



SINNISSIPPI CENTERS
Together we inspire wellness

SINNISSIPPI CENTERS

ANNUAL REPORT

FISCAL YEAR 2023

"Success is a continuing thing. It is growth and development. It is achieving one thing and using that as a stepping stone to achieve something else."

-John C. Maxwell

Message from Sinnissippi Board Chair Larry Prindaville



It's been another busy year at Sinnissippi, as we have delivered more hours of behavioral healthcare services to more individuals and families at more sites in more communities than ever before. As discussed in more detail throughout this Fiscal Year 2023 Annual Report, many new and innovative programs and services were developed and delivered this past year in response to specific needs identified within the communities we serve, and we are confident that our trajectory of expansion will continue in the coming year as we strive to be responsive to the behavioral health needs and requests of persons, families, and communities seeking Sinnissippi services. In response to the dramatic increase in requests for Sinnissippi-delivered services, and in order to better serve our customers, system and facility improvements were initiated and completed this year at many Sinnissippi service sites and residential treatment facilities in Carroll, Lee, Ogle, and Whiteside counties. In addition, with constantly increasing numbers of persons from adjoining areas requesting Sinnissippi services, we opened a full-time office in Freeport in order to be more accessible to persons in Stephenson and Jo Daviess counties. Specialty services were also requested and delivered in Henry and Bureau counties. Sinnissippi is prepared to be similarly responsive to the increasing demand for services in the coming year. On behalf of the Board of Sinnissippi Centers and our staff, we thank you for choosing us to be your behavioral healthcare provider of choice, as together we inspire wellness within our homes and throughout our communities.

Leadership in Transition

Sinnissippi Centers is going through a transition in leadership. President/CEO Patrick Phelan departed the agency on September 1, 2023. VP/Chief Operating Officer Stacie Kemp is serving as interim CEO during the search process for a new President/Chief Executive Officer. Phelan said, "This was the most challenging decision of my life, as I have such a wonderful job here at Sinnissippi, a fantastic team, and we have so many exciting things going on. I love my job and the people who make it so easy. This was a difficult decision to make, but ultimately, I made it with my family foremost in mind". Phelan joined Sinnissippi Centers in June of 2013. During his decade at Sinnissippi the agency more than doubled in number of staff, weathered the COVID-19 pandemic, saw the agency become a Certified Community Behavioral Healthcare Clinic, established two recovery homes, opened a new office in Freeport, and added limited services in Bureau and Henry counties. Phelan was an effective advocate for behavioral health agencies across Illinois and at the federal level, serving in various roles in Illinois' Community Behavioral Healthcare Association (CBHA), including Chairperson of the CBHA Board and as CBHA Public Policy Chairperson. Kemp rejoined Sinnissippi Centers in June 2015 as VP/Chief Clinical Officer and was promoted to VP/Chief Operating Officer in August of 2020. Kemp has served on the CBHA Board for the past six years, also serving as Chairperson of the CBHA Board. Kemp had previously worked as a clinician with Sinnissippi Centers' Mt. Carroll office from 2000 to 2002.



*Former Sinnissippi
President/CEO
Patrick Phelan*



*Sinnissippi Interim
President/CEO
Stacie Kemp*

Honoring Phyllis Berge

If a President/CEO is the top leader of an organization, an executive secretary is surely their right-hand person. So the retirement of Phyllis Berge in July 2023 was another big transition for the agency. Berge had served the agency for 41 years. In late August 2023, Phyllis was recognized for her long service and dedication to Sinnissippi with the presentation of a plaque and with the naming of our conference center in her honor. Phyllis was also featured prominently in the Digest Newsletter Summer 2023 edition.



*Then President/CEO Patrick
Phelan presents a plaque
to Phyllis Berge naming
Sinnissippi's Route 2
conference center
in her honor.*

Certified Community Behavioral Health Clinic

Sinnissippi Centers continues to work on our Certified Community Behavioral Health Clinic (CCBHC) efforts. A Certified Community Behavioral Health Clinic is designed to ensure access to coordinated, comprehensive, behavioral healthcare services. The CCBHC model is vital to the future of behavioral healthcare services throughout the nation. Sinnissippi Centers has been a recipient of a federal CCBHC grant for over two years and was notified in September of 2023 that the organization received an additional four-year CCBHC Improvement and Advancement Grant. The next stage in the future of this model is to become certified through one's state. Currently, Illinois is in the process of applying for a federal grant that will assist with developing the certification process, and Sinnissippi is involved in this through a statewide advisory council and through applying to be a part of the grant as well. All CCBHC organizations must provide a set of core services including crisis services, outpatient mental health and substance use services, primary care screening and monitoring, case management, psychiatric rehabilitation services, focused services for veterans, and services provided by individuals with lived experience.



