



MHCWI

MENTAL HEALTH CENTERS OF WESTERN ILLINOIS

ANNUAL
REPORT

20-21

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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:

Motivation

Hope

Compassion

Wellness

Integrity

BOARD OF DIRECTORS

TOM HARTZELL
President

BILL HOLLIS
Vice President

SANDRA PRATHER
Secretary

ANITA READ
Treasurer

JOHN DITTMER

REBECCA WYDELL

JEFF GERARD

JERRY EDISON

CHRIS LITTLE

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 3,256
INDIVIDUALS IN THE 2020-2021
FISCAL YEAR

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
- Crisis Stabilization 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



A LETTER FROM OUR DIRECTOR

Dear friends, staff, and community partners,

I am pleased to present to you the 2021 Annual Report. The year 2021 was a year full of challenges, but also opportunities to see growth and strength. A challenge all mental health providers in the state of Illinois experienced was a change in crisis funding in order to prepare for a federal 988 crisis response line. We were notified just prior to the new fiscal year in July that the 580 Crisis Capacity Grant would no longer be offered as a non-competitive grant. A new 590 Crisis Grant was presented as a competitive grant. However, MHCWI realized that we could not meet the grant staffing requirements. We have struggled to find ways to continue to provide services to those struggling with a crisis in the communities we serve. Our community partner, Transitions of Western Illinois, provides crisis assistance in Pike and Hancock Counties, but we struggle to find ways to meet all of the crisis needs during difficult times. Over the years, MHCWI has responded and been a calm face for an individual or family in crisis and at times an assistant to our law enforcement officers. We continue to find our place in this new system of care.

In 2021, we continued to struggle to protect each other and those we serve from COVID-19 while complying with CDC guidelines and Public Health guidance. As communities saw a rise in COVID-19 cases, we rode the roller coaster and acted quickly to change how we provided services in whatever way was needed. Many times throughout the year, administrative staff met to discuss COVID-19. Each time we were determined to resolve the next COVID-19 dilemma and while we were determined, we were traveling unknown waters.

COVID-19 was not our only challenge. In addition, there were many times I heard the phrase “the Great Resignation” and unfortunately, MHCWI was not immune to staff turnover. Currently, we have about 41% of our staff who have been here less than 1 year. Another 24% have been here between 1 and 5 years. Covering staff shortages while trying to locate and hire new staff was a huge feat. Training of new staff takes a great deal of time in addition to all of the other tasks on a daily list. I have seen so many staff step up day after day and I have seen staff take on new roles and excel in ways I could not have imagined. Those we serve are very fortunate. I am extremely proud of the MHCWI staff for their part in ensuring we were moving forward and maintaining our presence in our communities. In light of the personal and professional challenges on everyone over the last two years, I must say that MHCWI staff work hard and are dedicated to our mission.

Despite challenges, we received some much-appreciated assistance in 2021:

* The Health and Wellness Foundation of Pike County awarded a 3-year grant to MHCWI that allows us to place a mental/behavioral health resource in the Griggsville/Perry, Western, and Pleasant Hill School Districts. This concept had been discussed for numerous years and in 2021 this became reality. I cannot express the level of appreciation I feel

toward this very important project. Thank you to The Health and Wellness Foundation of Pike County's Executive Director, Patty McIntosh, and their Board of Directors.

* The Tracy Family Foundation awarded MHCWI a grant to help supplement the cost of adding a Marketing/Public Relations Coordinator to our organizational structure for the purpose of raising community awareness and promoting the broad range of services MHCWI offers. Like us on Facebook and Twitter!!

* MHCWI entered into a sub-agreement with SIU to fulfill the goals and objectives of the HRSA Rural Communities Opioid Response (RCORP) Implementation Grant. This award period is from September 1, 2020, to August 31, 2023. As you will see in the following pages, this grant allows for the addition of two Peer Recovery Support Specialists who help individuals along their path of recovery.

* In 2021, MHCWI was awarded a grant from the Pike County 708 Board after the submission of an application seeking support for the provision of mental health and substance use services at our Pike County Site.

* The state and federal governments provided COVID-19 relief funds to support revenue shortfalls due to the pandemic.

Thank you to the staff at MHCWI, the local 377 and 708 Board of Directors, and community stakeholders for your support and vested interest in what we do. Thank you to our Board of Directors for volunteering your time, for providing guidance, and for sharing your expertise. I appreciate all of you.

