

STICKNEY PUBLIC HEALTH DISTRICT

www.stickneypublichealthdistrict.org



ANNUAL REPORT

April 1, 2021 – March 31, 2022

Stickney Public Health District Board of Health



Louis S. Viverito
President/Supervisor



Ettore "Hector" Cesario
Secretary



Amy Dimas-March
Treasurer



Dr. Christopher L. Grunow
Health Director

INTRODUCTION

The Public Health District spent most of the past year in a full agency response to the Covid-19 pandemic. The hope of the end of the pandemic in the spring of 2021, was dashed by the confirmed spread of Covid-19 in vaccinated persons. The Omicron variant caused a surge of cases in the late fall of 2021 and winter of 2022 that resulted in the need for additional vaccinations and issues with vaccine mandates. The Health District conducted mass vaccination events at the LSV Senior Center, North and South Clinics, and Reavis High School. It is expected that on-going Covid-19 vaccinations will be needed for the foreseeable future.

The Communicable Disease program was expanded to four full-time nurses. Covid-19 contact tracing continued throughout the fiscal year. However, the Omicron surge and spread of the virus through vaccinated persons led to a national decision to reduce and eliminate such activity in the spring of 2022.

The Health District saw more employee turnover than any time in recent memory. The Health District welcomed a new Medical Director, Dr. Nenita Irabagon, M.D. following the retirement of two long-serving physicians. As of the end of the fiscal year, the Health District continued to have open nursing positions. We believe that major societal changes driven by the pandemic are in large part responsible for this challenge.

The return to in person care was welcomed during this fiscal year. However, the Health District continues to offer telehealth services, which many patients appreciate. Other Health District programs were largely able to return to normal operations but masking continued to be required in all buildings as the fiscal year ended.

It was clear by the end of the fiscal year that we would be living and working in a world with Covid-19. The Health District is committed to the health of all residents of Stickney Township and to that end is focused on restoring all programs to a new normal of operation in the next fiscal year. The careful stewardship of the Public Health Board continues to allow the staff to meet the needs of the communities of Stickney Township. All the work summarized in this report flows from their commitment and dedication.

AMBULATORY CARE

The Public Health District operates two ambulatory care facilities in buildings owned by the Township. This includes clinic services and podiatry care.

The purpose of the clinics is to provide ongoing health care for chronic disease conditions, such as diabetes and hypertension, as well as episodic health care conditions, such as upper respiratory infections and flu symptoms. There are two clinics in Stickney Township for the exclusive use of residents and both clinics are staffed by licensed health professionals. Service is available to all residents, regardless of age. The locations are as follows:

South Clinic

5635 State Road
Burbank, IL 60459
708/424-9200

North Clinic

6721 West 40th Street
Stickney, IL 60402
708/788-9100

Appointments are taken for clinic visits. All patients are screened before each visit. Telehealth services are available as well.

Podiatry care is also available to all residents. Podiatry services are offered at our North Clinic as well as the South Clinic. Appointments for this service should be made in advance. This can be done by calling the South Clinic at 708/424-9200 or the North Clinic at 708/788-9100. There is a small fee for this service.



STICKNEY PUBLIC HEALTH DISTRICT
STICKNEY TOWNSHIP, ILLINOIS – MARCH 31, 2022

The Board of Health of the Stickney Public Health District, County of Cook, State of Illinois, herewith submits its annual report, as required by the statutes, showing the condition of its trust on the 31st day of March, 2022: The sums of money received from taxation and from other sources, how all monies have been expended and for what purpose, and such other statistics as the board deems of the public interest.

Amount of public funds on hand at the commencement of the fiscal year
commencing the 1st day of April 2021:

\$4,279,080.45

RECEIPTS:

