe and well.

A handwritten signature in black ink that reads "Patrick M. Phelan".

President/CEO
Sinnissippi Centers



The Effect of the Coronavirus Pandemic on Behavioral Health and Individuals

COVID-19 is arguably the biggest public health crisis we have faced in our lifetimes. Before the pandemic we were already facing several behavioral health crises: The opioid crisis, increasing suicide rates, and lack of adequate funding versus the need for behavioral healthcare treatment. During COVID these have only worsened. Pandemic measures intended to stop the spread had other consequences and contributed to a spike in adverse behavioral health effects like anxiety, depression, and substance use. Like their counterparts in medical clinics and in hospitals, behavioral healthcare providers like Sinnissippi Centers have gone above and beyond to provide quality care under difficult conditions and to continue to provide care to an increasing population of people who need their services.

However, there may be some rays of light that have come out of this dark time. Everyone now has a heightened awareness of the importance of their own mental wellness and how vital treatment and support is for those individuals who face depression, substance use disorders and other behavioral health issues. People are also more aware that mental illnesses and substance use disorders are real diseases on par with any other chronic illness. People are more aware of the need for more funding for behavioral health and there's an awareness that the need is much greater than the current levels of funding can meet. We will see effects, both negative and positive, for years to come from this pandemic, and we are hopeful about the positives.



Sinnissippi Centers Receives CCBHC Grant

Sinnissippi Centers received a Certified Community Behavioral Health Clinic (CCBHC) Expansion Grant from the Substance Abuse and Mental Health Services Administration in FY21. For people with serious mental illness, the CCBHC model more closely integrates primary care with behavioral health. Under the CCBHC model, providers are allowed to use funding to provide care to individuals who do not have any health care coverage. Sinnissippi Centers' CCBHC project will provide enhanced services to adults, children, and families, including those with a serious mental illness, serious emotional disturbance, substance use disorder, and those with co-occurring disorders. The project will provide enhanced and increased psychiatric services, peer support, crisis intervention, care coordination, evidence-based treatments, and intensive team-based interventions to rural communities in Northwest Illinois. This grant positions Sinnissippi Centers in an ideal place to be on the cutting edge of this new model of service provision for behavioral health.



Growth of the Agency

Fiscal year 2021 was a year that saw an acceleration in the growth of our staff due to a variety of reasons, many of which are detailed in the stories that follow. This is great news. On average, only 50% of those who have a diagnosable mental illness get the professional care they need and a mere 20% of those with a substance use disorder get the treatment they need. There are a variety of factors, but at the top of the list is inadequate funding of behavioral health. All these factors significantly worsened during the pandemic and in response, resources have begun to be devoted to this area of health. Sinnissippi also has growing and changing needs for space in many of our locations. We have developed a multi-year facility plan that may include adding on to offices in Mt. Carroll and Ogle County, as well as potential for additional office sites.



Growth in Programs

Concurrent with a growth in our staff during this past fiscal year, Sinnissippi Centers has seen accelerated, and additional, program development and expansion. Sinnissippi has expanded the Intact Family Services Program with DCFS to Ogle, Stephenson, and Jo Daviess Counties. As of this writing, we have a new office in Freeport and have added new jail-based services in Jo Daviess County. Building on previous success, well over 30 local schools now utilize our behavioral healthcare services on-site. We have enhanced our crisis and intake teams. Services provided by those with lived experience have expanded dramatically. Finally, Medication Assisted Treatment for substance use disorders has also been an area of focus and growth during FY2021.

Growth Often Means Construction

One of the offices that was part of our facility plan is Sinnissippi Centers' Dixon office where we began a new construction and remodeling project in January of 2021 to meet our growth needs and to offer a better experience to clients. The major features include a new covered secure entrance on the lower level that will allow a much better drop off and pick up experience especially in inclement weather. Also featured is a new waiting and reception area and new bathrooms just off the entrance. Additional offices adjacent to the new reception area will provide space for providers working with children and families. The Psychiatric Nursing offices are being relocated here to be more near the clinicians' offices. The former Training Center has been converted to reception and waiting area space and a new Training Center area was created.