Increasing Competition for Student Interns

For over 50 years, Sinnissippi Centers has served as a training site for students who are completing their bachelor's or master's degrees in psychology, counseling and other social service career fields. Until recently, Sinnissippi was one of the only agencies in the state providing compensation to student interns. Competition for those seeking internships has increased substantially and Sinnissippi has responded by purchasing the agency's first home for student housing. Located in Dixon, Stewart House is expected to be a housing resource for students and relocating professionals in 2024.

Veterans Services at Sinnissippi

The U.S. has seen a prolonged state of armed conflict, creating a crisis for veterans. The issue of behavioral healthcare for vets is more important than ever. Sinnissippi Centers has responded to this need with veteran services. Our Veteran Services Coordinator has been working to reach out to vets, to veterans' organizations, and within Sinnissippi to tailor our services to best meet the needs of veterans, and to link up with support services in the community. Vets are trained to be self-reliant and are not as likely to seek services but vets who have taken part in this new service have responded positively and may encourage others to access services as well.



Consumer Advisory Council

Sinnissippi Centers Consumer Advisory Council (CAC) is vital to providing the best services possible. The council is comprised of consumers and family members. They play a



significant role in the governance of the agency by having a strong interface with Sinnissippi's Board. The CAC is focused on several areas and they have hosted guest experts to address many topics. The major areas of focus include quality of services, access to services, client choice, agency marketing, gaps in programming and ideas for additions, and staff wellness. The group has been an incredible asset to the agency offering many good ideas we have implemented or are planning to implement.

Care Coordination Works

As part of Sinnissippi Centers' CCBHC Project, Care Coordination services launched in November 2022. The goal of Care Coordination is to ensure that our clients receive integrated and client centered care that addresses their mental and physical health effectively in addition to enhancing continuity of care. Since November 2022, our care coordinators have been able to assist over 200 clients by improving access to services, reducing fragmentation, improving medication management, promoting client and family engagement, and reducing healthcare disparities.

Freeport Office Expansion

Sinnissippi Centers began providing therapy and counseling services to Stephenson County in October 2021. The services began with one clinician spending one day a week in the office. The second quarter of FY 2022 we provided roughly 38 hours of services in the Freeport office. Two years later, we have expanded to eight full-time clinical staff including a Community Support Team plus three support staff. Sinnissippi's Freeport Office billed 881 hours of service in the fourth quarter FY 2023 which is a large increase in almost two years' time. We have also expanded into the adjacent suite allowing for a larger waiting room, more office space, and the ability to continue our growth.

Focusing on Families

One in five youth experience mental health symptoms. To respond to depression and anxiety that grew substantially during the pandemic, Sinnissippi Centers has extended the scope and area of services for children and families. Counseling is available in six area offices in five counties, as well as in over 40 area schools. Sinnissippi continues to expand team-based services for youth and families requiring more intensive services.

Families are seen at home and in the community. Sinnissippi provides many other family focused services and we remain committed to providing services early and in accessible ways to children with mental health needs so they can grow up healthier and thrive.



Still Growing to Meet Needs

With the challenge of a tight labor market, Sinnissippi has continued to grow during the fiscal year. We have added 88 new employees and continue to keep our turnover rate at half of the national average. The average tenure of our current employees is 5.5 years, but we have many employees who have been with the agency for much longer.



Recovery With Medication

Sinnissippi Centers offers harm reduction services for those with substance use concerns, which includes Medication Assisted Recovery (MAR) at all of our office locations. We are pleased to have a full-time provider who prescribes MAR for our clients. We offer Sublocade (injectable suboxone), Buprenorphine (suboxone), Vivitrol, Naltrexone, Campral, and other medications. MAR offers support for clients in managing cravings, urges, and aids in long term recovery.

