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Transitions

Mental Health Services



IMPACT REPORT

2023



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BOARD OF DIRECTORS

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Dr. Tiffany Stoner-Harris
Tricia Day



"Since I started my therapy here I have felt better about myself and accomplished goals that I didn't think I could achieve."



Transitions

Mental Health Services

Where Action and Compassion Meet

transitions@transmhs.org
www.transmhs.org

Administrative Offices | Residential Services

P.O. Box 4238 | 805 19th Street | Rock Island, IL 61204-4238 | V/TTY: 309.793.4993 | Fax: 309.793.9053

Community Outreach Services | Employment Services | Therapy Services | Psychiatric Services

2326 16th Street | Moline, IL 61265 | V/TTY: 309.283.1228 | Fax: 309.743.2277

Community Outreach Services | Employment Services | Therapy Services

2202 18th Avenue | Rock Island, IL 61201 | V/TTY: 309.429.6231 | Fax: 309.517.2073

Dear Friends of Transitions,

It has been a year of adjustment and change at Transitions. As you know, our beloved CEO, the late Gary Weinstein, passed away in May 2022. While navigating our first year without him, our focus became carrying on Gary's legacy and the impact he had in the field of mental health and the Quad Cities Community.

With this, we celebrated the appointment of Anne McNelis and Kristy Rodgers as permanent Co-CEO's in November. Before his passing, Gary recommended that Anne and Kristy, without a doubt, would be the best people to step into this role. They have shown strong leadership, passion, and commitment to the field of mental health, the people we serve and the continuation of Gary's legacy now and in the future.

One thing that has not changed over the last year is that the demand for mental health services continues to be on the rise. Many people are seeking help who have never sought services before, and although this is great news, we see that the increasing need is growing faster than providers can meet the demand. In an effort to meet this growing need and to carry on in Gary's honor, these are some of the steps and accomplishments that have been made over this last fiscal year since Anne and Kristy's appointment:

- With new 708 Mental Health Board funding, we were able to add a staff member directly in the Silvis Schools
- The addition of new staff has allowed us to serve more youth and adult therapy clients
- Increased our focus on staff development and support, prioritizing staff training and wellness
- Completed a full redesign of our website to improve community awareness, access to information and support
- Continued the beautification of our buildings including, new carpeting, repainting, new residential furniture and updating picnic areas
- Established an annual memorial picnic for staff in Gary's honor
- Received funding from the QC Community Foundation to develop a 3-year strategic plan in the new fiscal year

But there is still so much more to do, and next year we will continue to grow our impact even more...

Although Gary is no longer here, we know he would be proud of the strides we've continued to make at Transitions and would be truly humbled by your support. On behalf of the Transitions Board of Directors, staff, and the people we serve, thank you for believing in the work that we do and for standing behind the 1 in 5 people living with mental health conditions.

To another great year!

David Levin
Board President

Kristy Rodgers
Co-CEO / CFO

Anne McNelis
Co-CEO / Clinical Director

Our Mission:

Transitions Mental Health Services improves the health and wellbeing of individuals with mental health challenges, their families and the community, through services, education and advocacy.





STORY OF IMPACT

Sheri had her first nervous breakdown at 18...

She was experiencing delusions of grandeur and was confused and scared when she was admitted to the hospital for the first time. Following her first hospitalization, Sheri found herself on a vicious cycle of symptom relapses due to repeatedly discontinuing her medications whenever she was feeling well, which ultimately resulted in multiple more hospitalizations.

When asked how Transitions helped her, she jokes “They put me to work!” In addition to receiving services and participating in the residential program, Sheri credits working for several of the Transitions businesses over the years with giving her purpose and a sense of pride. She also learned how to be more confident in herself and set boundaries. She often reflects on how far she has come and the difference she has seen in her life.

Sheri has not had a hospitalization since 2000, and she has successfully resided in the same apartment ever since.

OUR MISSION

Transitions Mental Health Services improves the health and wellbeing of individuals with mental health challenges, their families and the community—through services, education and advocacy.

OUR VISION

Transitions will be recognized as a leading provider of personal, innovative, effective and community-integrated mental health services that lead to safe, productive, healthy and satisfying lives.

WHAT WE VALUE

Above all, we value respect for, and dignity of, every individual. We are dedicated to quality, continual growth and positive outcomes for our clientele, staff, customers and community.