Diversity Equity and Inclusion at Sinnissippi

During FY21, Sinnissippi received a Healing Illinois grant to strengthen diversity, equity, and inclusion (DEI) efforts within the agency and the communities that we serve. The Stronger Together campaign came out of this effort. Billboards, yard signs, and banners were distributed across the counties that Sinnissippi serves. In addition, all staff received DEI training in four separate sessions of workshops provided by Women Unite. Focus on increasing the diversity of Sinnissippi's staff has resulted in a higher percentage of new staff (23%) who identify as demographically diverse.



Community Support Team

Sinnissippi Centers' Community Support Team (CST) is a specialized community-based program designed to support adult individuals experiencing severe, chronic, mental illness who are finding it difficult to navigate their wellness on their own. Sinnissippi Centers started FY21 with two CST teams and expanded to a third team during FY21. CST services are available in Lee, Whiteside, Ogle, and Carroll counties. Client feedback has been very positive and appreciative. A great help to providing these services was an FY2021 grant from Illinois' Division of Mental Health, which helped individuals who may not otherwise receive services due to lack of coverage and inability to pay.



Refreshing Our System

During FY21 Sinnissippi improved upon our admissions process. Our newly designed and centralized admissions team is designed to provide a welcoming experience to those who reach out to us for help for the first time. Admissions Representatives are tasked with gathering initial information while our Intake Coordinators will help further the process of determining fees and getting the individual the best care according to their needs. For clients that need psychiatric services we also have Psychiatric Coordinators who will help coordinate care for those individuals.

Genoa Comes to Sinnissippi

In late 2020, Genoa Healthcare pharmacy opened an on-site pharmacy location at Sinnissippi Centers' Dixon office. The pharmacy fills all medications, not just those for behavioral health, offers options to either mail all medications or receive curbside pickup. They offer other services like organizing medications by date and time they need to be taken, and helping individuals transfer their prescriptions from other pharmacies.



A Glowing Review

Sinnissippi Centers received a Joint Commission review in the last week of May 2021. The reviewer visited all Sinnissippi office, apartment, and Recovery Home sites, as well as reviewed hundreds of pages of policies and procedures, viewed client and staff files, and discussed our operations with staff and management. These are conducted every three years and are an exhaustive review of the quality of the agency. Throughout the survey, the Joint Commission representative was extremely complimentary. It is a credit to the professional and dedicated staff that we received such exceptional marks.



Looking to the Future

Sinnissippi Centers has never been an agency to sit still and not make progress, as you can probably see from this report. We are a forward looking agency who strives to go beyond what we have already achieved to continually improve and grow. In the coming months our strategic plans will guide us in achieving enhanced Medication Assisted Treatment (MAT) services for those facing a substance use disorder. We will work toward implementing an intensive community-based model for children's behavioral health, serving more of the behavioral healthcare needs of those in northern Illinois, enhancing staff training, and enhancing our mobile crisis response team.

Helping Us Help Others

Proceeds raised by Sinnissippi Centers through fundraising efforts and events primarily benefit unmet needs of the clients we serve. As an example, CARES requests can help prevent eviction from housing or shutoff of utilities, or help clients obtain their needed medications. Two fundraising events are the Stay Home for Sinnissippi Non-Event Gala in the late winter and the annual Golf Open in early August. Both events were a great success thanks to sponsors, donors, and participants. Sinnissippi Centers is non-profit 501(c)(3) organization and, as such, all donations are tax deductible.



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How Your Support Helps

Your gifts to Sinnissippi Centers help improve the quality of life of the individuals and families we serve. They may have depression, anxiety, a substance use disorder, or any number of other behavioral healthcare challenges. Your support of Sinnissippi Centers truly makes a difference in the lives of so many each year; people who know someone cares about them because of your generosity.

