



Transitions

Mental Health Services

Where It's All About You

(as it should be)

ANNUAL REPORT

2016



YOUTH AND ADULT SERVICES

RESIDENTIAL SERVICES

COUNSELING & THERAPY SERVICES

PYSCHIATRIC SERVICES

AGENCY
BUSINESSES:

THE PRINTER'S MARK
PROPERTY PROFESSIONALS
TRANSITIONS COMMERCIAL CLEANING

Welcome to Transitions. What an extraordinary year it has been. We have made it through an entire year without state grant funding due to the Illinois budget impasse. As a result, we have had to limit services and leave some open staff positions unfilled. But there have been exciting successes in spite of the budgetary crisis. Here are a few of them:

This past year we increased our presence in area schools, currently serving thirty-nine. As a result of the Scott County Mental Health Court initiative, we developed strong relationships with Quad Cities Interfaith, Genesis Health System and the Scott County court system. We have a new Iowa office that is now located at Genesis West. We have made numerous presentations throughout the Quad Cities Area on Trauma-informed care - a nation-wide movement to more effectively provide mental health services. We had a very successful golf tourney.

We are very pleased and appreciative for funding we have received from location funding sources. We received funds from the Hubbell-Waterman Foundation for the renovation of one of our residential facilities. We also received funding from the Community Foundation of the Great River Bend to launch our new video series. Teens for Tomorrow provided funding for our youth services program. The Amy Helpenstell Foundation helped to fund our youth services. The Doris and Victor Day Foundation provided funding for psychiatric services and the Moline Foundation to also support our growing psychiatric service demands. We could not do our work without all of you.

We have been an active player in the development and the growth of the Quad Cities Open Network – a Quad Cities-wide collaborative of human services providers and advocates. Its mission is to strengthen the human services sector. Our tele-psych service has been highly successful. Our outreach program has never been busier as our staff members meet the ever-growing needs of the community. Our residential program has successfully transitioned many people back in the community successfully.

Our three agency businesses – the Printer’s Mark printing company, Property Professionals – our building renovation and repair service, and our Transitions Commercial Cleaning business – have been growing and evolving to better meet the needs of our community and our clientele.

We are an active supporter of the Q2030 Action Plan and Vision, providing employment assistance and school-based services to 35 schools in the QCA. We support local businesses through our many purchases and through the employment of over 65 individuals as staff and community employees in our agency businesses.

This next year we are ready for new and exciting things as we launch our peer services and expand our Iowa services.

Check out our website at www.transmhs.org.

Gary E. Weinstein, L.C.S.W.
CEO, Transitions Mental Health Services

Joe Robb
Board President

OUR MISSION

Transitions is a recovery-based organization dedicated to promoting, enhancing, and improving the health and well-being of individuals, families and the community impacted by mental health issues.

OUR VISION

The agency will be recognized as a leading authority and as one of the most innovative and effective rehabilitation organizations in the nation. It will consist of comprehensive rehabilitation programs and individual business enterprises serving as the primary environments for learning and growth.

Each business, program and service will be community-recognized and preferred as a responsive, reliable, innovative, friendly provider of quality services and products.

Each business, program, and service will exist to provide persons with severe mental health issues the counseling, therapy, consultation, support, training, psychiatric assistance, and employment experience needed to reach their goals, and develop self-respect, skills, self-confidence and life satisfaction.

Every agency staff member will be known as a community-preferred professional. Each will be knowledgeable, responsive, reliable, innovative, team-spirited, respectful, and friendly.

VALUES

Above all, we value, respect and honor the dignity of every individual in our community, and we are dedicated to providing them with the highest quality services possible.

PHILOSOPHY

Transitions Mental Health Services is dedicated to the belief that:

- Recovery is a real possibility for every individual.
- Regardless of the severity of their illnesses, all persons have the right to receive quality services.
- Services should be provided according to individual needs, priorities and goals.
- Choices of services, treatment, venues and activities should be provided whenever possible.
- Confidentiality and the individual rights of every person served must be protected and maintained.