Respectfully,

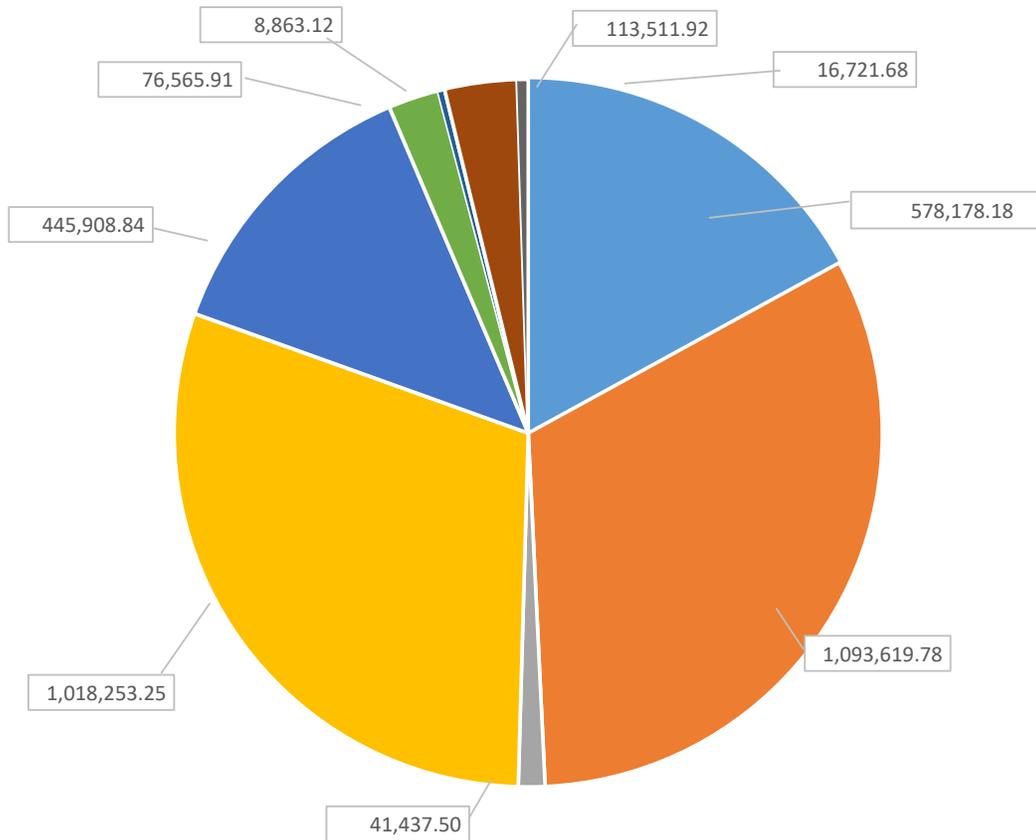
Katie Wilson

Katie Wilson



FINANCIALS

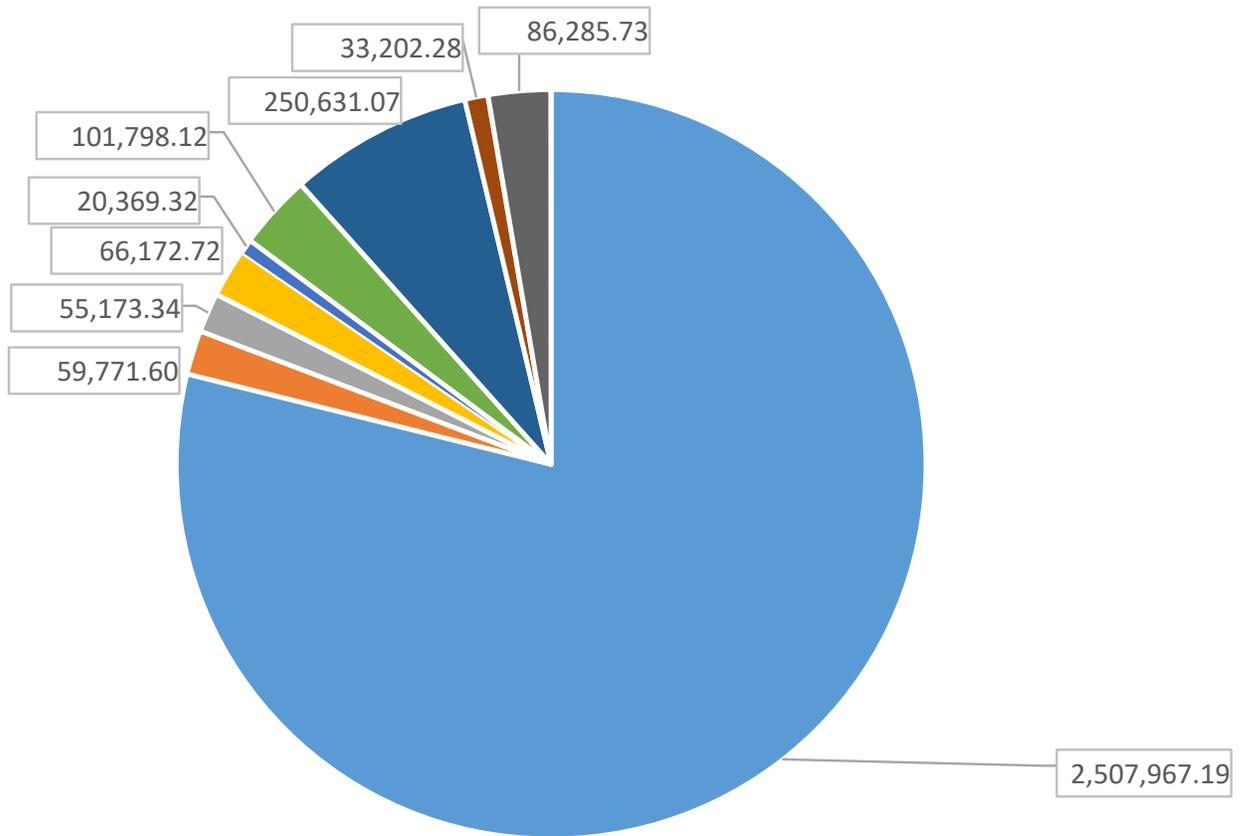
Revenues



- Local Government 578,178.18
- DHS Medicaid 1,093,619.78
- DHS Non-Medicaid 41,437.50
- DHS Grants 1,018,253.25
- Fees for Service 445,908.84
- Supported Employment Programs 76,565.91
- Contributions 8,863.12
- Investment Income 113,511.92
- Miscellaneous 16,721.68

Revenues		
Local Government	578,178.18	17.00%
DHS Medicaid	1,093,619.78	32.20%
DHS Non-Medicaid	41,437.50	1.20%
DHS Grants	1,018,253.25	30.00%
Fees for Service	445,908.84	13.10%
Support Employment Programs	76,565.91	2.30%
Contributions	8,863.12	0.30%
Investment Income	113,511.92	3.30%
Miscellaneous	16,721.68	0.50%
Total Revenues	3,393,060.18	

Expenses



- Salaries & Benefits 2,507,967.19
- Supplies 59,771.60
- Maintenance/Repairs 55,173.34
- Utilities 66,172.72
- Transportation 20,369.32
- Insurance 101,798.12
- Consultants 250,631.07
- Miscellaneous 33,202.28
- Depreciation 86,285.73

Expenses		
Salaries & Benefits	2,507,967.19	78.80%
Supplies	59,771.60	1.90%
Maintenance/Repairs	55,173.34	1.70%
Utilities	66,172.72	2.10%
Transportation	20,369.32	0.60%
Insurance	101,798.12	3.20%
Consultants	250,631.07	7.90%
Miscellaneous	33,202.28	1.00%
Depreciation	86,285.73	2.70%
Total Expenses	3,181,371.37	

MANDY GOODING, QUALITY ASSURANCE SUPERVISOR



Mandy is a lifelong resident of Carthage, IL. After high school, she attended Western Illinois University graduating in 1999 with her Bachelor's degree in Law Enforcement & Justice Administration. In September of 2000, Mandy joined the Hancock County Mental Health Center in Carthage as an Intake Worker, often the first contact for individuals entering services. She would complete an initial assessment and orientation with the individual before referring them to a clinician for further assessment and treatment. Early on, besides completing intakes, Mandy provided group counseling/skill development to children at the Nauvoo Elementary school for one school year through a grant that the school had received. She participated as a member of the hotline/pager system for individuals experiencing crisis after center hours and was an active participant in weekly clinical staffings. "Over the years, I have filled gaps where needed. I've worked the front desk, in the billing department, provided groups in the psychosocial rehabilitation program for individuals with chronic mental illness, worked in janitorial, and even operated a weed eater on the mowing crew, etc."