OUR PHILOSOPHY

Transitions Mental Health Services is dedicated to the belief that:

- Recovery is a real possibility for every individual struggling with mental health challenges.
- Regardless of the severity of their challenges, all persons have the right to receive quality services.
- Services should be provided according to each individual's 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.



“It’s a great place to go. The facility is always clean. We are always greeted at the door with a hello and smile. Even go to my kids school to help ensure they are seen each week during school months. They enjoy talking with their therapist. I think she is awesome too! Teenagers can be difficult so it’s nice for them to have someone beside mom to talk to.”

“Excellent services provided by excellent people!!”

“I appreciate that they took everything I said into consideration. And if it wasn’t possible, they helped me find something else that was similar.”

How would you rate your most recent experience with Transitions Mental Health Services?

4.8/5 ★

Average Rating

WHO WE ARE

We are a community-based, not-for-profit mental health organization that has been serving the Quad Cities Community for more than forty years. Our goal is to provide quality mental health services to everyone we serve and equip them with the tools and skills to live safe, healthy, satisfying, and productive lives. We offer diagnostic services, therapy/counseling, community support and case management, psychiatric/medication management, employment, and residential supported living services.

WHO WE SERVE

Transitions proudly serves individuals 5 years of age and older who are impacted by mental health conditions.

HOW WE WORK

Mental health issues are REAL. At Transitions, we recognize that every person's wellness journey is unique. No two mental health conditions are alike. Therefore, no two mental illnesses can be treated the same way. Based on individual preferences, goals and needs, we tailor our services to everyone coming to us for help. We believe that mental health issues are treatable and with individualized, personalized care, they can find their path to recovery.

Transitions treats these and other mental health related issues:

- Major Depression
- Bipolar Disorder
- Anxiety Disorders
- Post-Traumatic Stress Disorder
- Complex Developmental Trauma
- Schizophrenia
- Schizoaffective Disorder
- Obsessive Compulsive Disorder
- Phobias
- ADHD
- Personality Disorders
- Suicidal Thoughts and Behaviors
- Poor self esteem, hopelessness, isolation, and struggles with self-care



SERVICES WE OFFER

YOUTH THERAPY SERVICES

Therapy/counseling services are available to children and adolescents (ages 5-18) and are offered through our Rock Island Hilltop clinic setting or can be customized at your child's school. Therapy services are both play- and talk-based and provided by our compassionate, master's level therapists.

ADULT THERAPY SERVICES

Our psychotherapy services help adults (18 years and older) to examine, explore and process patterned issues that are currently impacting their life and personal growth: relationship issues, mood/symptom management, family dysfunction or past trauma. Therapists journey with them on their healing path towards recovery.

PSYCHIATRIC SERVICES

We offer psychiatric evaluation and medication management to increase the healing effects of our other services. Medications can help reduce unpleasant symptoms and improve functioning. Psychiatric services are available to clients who are engaged in our other service options.

COMMUNITY SUPPORT SERVICES

Community support services help individuals build coping skills to work through current life issues. Our specialized staff help connect with community resources that help achieve greater stability and life success.

EMPLOYMENT SERVICES

Our nationally-recognized, award-winning employment services specialize in an array of job development skill building. From resume building, job search assistance, mock interview opportunities and on/off-site job support, our assistance helps to work through any job-related challenges. Our services help individuals not only obtain jobs and careers they are motivated by, but they also help establish positive, successful job experiences.

RESIDENTIAL SUPPORTED-LIVING SERVICES

We offer a voluntary, community-based, transitional housing program to individuals impacted by their mental health issues and unable to live independently. Our supported-living program provides onsite community support services to help link individuals to employment, schooling or volunteer opportunities right from program acceptance. Our goal is to help the individual gain the daily living skills, stable employment and income to move into their own independent dwelling.

MENTAL HEALTH COURT SERVICES

We coordinate and facilitate a multidisciplinary program designed to divert individuals with criminal charges and mental health issues toward stability in their recovery. Mental health court and these services assist individuals with taking prescription medications and managing their illness, establishing stable, safe housing and finding and securing steady employment.

The ultimate goal is to avoid expensive and unnecessary incarceration/hospitalization and change a trajectory of criminal activity toward healing and recovery.

