



MHCW
MENTAL HEALTH CENTERS OF WESTERN ILLINOIS

ANNUAL REPORT

FISCAL
YEAR '22



OUR MISSION:

TO HELP EACH INDIVIDUAL ACHIEVE PERSONAL WELLNESS THROUGH THE PROVISION OF COST-EFFECTIVE, PERSON CENTERED SERVICES BY QUALIFIED AND CARING STAFF.

OUR VALUES AT MHCWI:

- M**otivation
- H**ope
- C**ompassion
- W**ellness
- I**ntegrity



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SERVICES

- Case Management
- Children in Between
- Community Housing
- Community Intervention
- Community Support-individual, Group, and Residential
- Crisis Intervention
- Community Day Services
- Driver Risk Education
- DUI Evaluation
- Early Intervention
- Home and Community Based Support
- Outpatient Treatment
- Peer Support Services
- Psychiatric Services
- SASS Support Services
- Sheltered Workshop
- Substance Abuse Treatment

ACCREDITATION

In November of 2019, CARF International announced that Mental Health Centers of Western Illinois has been accredited for a period of three years for its following programs:

- Case Management/Services Coordination: Mental Health (Children and Adolescents)
- Community Housing: Mental Health (Adults)
- Community Integration: Mental Health (Adults)
- Outpatient Treatment: Alcohol and Other Drugs/Addictions (Adults)
- Outpatient Treatment: Alcohol and Other Drugs/Addictions (Children and Adolescents)
- Outpatient Treatment: Mental Health (Adults)
- Outpatient Treatment: Mental Health (Children and Adolescents)
- Community Integration

- The agency will be due for reaccreditation in Fall of 2022 -



Dear Staff, Stakeholders and Community Partners,

As the leader of the agency, I have the opportunity to share with you MHCWI's Annual Report. When I reflect on FY22, there are a few things that stand out to me. I am awed and appreciative of our community members who desire to partner in meeting the needs of the community. I am appreciative to those who offer funding for projects that make a difference. I am thankful for those who donate to the agency. I am grateful for the MHCWI staff who keep showing up despite shortages and the many challenges that come with that scenario. Each day, providers get an opportunity to demonstrate their compassion toward those we serve. They are motivated to help individuals make the changes they desire. I am also grateful for all of the administrative and support staff and supervisors who work each day to fill the gaps, support the providers, keep things running and brainstorm how we can continue to meet the needs of those we serve. There has been no disappointment in watching how our values have been demonstrated time and time again.

Motivation
Hope
Compassion
Wellness
Integrity

Some highlights of FY22:

- * MHCWI had a greater social media presence that started mid-fiscal year after the hiring of a Marketing and Public Relations Coordinator. This new position was made possible by grant funding from the Tracy Family Foundation.
- * There was an opportunity for continued Counselor presence in the Pike County School Districts thanks to the financial contribution and unending support of Executive Director Patty McIntosh and Board of the Health and Wellness Foundation of Pike County.
- * MHCWI hired Peer Specialists who have been instrumental in their efforts in the community and in their prevention and intervention activities in Brown, Hancock and Pike Counties. This new opportunity was made possible because MHCWI was a sub-recipient of a RCORP grant awarded to SIU School of Medicine.
- * Community Day Services were able to add days of service/attendance following periods of time deemed unsafe for group activities due to covid situations. Staff worked to identify off-site opportunities and to come into compliance with the Center of Medicare and Medicaid HCBS Settings Rule that will need to be in place in March of 2023.
- * There was a return to more office based services and less reliance on telehealth. However we are fortunate that the pandemic forced us to seek out alternative means of service delivery creating flexibility and opportunity for those served.
- * It was determined that the Pike Site would relocate services to another site location. We secured the location and began working on renovations that would allow expansion of services.