In 2005, Hancock County Mental Health and Brown County Mental Health merged to become Mental Health Centers of Western Illinois. At this time, Mandy began working as the Quality Assurance Coordinator for MHCWI. In this position, she was primarily responsible for reviewing clinical records to ensure compliance with regulatory bodies, including Medicaid and CARF. She also assisted the Quality Assurance Supervisor with revisions to MHCWI documents, policies, and procedures. A few years later, Pike County Mental Health Center joined Mental Health Centers of Western Illinois. Mandy began traveling to Pike a couple of times a month to complete quality assurance activities for this site. In 2010, Mandy became a Nonviolent Crisis Intervention Instructor through the Crisis Prevention Institute and a few years later, she became a certified American Heart Association BLS (Basic Life Support) Instructor. Mandy became the Quality Assurance Supervisor in September of 2015 after the retirement of her predecessor and mentor of 9 years, Bill O'Sullivan. In addition to her quality assurance duties, Mandy is also the Training Coordinator, Corporate Compliance Officer, Privacy & Security Officer, and Pandemic Response Coordinator. She also participates in the health and safety program, which is responsible for carrying out the policies and procedures regarding the individuals served and our employees.

Mandy joined the mental health center in 2000 with the desire to help others. Nearly 22 years later, she attributes her longevity to her strong ties to the community and the people she works with and serves. She has had the pleasure of working with many great individuals over the years that have helped her grow in her position. She hopes to continue growing with MHCWI for another 20 years.

Mandy resides in rural Carthage with her husband, Brandon, and their three boys. Nicholas is a 14-year old Freshman at Illini West High School in Carthage, IL. Dwight and Duncan, are 6-year old twin Kindergartners at Southeastern Elementary School in Bowen, IL. Mandy's husband, Brandon, recently received his Master's degree in Educational Leadership from Western Illinois University. He will be the Pre-K through 6th grade principal at Southeastern Elementary School beginning with the 2022-2023 school year. Dwight and Duncan are very excited to have their Dad at school. Mandy is extremely proud of her family. She enjoys spending time with her family, attending her children's' activities, being outdoors, bicycling, and walking.

YEARS OF SERVICE

25 OR MORE YEARS OF SERVICE

16-20 YEARS

Barbara Logsdon
Connie Kunkel
Nancy Hoemann

11-15 YEARS

Dale Winner
Mark Wilson
Andrea Boley

21-24 YEARS

Joe Little
Mandy Gooding

DONNA BEMIS

32 Years

JANELLE BOWEN

32 Years

KATIE WILSON

25 Years

DIANNA WINNER

25 Years

6-10 YEARS

Sheryl White
Keith Bruns
Jessica Malone
Linda Twaddle
Amy Walker
Lexie Huffman
Darcie Etter
Rebecca Bankston
Laura Fry
Dina Gunning
Tiffany Roller

Makenzie Shipman

Dane Jansen

1-5 YEARS

James Orris
Jennifer Teel
Shanna Ewers
Riley Clay
Steve Phillips
Christina Amughan
Danielle Siegel
Jennifer Patterson
Jesse Seals

Kristin Cramer

Kariann Seltzer

Shane Mcelrea

Sheila Hunt

Michala Westfall

Heidi Lashbrook

Lindsay Moser

Patricia Henn

Mark James

Christina Amughan

I am a single mother of 3 boys, an 11 year old and twins that are 7. I have been working here since Jan. 2018. I started out working the 2 to 10 shift as a housing Tech. I really enjoyed working with the clients, Helping with coping skills, but mostly doing activities. I love to cook so I took that and would do cooking activities with the clients. A chili cook or breakfast cook, was a couple of their favorites. I also enjoyed doing game activities and movie nights. After doing that for a year I had to change my schedule due to not seeing my children much. I then did a year and half of nights, I had plenty of time to learn to be more proficient on the computer. I really missed the interaction with the clients and my coworkers, so I requested to be put on days. I love working days! It is perfect for my home life schedule as well as more interaction with the clients. After working about 6 months on days, the opportunity arose to become housing manager. I made the decision to move forward in that direction. I was a good nervous, and excited about this opportunity. It was a chance to better myself, to step up and take on more responsibility, to be more driven to excel, and with the help of a great team I believe we all will.