What is Ahead for Sinnissippi

Sinnissippi Centers finds itself in the midst of an unprecedented opportunity in the provision of behavioral health services. We continue to meet an ever-increasing demand for our services. Our growth that accelerated during the COVID-19 pandemic continues. We are looking at opportunities to open additional offices to serve more people in more locations. One of our key goals in our strategic plan is to effectively manage that growth to best serve individuals who need our services and to support our staff who provide them. With the transition to new leadership, we are living in an interesting time of opportunity and optimism about the future of Sinnissippi Centers.



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How Your Support Helps

Your donations to Sinnissippi Centers help improve the quality of life of the individuals and families we serve. Our support programs for clients center on filling urgent needs like helping pay for vital medications, keeping individuals in housing, keeping the heat on during winter, and helping clients afford treatment. In addition, Sinnissippi has other programs that promote mental wellness. Your support of Sinnissippi Centers truly makes a difference in the lives of so many each year.

Who We Help With Your Gifts

Over 1,200 individuals were helped in FY23 through your generosity. Each person has their own story of what that meant to them, but the impact of a small donation makes a huge difference in the life of someone battling behavioral health symptoms.

Who Supports Our Clients With their Gifts

Over 640 individuals and organizations supported Sinnissippi Centers through gifts and other donations. Over \$98,000 was received. It's an overwhelming response. You can see our FY2023 donors & sponsors on the back page of this report.

Get In Touch With Sinnissippi Centers

For more information or to make a donation:

Sinnissippi Centers
325 Illinois Route 2
Dixon, IL 61021
815-284-6611

Email: info@sinnissippi.com

Website: www.sinnissippi.org

Donations: www.sinnissippi.org/donate

Follow Sinnissippi Centers on social media



Thank you for your support of Sinnissippi Centers during FY2023

1st Gateway Credit Union	Renee Hill	Rochelle Community Hospital
Dean & Tracy Ahlers	Valerie Howard	Rock Falls American Legion
Lawrence Allen	Brandice Howell	Rockin Nutrition & Wellness
Charis Allen	Hugh F. Miller Insurance Agency	Lisa Rodriguez
Anonymous	Jason Hull	Hope Roop
Anytime Fitness	Brad & Diane Hunsberger	Shawn Rosengren
James & Sandra Arduini	Jennifer Hurd	Amanda Rousonelos
John Atwill	Jessica Hutchinson	RRCA Accounts Management, Inc.
Gerald Bailey	Andrew & Beverly Jackson	Sacred Heart Catholic Church
Ashley Bartlow	Christine Jahn	Jim & Inger Sarver
Jeff & Phyllis Berge	Rebecca Johanning	Sauk Valley Bank
Frank Berman	Doreen Johnson	Schmitt Plumbing & Heating
Molly Bishop	Synthia & Jeremy Jones	Mark Scholl
Jeremy & Nicole Bleuer	Lee Joyce	Ralph Schrader
Terry Boken	Mick & Pat Kazmerski	Susan Schroeder
Alison Boothe	Stacie & Joshua Kemp	Sarah Schulfer-Popp
Ben Boss	Ken Nelson Auto Group	Harold & Mary Scuffham
Boss Carpet One Floor & Home	Kenzley Title Group, Inc.	Matthew Severing
Autumn Brady	Leon & Dolly Kinn	Shady Oaks Country Club
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Lyn Brokaw	Kimberly Knight	Kelly Shroyer
Michael Brooks	Charlene Knudten	Richard & Donna Siders
Ashley Bryant	Matthew & Vanessa Kolve	Ashley Siepka
Jessica Burrows	KSB Hospital	Sikich, LLP
Kevin Buss	Maggie LaFever	Silver Ridge Golf Course
Darlene Butterbaugh	John & Linda Larson	James P. Smith
Byron Bank	Brad & Sharon Law	Laura Smith
Anita Carney	Ann & Douglas Lee	Mike Smith
Emily Carroll	Lena Brewing Company	Chelsea Smith
CGH Medical Center	Sue Linder	Wendy Sofolo
Eugene & Beulah Chaplin	Bill & Annette Long	Julie Sprecher
John & Beth Nelson Chase	Janet Lynch & Pete Kink	St. Paul Lutheran Church
Connie & Larry Clayton	Mercedes Mancera	St. Wendelin's Catholic Church
Mike Colston	Gloria Martin	Sterling Federal Bank
Alan & Kathleen Cooper	Sam Martin	Sterling Park District
Louise Corken	Joanne Mayes	Tammy Stewart
Kimberly Crump	Nancy Mayoral	Gary Stewart
Connie Davis	Jessica McCarver	Streamwood Behavioral Health System
Angie Day	McCormick's Nursery & Garden Center	Shandra Strow
Pamela Delp	Andy & Sarah McFarlane	Bettie Sullivan
Henry S. Dixon & Linda Giesen	Shereen McMahon	Charles & Sharon Taets
Brenda Dorsey	Jennifer Meadows	Take a Chance on Youth Raffle Ticket Buyers
Amy Drew	Menk-USA, LLC	Timber Creek Golf
Catherine Dunn	Rae Metzler	Triple P BBQ
Edward Jones - Aaron Young	Kourtnee Mezo	Judy Truckenbrod
Jennifer Elder	Midland States Bank	Peggy Ulferts
Jana Espinoza	Katie Mitchell	LeRoy Veracini
Farmers National Bank	Ashley Moreno	VFW Post No. 3878
Kay Fisher	Morrison Community Federal Credit Union	Voodoo Sport Karate
Trudie Flaningam	Morrison Community Hospital	Ward, Murray, Pace, & Johnson, PC
Flight Deck Bar & Grill	Mt. Carroll United Methodist Women	Ronald Weglarz
Ed & Laura Ford	Cris Mugrage	Chad Weigle
Forreston Veterinary Clinic	Ellen & Carl Mumford	Hal & Rose Wendler
Jen Fox	NAMI Sauk Area	Clarice Whaley
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G&M Distributing, Inc.	Terrance & Karen O'Malley	Michael & Wendy Wiersema
Gary & Chris Gehlbach	Cathy Overbeck	Gary & Lori Wilhelm
Genoa Healthcare	Desirae Patrick	Michelle Wilkinson
Amy Gilroy	Randall & Joyce Peterson	William & Beverly Burkardt Family Foundation
Stephen & Dana Grace	Patrick Phelan	NFP
Greater Freeport Partnership	Pinney Printing Company	DeAnna & John Wilson
Green River Riders Association	Jillian Piske	Jeannine Wing
Grace Grobe	Prairie Fire Golf & Grill	Scott & Amy Wittenauer
Candyce Haag	Prairie View Golf Club	Tamara Wolf
Reed Harris	Larry & Ann Prindaville	Sarah Wolf
Randy & Donna Hayes	Adrian Ramirez	Woodcrafters, Inc.
Katie Hazek	William Reigle	Destiny Yeager
Dennis & Monica Hendricks	River Ridge Animal Hospital	Connie Zuck
Tom Hermes	Rochelle Broadcasting Company	Zurn Elkay Water Solutions



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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