* After many delays, the installation of the Randolph Lane Sprinkler system in Hancock County was coming to a close at the end of the fiscal year. This project began in 2019 and was greatly impacted by material shortages, changes in the field of work/worker shortages, in addition to other issues. This project was finalized, but not before many stressful moments throughout.

* FY22 Consumer Satisfaction Surveys resulted in 97% of those surveyed stating that they were treated with dignity and respect; 99% stating that they would recommend this agency to someone in need of services; and 98% of those surveyed stated that they believed staff were competent and qualified to fulfill their assigned roles at MHCWI.

* Unfortunately a large storm damaged the roof and siding on all five buildings in Brown County. Fortunately, the agency was scheduled for replacement which led to a brand new look!

* Two Counselors continued to provide services in the Hancock County School Districts in FY22.

* MHCWI received funding from the 377 Board in Hancock County, as well as the 708 Boards in Brown, Hancock and Pike Counties. We are grateful for the dedication these boards have toward rural mental health centers and the services that have been provided over the past five decades.

I could go on to describe all of the wonderful and challenging things that occurred in FY22, but due to space and desire for your time and attention in this busy world, I will provide final comments. I want you to not only read the following pages, but look at the faces of those who have had a connection with MHCWI. Smiles demonstrate our success. I want to thank the Board of Directors for their support, guidance and dedication of precious time.

Respectfully,



Katie Wilson

Employee Spotlight- Linda Twaddle

I have been with MHCWI for close to 10 years. My main job is filing and sending out releases, which can be a never ending job. I also help cover the phone and front desk during lunch and breaks. I had always known that this business was here but never understood the importance of what they did and could accomplish. We have a great bunch of people to work with at our facility, and that totally makes it easier to come into work each day. Here at Carthage, we have a large number of clients that come in daily to Day Training. They all have some type of disability and the people that work with them are amazing. It makes me smile to see the interaction they have with the clients. Even though it can be stressful at times, I love what I do and encourage anyone looking for a job to come and join us.

BOARD OF DIRECTORS

TOM HARTZELL
President

BILL HOLLIS
Vice President

SANDRA PRATHER
Treasurer

REBECCA WYDELL
Secretary

JOHN DITTMER

JERRY EDISON

JEFF GERARD

CHRIS LITTLE

CAITLIN HOBSON

In Providing for the needs of a total comprehensive mental health facility, the Board of Directors assures that a broad array of effective, efficient mental health, developmental disabilities, and substance abuse service options are available and accessible to all of the citizens of the area counties. In planning for the future, the Board actions are directed towards increasing accessibility and improving outcomes, thereby enhancing the quality of life for the citizens of our counties. The Board has four fundamental values that guide its actions:

- To conduct the business of the Board with integrity, with social responsibility, and in the best interest of the citizen and taxpayers of local counties.
- To promote a full array of coordinated mental health service options based on an assessment of needs in order to make a positive difference in the mental health of residents in area counties.
- To provide leadership of a coordinated health services system with ongoing communications among providers, advocates, citizens, boards, and funders.
- To expend funds to purchase necessary, effective, and cost efficient equipment/supplies.

MHCWI HAS PROUDLY SERVED 1,246
NUMBER OF INDIVIDUALS IN
FISCAL YEAR 2022



FISCAL YEAR '22 DONOR LIST

WE DEEPLY APPRECIATE THE GENEROSITY OF INDIVIDUAL AND BUSINESS DONORS.