“My name is Donna Bemis. I have lived in Brown County all my life. I have been happily married to my husband Scott for the past 37 years. We have two grown children Traci and Aaron who live here in Brown County. We also have four wonderful grandchildren Colton, Weston, Maddy and Hildey. I have worked for MHCWI for the past 32 years and have held several different positions within the agency I have been in my current position as Case Coordinator since April of 2019. In all my years I have worked for MHCWI it has always been about the clients. I have always enjoyed being able to be an advocate for them and helping them in whatever way I could.”



Shanna Ewers

I've been with MHCWI for five years. I began in June 2017 as an executive assistant and then began working in the substance abuse department. In 2019 I began focusing primarily on children/youth, covering the SASS program and offering counseling and outpatient services in the community. In 2021, I accepted a new role with the health and wellness foundation grant as a school-based counselor for Pike County School Districts. I hope for the future that the agency continues to develop and grow by offering new programs and services in the community as the resources in Pike County are limited. The agency has a lot to offer in the community, and I look forward to seeing it continue to expand the opportunities in Pike County and the other counties MHCWI serves.



PEER RECOVERY SUPPORT SPECIALIST

Peer Support Services are available to individuals in recovery from mental illness or dual diagnosis of mental illness and substance use disorders. This is an individualized, recovery-focused service that allows individuals the opportunity to learn to manage their own recovery and advocacy process. Interventions of the Peer Support Specialist serve to enhance the development of natural supports, as well as coping and self-management skills. Peer support may include peer mentoring or coaching, resource connecting, facilitating and leading recovery, educational and support groups, advocating for the person/family served, and/or building community supports.

Jessica Clark, Peer Recovery Support Specialist

Jessica is a Pike County native with an 11-year-old daughter and a 2-year-old son. She has lived in Nebo, IL her entire life. Now, 39 years old, she has been an addict since the age of 14. Her drug of choice is methamphetamine. "I will have four years clean in June of 2022. I was lucky enough to be offered this position in June of 2021. Honestly, I am unsure as to how I was chosen, but I am thankful everyday for the opportunity." Jessica says that this job is definitely not an easy one, but can be very rewarding. Some of the rewards that she has witnessed are seeing clients go in for inpatient treatment, completing probation, and then successfully completing substance abuse services here at MHCWI. Most of them then, remain sober. "I know how hard those tasks are because I personally have overcome them. I am excited to see where this position takes me."



Jerome Lee, Peer Recovery Support Specialist



My name is Jerome Lee. I am a lifelong resident of Hamilton, IL. I am also a former addict and alcoholic of 25+ years, approaching 5 years clean and sober. I have served time in prison from 2017-to 2018 for possession of methamphetamine and was using between 500 and 700 dollars worth per day before my arrest. I spent the majority of my life trading addictions from marijuana and alcohol to opioids, cocaine, ecstasy, and any other drug you can think of. I worked hard in prison to deal with the hurts, habits, and hang-ups that held me in bondage to addiction. When I was released from prison I made it my mission to serve God and to help other alcoholics and addicts to get free and get their lives back. I began as a full-time Pastor at the First Christian Church in Carthage in March of 2021 a couple of years after beginning work with the Hancock County Addiction Coalition as a community educator and treatment facilitator. I then became vice president, and currently serve as interim president, of Lydia's House, a crisis center and transitional living home for women battling addiction and domestic violence. Then in July, I was presented with a part-time opportunity with MHCWI to use my years of addiction, as well as, my methods of recovery to help others still suffering from addiction. If you need help from someone who has been there, please give us a call!

2020-2021 DONOR LIST

*WE DEEPLY APPRECIATE THE GENEROSITY
OF INDIVIDUAL AND BUSINESS DONORS.*

In Memory of Leo Buckert

Timothy and Brenda Etter
Norman and Joyce Wollbrink
Kent and Kaye Buckert

In Memory of Joe O'Donnell

Anthony and Kristin Ashenhurst
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Tracy Family Foundation

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Catherine and Tom Tracy

Liz Tracy and Andrew Deuel

Michael Tracy

Natalie Tracy

Nikki Tracy

Kristin Tracy

Kelsey Breathitt Tracy

Kelsey Cope

Angela Schlater

Daniel Teefey

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Phone: (217) 285-4436

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