Who We Help With Your Gifts

Over 610 individuals were helped in FY2021 through your generosity. Each person or family helped has their own story of what that really means, but the impact of even a little help makes a huge difference in the life of someone battling behavioral health symptoms.

Who Supports Our Clients With their Gifts

Roughly 275 individuals and organizations chose to support Sinnissippi Centers through their gifts. Over \$76,000 was received. It's an overwhelming response. You can see all of our FY2021 donors & sponsors on the back page of this report.

Get In Touch With Sinnissippi Centers

If you would like to know more about Sinnissippi Centers, or would like to make a donation, here's how.

Donation by Mail

Sinnissippi Centers
325 Illinois Route 2
Dixon, IL 61021

Donations Online

www.sinnissippi.org/donate

More Information Online

www.sinnissippi.org

Phone

815-284-6611

Email Us

info@sinnissippi.com

Follow us

Check out Sinnissippi on Facebook, Twitter, LinkedIn, and YouTube.



Thank you for your support of Sinnissippi Centers during FY2021

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Lawrence Allen	Scott Heise	John & Nona Parks
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Connie Davis	Douglas & Ann Lee	Sikich, LLP
Angie Day	Bill & Annette Long	Laura Smith
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Catherine Dunn	Lorraine Maltby	Charles & Sharon Taets
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Teresa Good	Network for Good	Sarah Wolf
Green River Riders Association	Kristen Nichols	Jeffrey Woods
James & Sharon Grot	Northern Illinois Cancer Treatment Center	Connie Zuck



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800-242-7642
www.sinnissippi.org