Tracy Family Foundation

C. & D. Lovaldi

S. Tracy

Brews Coffee House and Café

S. Tracy

Ayce Nutrition

S. Stamerjohn

Amazon Smile

S. Kintz

O'Donnell Memorial

Pike Nutrition

O'Donnell Memorial

Network for Good

D. McNeil-O'Donnell Memorial

M. Tracy

M. Costigan

M. & K Tracy

K. Tracy

K. Tracy

K. Tracy

K. Tracy

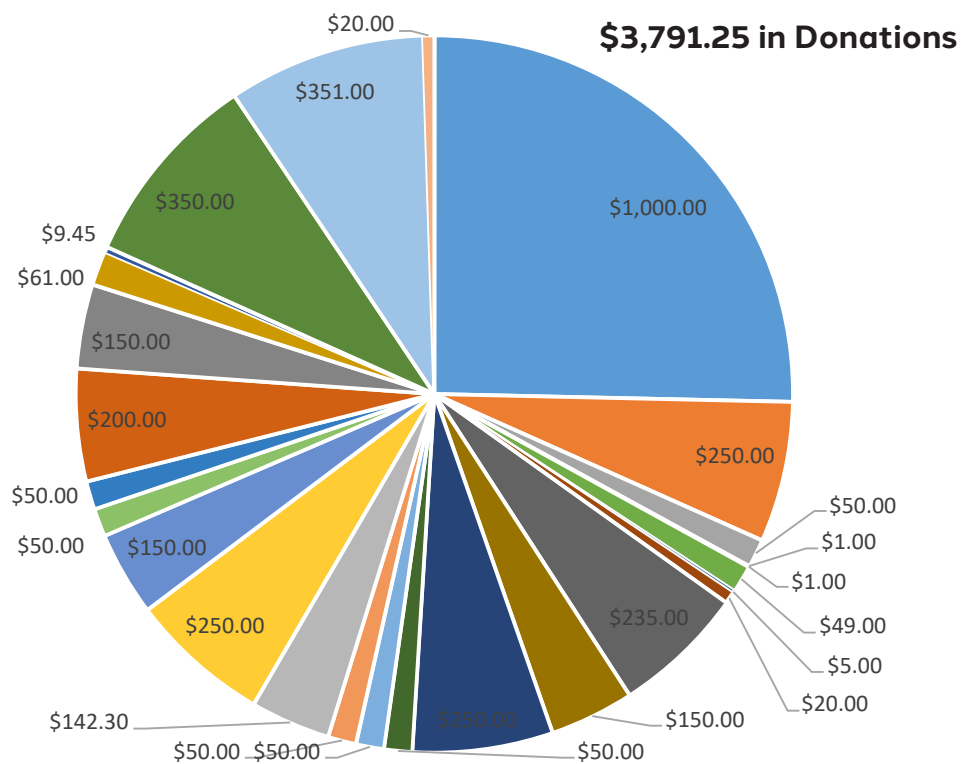
K of C Charities

E. Terwelp

D. Teefey

D. Teefey

C. Lovaldi



MARY'S PATH TO SUCCESS

Life was not always good for Mary. Living in different nursing homes, was homeless at one time, struggled to keep her mental health where it needed to be, and much more. These were all the things that she had to find a way to overcome to make the life she wanted...and she did. In October of 2003, Mary came to live at HUD Subsidized housing, with MHCWI.

"They start from day one. They tell you when you move in, you have a chance."

She explained to me that she has enjoyed the last several years in Brown County and the many different opportunities that she has had. Mary explained how it has been a learning experience to see other individuals' mental illnesses firsthand, and how they all differ so greatly when it comes to symptoms and treatment plans based on the person. While she was learning about her own struggles, she had a community of people who were also learning about themselves as a person and their mental health.

She says "they jump right in to get you set up with a counselor that you can trust, teach you what you need to know about different types of medicine and what could be the right fit for you." MHCWI gives an individual skills and opportunities to get out in the community to shop, get a job, and face to face contact with the public during area fundraisers and events. "I didn't know how to even do my laundry," Mary tells us. She explained all the different groups and classes that she has attended over the years with MHCWI staff and how they have taught her how to handle day-to-day tasks and how to care for herself physically and mentally.

Another great tool that she commends to her success is the Mary Ellen Copland Wellness Recovery Plan. The WRAP process helps you to identify the tools that keep you well and create action plans to put them into practice in your everyday life. This plan has helped Mary identify her triggers, and how to handle them in a healthy and safe way. She says she started using the plan when she moved here and still uses it when she needs it, even after all these years.