ADVOCACY SERVICES

Our specialty staff offer support and advocacy to clients needing legal help or assistance navigating challenging situations or system barriers.

CONSULTATION AND TRAINING SERVICES

Our licensed mental health professionals are available to train, present and consult with organizations, businesses, schools and civic groups on an array of trauma and mental health topics. We also offer family consultation and support to family members struggling with a loved one's illness.

Transitions Community Impact

THOSE WE SERVED FY 23 - 830 Clients Served

AGE

0-13	98
14-23	112
24-40	325
41-59	224
60+	71

RACE/ETHNICITY

White	581
Black/AA	77
Latino	63
Asian	2
Multiple	34
Alaskan Native	4
Undisclosed	69

GENDER/SEX

Female	483
Male	292
Non-Binary	9
Trans-Male	4
Trans-Female	3
Undisclosed	39

COUNTY

Rock Island	687
Scott County, IA	24
Mercer County	40
Other Counties	79



FY 23 Adult Services (Therapy, Psychiatric, Community Support, Case Management, Employment, & Supported Living) Goals and Progress

1. Improve mental health symptoms (Goal Improved)	86%
2. Improve independent living through coping skills, self-care, safety, & problem solving skills	66%
3. Improve community interactions, integration, & natural supports	66%
4. Establish independent housing	80%
5. Attain or maintain positive, stable employment goal	72%
6. Improve productivity, work quality, & work skills	60%
7. Improve job satisfaction	60%

FY 23 Youth Therapy Services Goals and Progress

1. Reduce mental health symptoms	94% Improved
2. Improve self-esteem, self-confidence, self-value, & well-being	87% improved
3. Improve school grades, behaviors, & attendance	80% improved
4. Improve life coping skills, problem solving skills, & personal safety	92% improved

The community impact of reaching the above objectives results in:

- Healing and recovery from trauma
- Stability in employment and positive work history; reduction in absenteeism from work
- Improved family relations and dynamics
- Reduction on governmental assistance
- Reduction in ER visits and hospitalizations
- Reduction in criminal activity and cost of incarcerations
- Reduction in suicide rate
- Reduction in self-medicating (e.g. drug/alcohol usage)
- Reduction in self-harm and risky behavior (e.g. self-mutilation, sexually promiscuous behavior, other addictions)
- Increased safety in community and at home
- Improved overall health and family health and functioning

Ultimately, these factors impact a healthier, more vibrant community.



7th Judicial District Mental Health Court Community Impact

Mental Health Court is an intensive diversionary program designed to provide an alternative to incarceration for persons with chronic mental health needs who commit crimes. MHC utilizes intensive individualized services and supervision to help participants treat and manage their chronic mental illness, take their medication as prescribed, meet their basic needs such as food and clothing, provide safe and stable shelter, and avoid expensive incarceration and/or hospitalization.

HOUSING

96	% of current participants in stable housing
7	# of current participants in a HAB Home/RCF
0	# of current participants in jail

MEDICATION COMPLIANCE

100	% of current participants who are medication compliant
44	% of current participants who receive medication management services
6	# of current participants who receive a monthly injection

TREATMENT

100	% of current participants who are actively engaged in therapy and/or groups
87	% of current participants who are utilizing technology for live meetings and assignments
6	# of current participants who are recommended to SA treatment
100	% of current participants who are recommended SA treatment who are compliant

EMPLOYMENT

0	% of current participants employed upon program entry
38	% of current participants employed
19	% of current participants looking for employment

HOSPITALIZATION/ED VISITS

1	# of current participants who have visited the ED in the past 6 months due to MH issues
0	% of current participants who have been hospitalized due to MH issues
75	% of current participants who, 6 months prior to acceptance of the program, had accessed the ED or had a MH inpatient stay

CRIMINAL JUSTICE INVOLVEMENT

1	# of current participants who have had a new charge in the past 6 months
3	# of current participants who have served a jail sanction in the past 6 months
0	# of current participants who have been discharged unsuccessfully and sentenced to DOC in the past 6 months

"This was one of the best things that had happen to me up to this point in my life because being in the program I was able to get connected to the correct resources, learned to believe in myself, learned to forgive myself, and was able to build a strong, and healthy support system. This program taught me how to reach out for help, and this is where these number I shared are important. I went from 30 suicide attempts, 9 hospitalizations, 2 ICU stays. Now— Since I was in the program all my numbers are 0. The Scott County Mental Health court saved my life. Much of my life that I once lost from the onset of my mental illness I have since gained back. Since graduating from the program I have help create and start up the Peer mentor program. I also have stayed with the program to encourage other Participants in their goals in recovery of mental illness."