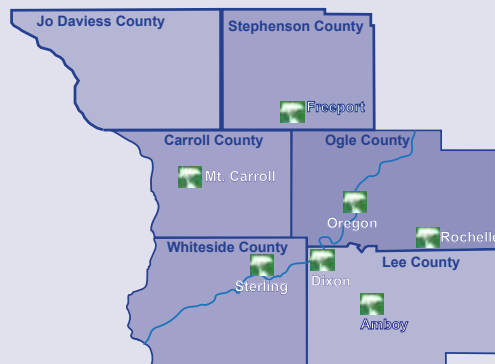
Mental Health

Services in Many Locations

Community

Schools

Hospitals



Sinnissippi Offices

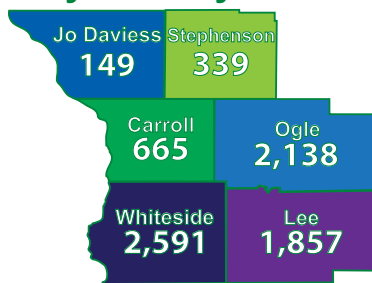
Tele-health

Homes

Supported Residential

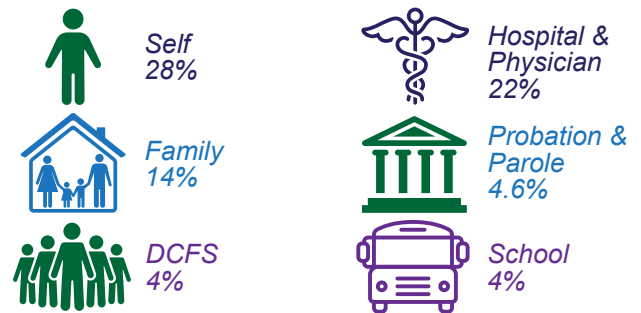
Recovery Homes

Clients by County of Residence

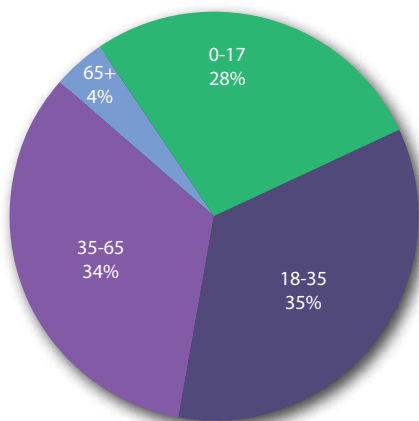


Other counties 833
Total Clients Served 8,572

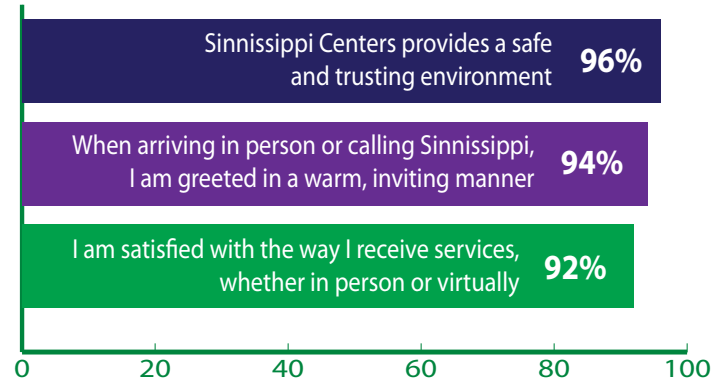
Top Referral Sources



Age of Our Clients by Percent



Client Satisfaction Survey Results



Credentialing Status of Our Staff



269 Total staff
 18 Licensed Social Workers (LSW/LCSW)
 19 Licensed Counselors (LPC/LCPC)
 16 Certified Alcohol and Drug Counselors (CADC/CRADC)
 4 Certified Peer or Recovery Support Specialists (CRSS/CPRS)
 3 Registered Nurses (RN)
 2 Licensed Practical Nurses (LPN)
 2 Advanced Practice Nurses (APN)
 3 Psychiatrists

Crisis Evaluations



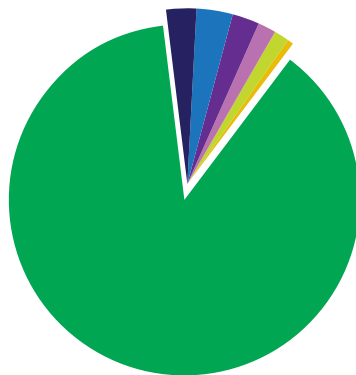
1,518

Crisis evaluations were performed in fiscal year 2023 (unduplicated)

Youth: 580 Adults: 938

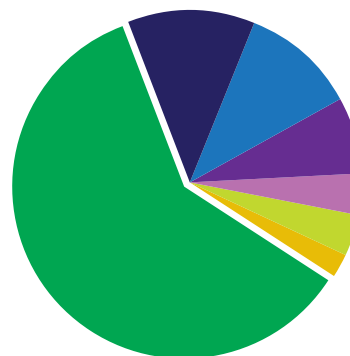
FY 2023 Expenses

88% Personnel & Benefits
 3% Supplies
 3% Occupancy
 2% Operating
 2% Transportation
 1% Depreciation
 1% Other



FY 2023 Revenue

60% Medicaid/Client fees
 12% Other state grants
 11% Division Mental Health
 7% DCFS
 4% SUPR
 4% County support
 2% Other



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

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



United Way of Lee County
Community Partner