The agency has taught her to reach out to staff when she knows she needs extra help. Keeping up with her sessions both with a counselor and Dr. Gadson is very important to take charge of her mental health, as well as, routine use of her prescribed medication.

"MHCWI has helped me set goals and they were realistic goals. They didn't seem like it at the time, but I am on the right meds and I have my support team and it's helped me to where I can get on my own, but I know I still have MHCWI in case I need it."

Mary plans to move out on her own soon and is currently working with staff to find an apartment to fit her needs. She says our Payee Representative Program has helped her tremendously. Heidi, our Payee Representative has helped her develop a weekly budget and taught her the skills needed to shop wisely and compare market prices before making final decisions. She has taught Mary the difference between planning for the future and impulse buying based on emotion. Mary's plan, with the help of MHCWI, is to become her own payee within one year of moving. If she continues to work as hard as she does now, we have no doubt she will reach this accomplishment.



The staff at Hagel 1891, in Mt. Sterling, have become a second family to Mary. They have welcomed her with open arms and understand how important Mary's mental health is to her. She explained the importance of finding a workplace that does not judge a person based on their mental health needs, but instead by their work ethic and dedication. "I used to be afraid to take my medicine at work, that someone might judge me" but the staff at Hagel know the importance of consistent treatment for an individual to stay on track with their mental health journey. She explained that they take care of her, watch out for her, and can tell when she is having an "off" day.

Another thing that Mary feels has been a large part of her success is her faith. She is a member of The Crossing Church in Mt. Sterling and has been for several years now. She says she has had the opportunity to work in children's programs, women's bible study groups, and nightly services. During the summer, she has volunteered at The Crossing Camp in Rushville, IL in the cafeteria and attended the sermons with the kids. With her church family, she has also had many opportunities to be out in the community and has experiences that she never thought were possible. For several years, she was a volunteer for the Tim Tebow Foundation- Night to Shine events. "I never dreamed of getting to do something like that." She says the reactions of the kids she was able to help at those events were moments that she will never forget.

I asked Mary what she would tell someone new that was moving into the housing units at MHCWI, "Never give up. There is always help, even when you think you are at your lowest, low." She explained that small goals are important. Reminding those who are trying to better themselves, that you cannot overwhelm yourself with goals that are impossible to achieve. Set small goals that you can feasibly reach, reach them, and then set new goals after that. Mary loves art. Diamond art and intricate coloring designs are some of her favorite things to do. In the past, she explained that she never took time for herself. Now she makes it a point to take 30 mins. at the end of each day to do what she loves and unwind from all the day's stresses before she goes to bed. It was a small/obtainable goal, which now makes a huge impact in her life.

Her counselor commented that Mary is resilient. She explained how Mary has bounced back when something has gotten in her way and doesn't care what the stigma is around mental health. Mary takes charge of her health, and her life, and is a true success story.

"I DON'T KNOW WHERE I WOULD BE WITHOUT MHCWI. IT IS THE BEST THING THAT I HAVE DONE FOR MY MENTAL HEALTH."