BOARD LIST

President – Joe Robb

Vice-President – Karen Anderson

Treasurer – Gene Krismanits

Secretary – Cathie Rochau

Jim Severe

Lawrence Davis

Michael Kennedy

David Levin

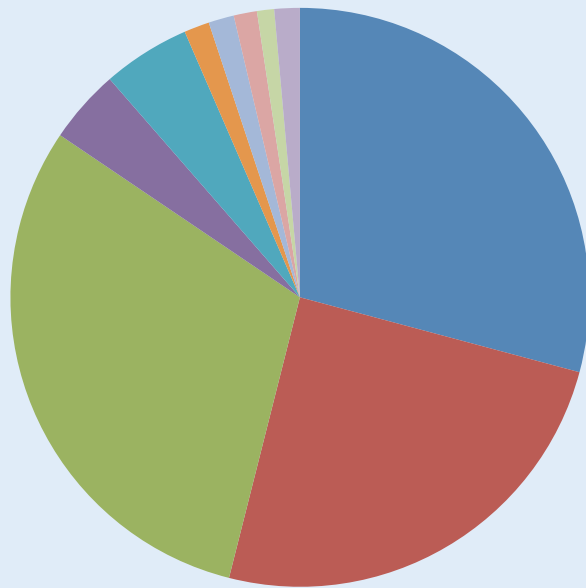
Ida Robinson

Jane O'Melia

John Thompson

Nancy Califf

INCOME STATEMENT FOR YEAR ENDED JUNE 30, 2016



- Grants/MRO/MCO/Direct Svc Contracts
- Custodial Service Contracts
- Business Sales
- RI/Mercer County 708
- DRS/ARRA
- United Way
- Other Grants
- Insurance Proceeds
- Fundraising
- Other (1)

Revenue:

| | |
|-------------------------------------|-----------|
| Grants/MRO/MCO/Direct Svc Contracts | 948,896 |
| Custodial Service Contracts | 805,910 |
| Business Sales | 992,847 |
| RI/Mercer County 708 | 134,300 |
| DRS/ARRA | 159,321 |
| United Way | 46,027 |
| Other Grants | 46,283 |
| Insurance Proceeds | 42,300 |
| Fundraising | 31,136 |
| Other (1) | 46,174 |
| | 3,253,194 |

Expenses by Program:

| | |
|------------------------|-----------|
| Residential | |
| Supported | 27,456 |
| Supervised | 277,798 |
| ARRA | 5,824 |
| Rehab/Clinical | 712,271 |
| Employment | |
| Supported Employment | 30,024 |
| IPS Milestone | 111,432 |
| Businesses | |
| Property Professionals | 46,056 |
| Printer's Mark | 958,984 |
| Service Contracts | |
| Exelon | 180,168 |
| Commissary | 262,210 |
| Clock Tower | 172,190 |
| School Health Link | 50,909 |
| Management & General | 408,096 |
| | 3,243,418 |

Change in Net Assets 9,776

(1) Other consists of Program Fees, Contributions, and Miscellaneous Income

WHO WE ARE

We are TRANSITIONS MENTAL HEALTH SERVICES. A highly responsive, and sensitive organization of professional staff members who come into work every day expressly to lessen the pain, discomfort, frustration, isolation and hopelessness of the people we serve while striving to help them identify their goals, provide them the guidance and equip them with the skills and insights necessary to reach these goals. A satisfying, safe, productive life for everyone we serve is always what we strive for.

WHO WE SERVE

We serve individuals, five years of age and older who are struggling with mental health issues including mental illnesses, personality disorders and behavior disorders. We serve those who have struggled to the point where holding a job, maintaining relationships, living independently and/or finishing school have not been possible. We also work with those who have families and jobs and responsibilities but who are currently having difficulties staying focused and productive due to their symptoms. We help make that possible. We also serve families who are struggling as they attempt to care for their loved one, and we work with employers who may have someone working for them who is dealing with a mental disorder. Finally, we work with clergy, educators, friends, health and human services providers, and others in the community who want learn more about mental disorders and/or assist the people who have them.

WHAT WE DO

We provide a carefully selected array of practical services, all of which are intended to improve the quality of life for individuals with mental health issues and their families, and for all those in the community who are impacted by mental health issues. We provide skills training, employment services, therapy, counseling, mental health education, psychiatric services, consultation, advocacy, and support services to person with mental disorders, their families and the general community. Transitions' goal is to provide those we serve with the tools necessary to live productive, safe, independent, healthy, satisfying lives.