Transitions Businesses

THE PRINTER'S MARK

1512 4th Avenue - Rock Island, Illinois 61201

525 Customers Served • 6 Consumers Employed

The Printer's Mark has been serving the Quad Cities for over 20 years, providing custom printing services, graphic design and affordable pricing, all while helping to build a stronger community. At The Printer's Mark, every job printed means work and training for persons with mental health conditions on the journey to recovery.

The Printer's Mark has maintained a printing contract with the Illinois State Tollway for 12 years.



COMMERCIAL CLEANING

8 Consumers Employed

CLOCK TOWER BUILDING

Arsenal Island

Transitions has partnered with SourceAmerica (formerly known as NISH) for the last 35 years. SourceAmerica connects nonprofit agencies to federal customers through the AbilityOne Program, a federal program that sets aside contracts specifically for those with a severe disability. Another 5-year contract was signed with the U.S. Army Corps of Engineers to clean the Clock Tower Building on Arsenal Island in April 2022.

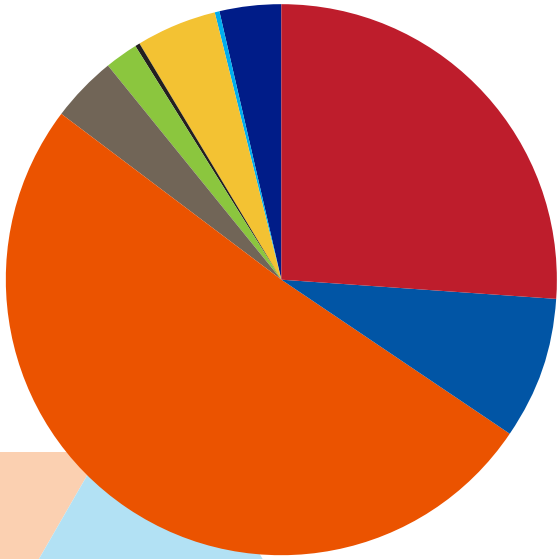
CONSTELLATION

Cordova, Illinois

Transitions has partnered with Constellation (formerly Exelon) for 25 years to provide janitorial services for the training building.



Financial Overview



REVENUE

● Grants & Medicaid	\$1,878,074
● Custodial Service Contracts	\$610,526
● Business Sales	\$3,659,421
● RI/Mercer County 708	\$263,500
● DRS	\$144,434
● Contributions	\$20,602
● Other Grants	\$334,954
● Fundraising	\$19,923
● Other*	\$256,606
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	\$7,188,040

EXPENSES BY PROGRAM

Residential	
Supported	\$163,103
Supervised	\$203,129
Outreach/Clinical	\$1,259,823
Employment	
IPS Milestone	\$108,870
Other Employment	\$185,351
Youth Services	\$330,790
Businesses	
Printer's Mark	\$3,336,546
Service Contracts	
Constellation	\$245,933
Clock Tower	\$227,226
Fundraising	\$8,230
Management & General	\$516,633
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	\$6,585,634

Where to Find Us



MAIN OFFICE & RESIDENTIAL PROGRAM

805 19th Street - Rock Island, IL 61201

Phone: 309.793.4993

Fax: 309.793.9053

Hours:

Monday- Friday

8:00 AM - 4:30 PM

HILLTOP OFFICE

*Youth Therapy Services, Community Outreach Services,
and Employment Services*

2202 18th Avenue - Rock Island, IL 61201

Phone: 309.429.6231

Fax: 309.517.2073

Hours:

Monday- Friday

8:00 AM - 4:30 PM



TROC OFFICE

*Psychiatric Services, Adult Therapy Services, Community
Outreach Services, and Employment Services*

2326 16th Street - Moline, IL 61265

Phone: 309.283.1228

Fax: 309.743-2277

Hours:

Monday- Friday

8:00 AM - 4:30 PM