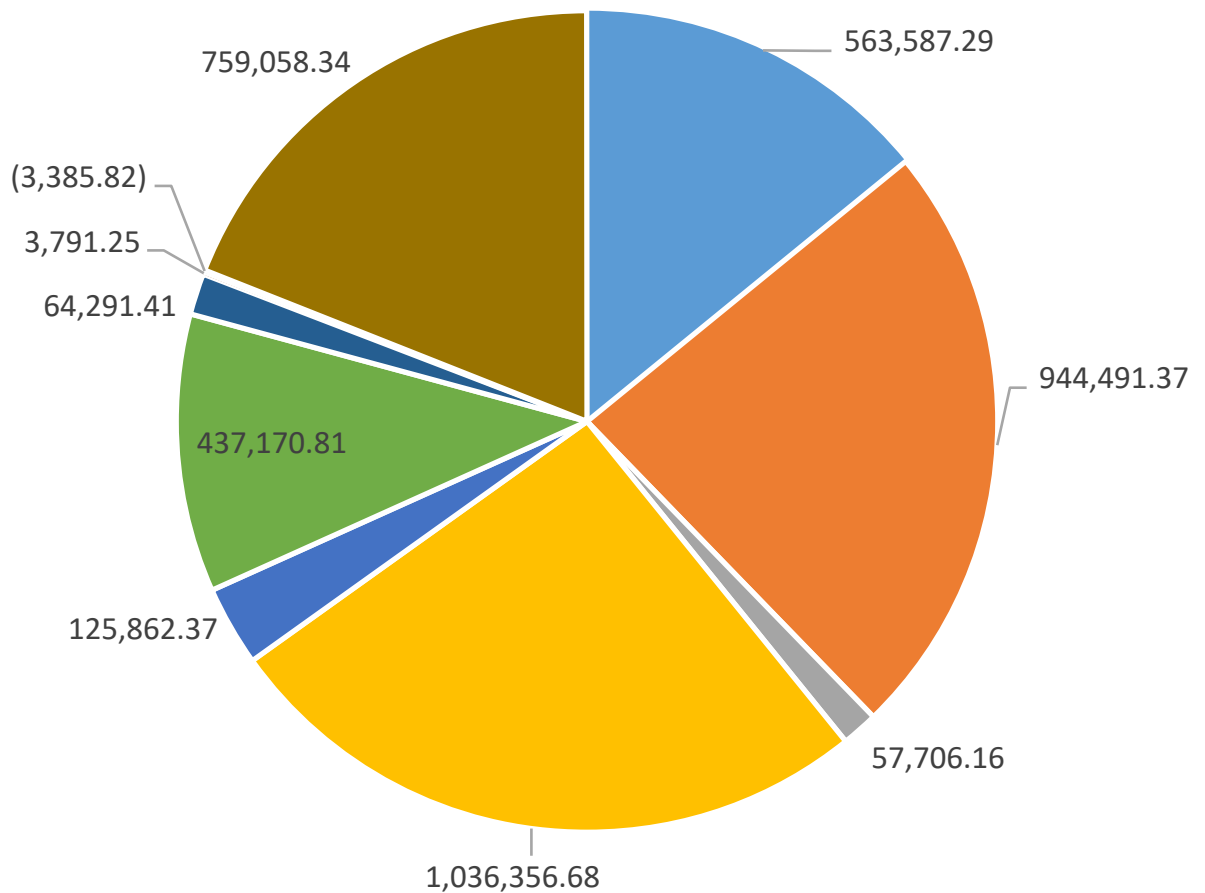
At the end of our interview, I asked about what life could look like in the future. She had a goal to move out on her own very soon and she is already very close to obtaining that. Then in one year, she plans to have better control over her finances. However, I asked, what is the goal after that? She started to tell me that she wants to move to a larger city, Somewhere like Chicago or St. Louis, and find a program where she can help handicapped kids. Then after a bit, she thought of another goal that she wishes to achieve and that is buy her own house.

Mary truly is the mascot for success at MHCWI. We do not doubt our minds that she will, one day, buy a house, near a big city, and have the opportunity to help handicapped kids reach their goals as well.