The services we provide were chosen specifically because they create a framework within which we guide our clientele through the mental health system, through their personal issues and obstacles, and help them in reaching their goals.

Counseling Services – Provides both private and group opportunities for working through current issue and obstacle that negatively impact an individual's ability to live a productive, safe and satisfying life.

Employment Services – Assistance with attaining and maintaining community employment, including job searching, job development, assistance in identifying employment opportunities, job skills development, on-site coaching, application completion, resume development, job interviewing practice, conflict resolution, and training and employment in our own three agency-owned and operated community businesses;

- Property Professionals – our community-based building repair and renovation company since 1983
- Transitions Commercial Cleaning – our community-based janitorial company since 1989.
- The Printer's Mark – our full-service community-based printing company since 1996

Youth Services – Provides opportunities for youths challenged by mental health issues to develop and achieve their fullest potential through life-skills development, education, counseling, vocational training and employment.

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Therapy Services – Transitions Mental Health Services has bachelor/Masters level and licensed therapists on staff. We offer in-depth exploration of long-standing, deep-seated issues that have caused major disruption in the ability to process, cope, and improve one’s life. While therapy can be long or short-term, it does consider recurring issues or problems which may take a period of time to work through in order to experience positive changes and personal growth. Transitions Therapy Services are available to those paying out-of-pocket and those eligible for Medicaid-funded therapy services.

Psychiatric Services – Assistance in attaining medications to alleviate the symptoms of mental illnesses, and medications monitoring to ensure continued effectiveness.

Peer Services – Provides consultation and support when talking with someone who has actually experienced a mental illness him/herself can be helpful and comforting.

Rehabilitation Counseling – Individual and group opportunities for working through current issues and obstacles that negatively impact an individual’s ability to live a productive, safe and satisfying life.

Residential Services – Respite, short-term and longer-term supported and supervised living facilities for persons needing assistance with developing and improving the daily living and coping skills they need to successfully and safely live independently in the community.

Consultation Services – Provides assistance in understanding, responding to, and working with, individuals with mental health issues. Employers, co-workers, teachers, clergy, family members, law enforcement, health and human service providers are examples of those who can benefit from this service.

Advocacy – Transitions Mental Health Services provides advocacy assistance to individuals with mental disorders, their families, and other interested parties. Transitions can help those having difficulties accessing or utilizing services, treatment or other community resources.

Transitions can help with these and other mental health issues:

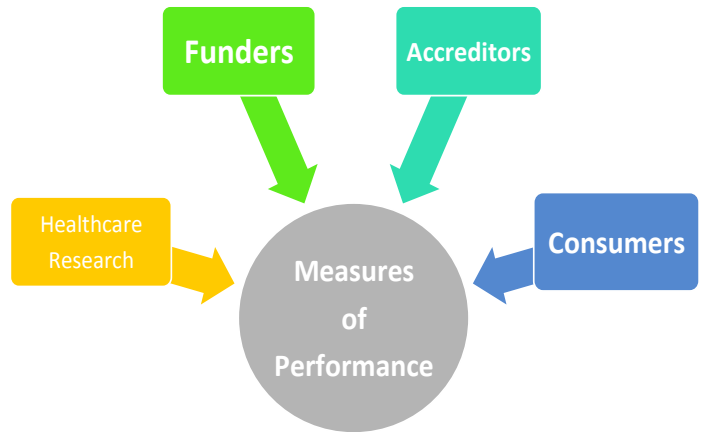
- Major Depression-
- Anxiety Disorder-
- Oppositional Defiant Disorder-
- Anti-social Personality Disorder-
- Bi-polar Disorder-
- Schizoaffective Disorder-
- Post-traumatic Stress Disorder-
- Borderline Personality Disorder-
- Schizophrenia-
- Social Phobia-
- Post-traumatic Stress Disorder-
- Borderline Personality Disorder-
- Obsessive-Compulsive Disorder-
- Conduct Disorder-
- Avoidant Personality Disorder
- Dependent Personality Disorder-