Services for All

Infants & Children

Teens

Adults



Individuals

Couples

Families

A Variety of Services

Community Support

Groups

Intensive Outpatient

Aftercare

Substance Use



Prevention

Early Intervention

Treatment

Skills Learning

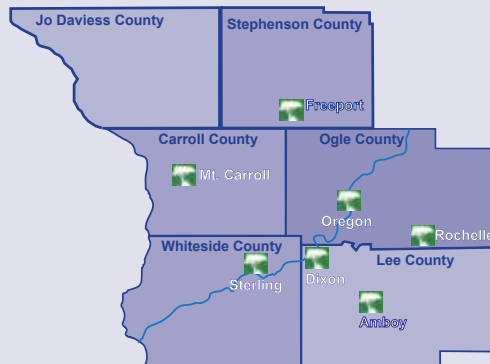
Mental Health

Services in Many Locations

Community

Schools

Hospitals



Sinnissippi Offices

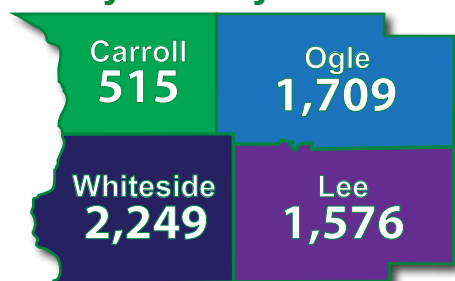
Tele-health

Homes

Supported Residential

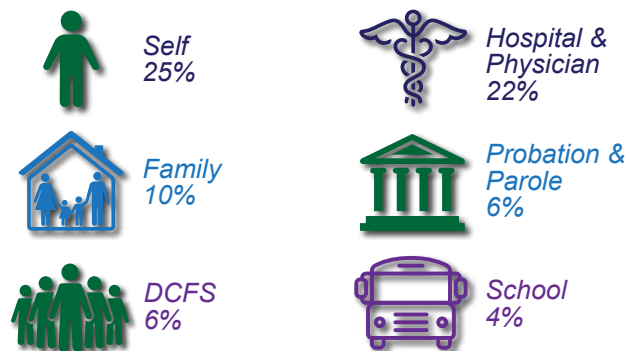
Recovery Homes

Clients by County of Residence

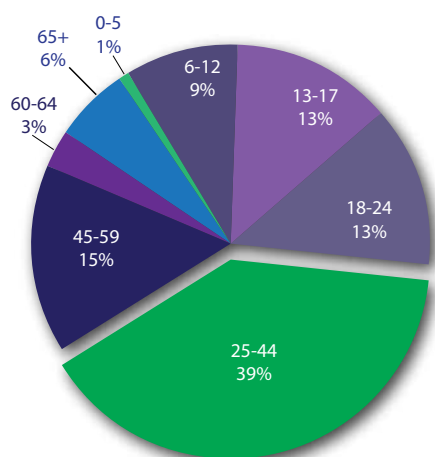


Other counties 593
Total Client Served 6,642

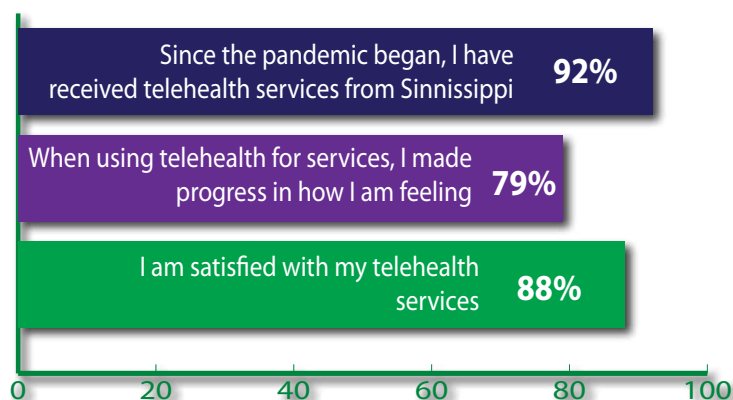
Top Referral Sources



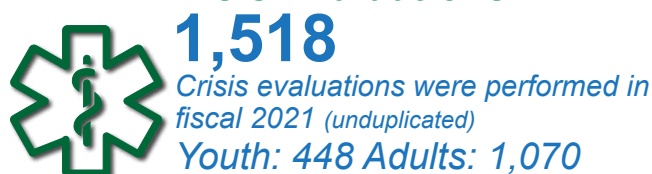
Age of Our Clients by Percent



Client Satisfaction Survey Results



Crisis Evaluations

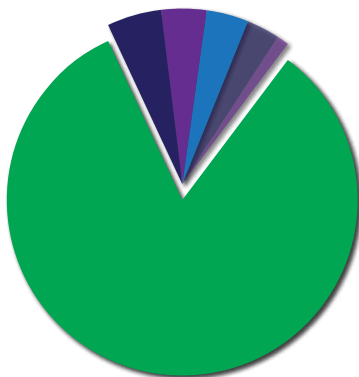


Educational Attainment of Our Staff



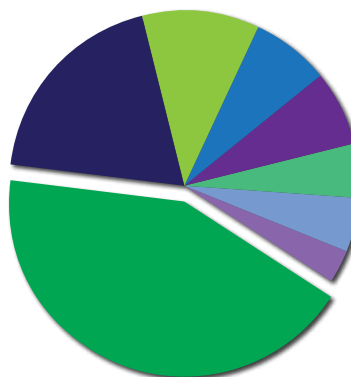
FY 2021 Expenses

83% Personnel & Benefits
5% Rent/Leases
4% Other
4% Occupancy
3% Consumables
1% Transportation
0% Depreciation



FY 2021 Revenue

43% Medicaid/MRO
19% Other
11% Dept. Mental Health
7% Client payments
7% DCFS
5% Four county support
5% DCHP & Other state grants
3% SUPR



Licensure & Accreditation



The Joint Commission

Illinois Department of Human Services - Division of Substance Use Prevention and Recovery

Illinois Department of Human Services - Division of Mental Health

Illinois Department of Children and Family Services

www.sinnissippi.org

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