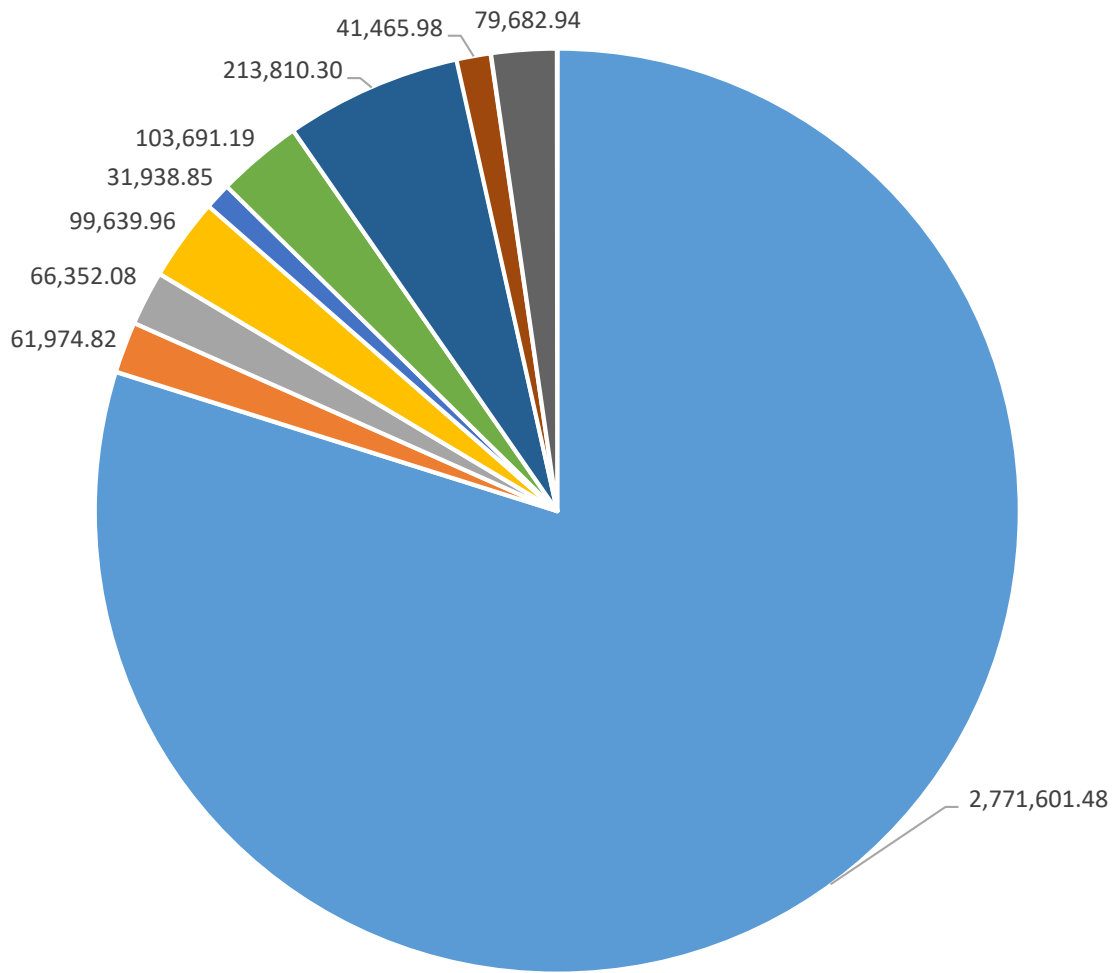
Written by: Courtney Rayborn, Marketing and Public Relations Coordinator

FINANCIALS

Revenues		
Local Government	563,587.29	14.1%
DHS Medicaid	944,491.37	23.7%
DHS Non-Medicaid	57,706.16	1.4%
DHS Grants	1,036,356.68	26.0%
Other Grants	125,862.37	3.2%
Fees for Service	437,170.81	11.0%
Supported Employment Programs	64,291.41	1.6%
Contributions	3,791.25	0.1%
Investment Income	(3,385.82)	-0.1%
Miscellaneous	759,058.34	19.0%
Total Revenues		3,988,929.86



- Local Government
- DHS Medicaid
- DHS Non-Medicaid
- DHS Grants
- Other Grants
- Fees for Service
- Supported Employment Programs
- Contributions
- Investment Income
- Miscellaneous