SERVICES PROVIDED

| | FY 14 | | FY 15 | | FY 16 | |
|--|------------|-------|--------------|-------|--------------|-------|
| | Adults | Youth | Adults | Youth | Adults | Youth |
| Clients served | 223 | 84 | 328 | 127 | 660 | 222 |
| Individuals served through community presentations and trainings | NA | | 352 | | 652 | |
| Customers (Agency-related) | NA | | 223 | | 242 | |
| Local Vendors | NA | | 70 | | 140 | |
| Total | 307 | | 1,100 | | 1,916 | |

OUTCOMES

Performance-based service is becoming the hallmark of all healthcare. In the near future, only those providers which can demonstrate acceptable, measurable performance will continue to receive funding for human services and healthcare. Therefore, the **quality** of any service, including behavioral health, is determined by specifically identified performance measures that ultimately relate to the client population served. Who defines these measures of performance?



QUALITY MEASURES DEFINED

| | | |
|--|----------------------|---|
| Transitions' Mission and commitment to quality | Accessibility | Extent to which services are easy and quickly available to our clientele |
| | Efficiency | Extent to which our resources provide the maximization of services |
| | Effectiveness | Extent to which our services positively impact the lives of those we serve |
| | Satisfaction | Extent to which our clientele are satisfied with the services they received |

We believe that in order to meet the requirements of the health and human services fields, and to best meet our mission, we must provide the highest quality of service possible. For a service to be truly quality, it must be: Accessible; Efficient; Effective; and Satisfying to the client. Therefore, we have developed the following system of OUTCOMES to track the quality of services we provide.

OUTCOMES FOR FY16

| | Accessibility | Efficiency | Effectiveness | Satisfaction |
|---------|--|---|----------------------|--|
| Focus | Initiation of services in the shortest time possible after intake to ensure maximum engagement | Maximization of service provided utilizing available resources | (See below) | Provision of services which satisfy the clients served |
| Measure | Number of days from LPHA signature on initial assessment to first contact in initial service program | Percentage of Clinical, Rehab/Employment, Residential, and Youth staff time utilized for direct client services | | Percentage of survey scores identifying level of satisfaction. |
| Target | 10 Calendar days | 60% | | 90% |
| Results | 31 Calendar days** | 63% | | 100% |

****Due to a reduction of covered services in the area, we experienced an unexpected influx of clientele resulting in longer wait times.**

EFFECTIVENESS

| | Community Integration | Life Safety | Productivity | Health |
|---------|--|---|---|---|
| Focus | Interactions with members of the family or larger community and/or living successfully in community settings | Maintaining oneself without causing physical or mental injury to self or others and/or avoiding situations that could result in such injury | Securing and/or maintaining employment, continuing education and/or volunteering in an organized recurring activity | Maintaining or improving one's wellness by practicing specifically identified mental and physical health elements |
| Measure | % of positive change or stability in one or more areas specifically related to community integration | % of those experiencing improvement or stability in one or more specified related areas | % of clients demonstrating productivity out of the total number having productivity as a goal | % of those showing positive change or stability in one or more specifically identified physical/mental health-related practice elements |
| Target | Successfully stabilized or improved - 70%* | Successfully stabilized or improved – 70%* | Successfully secured or maintained productive activity – 70%* | Successfully maintained or improved – 70%* |
| Results | 73% | 71.9% | 78.7% | 73.7% |

YOUTH MEASURES

In response to available research and best practice as well as State requirements, “Effectiveness” in the Youth program is measured by the Columbia Depression Scale and the OHIO Problem Assessment, which are administered to participants every 90 days. The table below outlines the aggregate results of each assessment and shows the results among the youth in Transitions’ youth program during FY15.

| Columbia Impairment Scale Scores | OHIO Problem and Function Scale Scores | |
|----------------------------------|--|--------------------------------|
| | Functional Assessment | Problem Assessment |
| Depression decreased – 67% | Functioning Improved – 69% | Problem Severity Decreased-69% |

***Targets we have identified take into consideration that the severity of symptoms at the time of the start of services, the length of time each individual has been participating in services, and the frequency of services that is acceptable to each individual, all impact rate of progress. Therefore, it is understood that a certain percentage of individuals will take longer than a single assessment period to realize significant improvement.**

For more information regarding Transitions, please visit our website at www.transmhs.org. or call us at 309.283.1228.