- Salaries & Benefits
- Supplies
- Maintenance/Repairs
- Utilities
- Transportation
- Insurance
- Consultants
- Miscellaneous
- Depreciation

Expenses		
Salaries & Benefits	2,771,601.48	79.9%
Supplies	61,974.82	1.8%
Maintenance/Repairs	66,352.08	1.9%
Utilities	99,639.96	2.9%
Transportation	31,938.85	0.9%
Insurance	103,691.19	3.0%
Consultants	213,810.30	6.2%
Miscellaneous	41,465.98	1.2%
Depreciation	79,682.94	2.3%
Total Expenses	3,470,157.60	

EMPLOYEE SPOTLIGHT



Sheila Hunt ● ● ●

I started with the agency in July of 2019 as a part-time billing secretary in the Mt. Sterling office. In September of 2020 I had the opportunity to transfer to the Pittsfield location and become the new full time secretary. Since I was born and raised in Pike County, moving to the Pittsfield site was the perfect fit for me. Working at the Pittsfield location has really broadened my knowledge on the mental health needs of our rural community and I am proud to be a part of an organization that focuses on supporting the local community.

We have a dedicated team at the Pittsfield site and the focus on teamwork is at the forefront for each staff member. It's a joy to come to work everyday and work with like minded people who aren't afraid to dig in and get the job done. The work can be challenging at times but the reward is great when you go home knowing that you helped someone, whether it was helping them find local resources or making them an appointment for services and letting them know there are people here who care about their individual well being.

MHCWI's commitment to Motivation, Hope, Compassion, Wellness and Integrity of each individual (whether client or employee) we work with is important to me personally and sets a strong foundation for our agency's future.

Mark James ● ● ●

Working with the CDS program is great because there is a lot of variety when it comes to day to day activities. We are always trying to think of new ways to help the clients learn and grow as individuals. We really enjoy having the opportunity to go on community outings with the clients, and they seem to really enjoy these opportunities as well.



Chelsea Erwin ● ● ●

I will be here for 1 year on March 12th, 2022. I started as a DSP and was recently promoted to Residential Program Coordinator/ Case manager. I love working with the clients. Each of the clients are special in their own way and getting to know and help them has been a wonderful experience for me, I love my job.

YEARS OF SERVICE

1-5 YEARS

James Orris
Jennifer Teel
Riley Cox
Steve Phillips
Christina Amughan
Danielle Siegel
Jennifer Patterson
Jesse Seals
Kristin Cramer
Kariann Seltzer
Shane Mcelrea
Sheila Hunt
Michala Westfall
Heidi Lashbrook
Lindsay Moser
Mark James
Chelsea Erwin
Megan Flowers
Jessica Clark
Rochelle Briney
Jerome Lee
Jennifer Robinson
Trinity Davidson
Wilbur Walker

6-10 YEARS

Sheryl White
Linda Twaddle
Amy Walker
Lexie Huffman
Darcie Etter
Rebecca Bankston
Dina Gunning
Tiffany Roller
Makenzie Shipman
Dane Jansen

11-15 YEARS

Mark Wilson
Andrea Boley

16-20 YEARS

Connie Kunkel
Nancy Hoemann
Dale Winner

25 OR MORE YEARS OF SERVICE

DONNA BEMIS
32 Years

JANELLE BOWEN
32 Years

KATIE WILSON
26 Years

DIANNA WINNER
25 Years

JOE LITTLE
25 Years



21-24 YEARS

Amanda Gooding
Barbara Logsdon









Brown County
700 SE Cross
Mt. Sterling, IL 62353
(217) 773-3325

Pike County
1260 W. Washington
Pittsfield, IL 62363
(217) 285-4436

Hancock County
607 Buchanan St
Carthage, IL 62321
(217) 357-3176

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Brown County



Pike County



Hancock County