REAL ESTATE TAXES - GENERAL	\$ 3,601,773.02
PROPERTY REPLACEMENT TAX	\$ 728,336.51
INTEREST INCOME	\$ 347.12
PATIENT PAYMENTS	\$ 6,380.00
THIRD PARTY INSURANCE PAYMENTS	\$ 27,664.23
BEHAVIORAL HEALTH FEES	\$ (9.77)
HEALTHCARE & FAMILY SERVICES PAYMENTS	\$ 1,025.26
LICENSE FEES - ENVIRONMENTAL HEALTH	\$ 44,895.00
REIMBURSEMENT SEASONAL WORKERS	\$ 20,000.00
TANNING FACILITY GRANT	\$ 100.00
VECTOR SURVEILLANCE GRANT	\$ 12,000.00
MOSQUITO ABATEMENT	\$ 7,220.76
WIC GRANT	\$ 144,233.79
BREASTFEEDING PEER COUNSELOR GRANT	\$ 19,291.81
VISION & HEARING GRANT	\$ 2,667.00
PHEP GRANT (BIOTERRORISM GRANT)	\$ 60,722.11
COVID 19 CONTACT TRACING GRANT	\$ 365,004.72
MASS VACCINATION GRANT	\$ 145,921.79
FLU VACCINE GRANT	\$ 20,532.05
LEAD POISONING PREVENTION	\$ 14,770.99
CRI GRANT	\$ 50,476.94
LOCAL HEALTH PROTECTION GRANT	\$ 72,797.00
ILLINOIS PUBLIC RISK GRANT	\$ 2,894.00
MEDICAL RECORDS	\$ 250.00
MISCELLANEOUS	\$ 17,177.74
TORT INTEREST	\$ 39,205.00

TOTAL RECEIPTS	\$ 5,405,677.07
TOTAL RECEIPTS & OPENING BALANCE	\$ 9,684,757.52

EXPENDITURES

PRIMARY CARE SERVICES

Clinic Nurses Salaries	223,895.57
Physicians Salaries	453,804.79
Clinic & Lab Supplies	9,587.91
Pharmaceuticals	19,340.36
Podiatrist Salary	52,174.39
Contractual Services	550.00
TOTAL PRIMARY CARE SERVICES	\$759,353.02

NURSING SERVICES

Nursing Directors Salary	80,957.46
Nurses Salaries	272,921.37
Nursing Expense	902.33
Mileage Reimbursements	327.58
Emergency Response Coordinator	51,887.37
Emergency Response Expenses	112.00
TOTAL NURSING SERVICES	\$407,108.11

DENTAL SERVICES

Dentists' Salaries	250,266.51
Dental Assistants' Salary	63,020.95
Dental Instruments/Supply	39,282.21
Mobile Unit Transport	1,000.00
Mobile Unit Repairs	3,107.17
Radiation Safety Inspections	300.00
TOTAL DENTAL SERVICES	\$356,976.84

BEHAVIORAL HEALTH SERVICES

Behavior Health Director	98,237.34
Behavior Health Clinical Staff Salaries	261,918.47
Clerical Salary - BH	48,048.13
Psychiatrists Fees	21,500.00
Operating Expenses	3,864.21
TOTAL BEHAVIORAL HEALTH SERVICES	\$433,568.15

SANITATION SERVICES

Sanitarians Salaries	156,824.74
Environmental Health Expenses	17,166.79
Sanitation Salaries	85,608.47
Continuing Education	840.10
Operating Expenses	153.38
Uniforms	377.47
Mosquito Abatement Supplies	22,213.00

TOTAL SANITATION SERVICES

\$283,183.95

GRANTS

IPRF - Grant	2,496.80
CRI Grant Readiness	727.04
WIC Salaries	63,066.18
WIC Expenditures	2,041.41
WIC BF Grant	662.00
WIC Coordinator	68,999.79
Flu Vaccine Grant Expenses	20,276.05
COVID Response	50.00
PHEP - Bioterrorism Grant	2,770.27
COVID19 Contact Tracing Expenditures	9,755.45

TOTAL GRANTS

\$170,844.99

ADMINISTRATIVE

Director's Salary	82,901.30
Clerical Salaries	462,832.11
Chairman's Salary	26,417.11
Treasurer's Salary	14,275.95
Secretary's Salary	11,007.02
Professional Services	30,888.67
Certified Audit	15,381.00
Public Relations	31,000.00
Office Supplies	16,173.32
Postage	2,000.00
Legal Notices	15,358.36
Computer IT Services	23,100.00
Conferences, Meetings, Dues, etc.	3,774.55

Medical Records System	25,188.00
Computer Expenses	22,581.96

TOTAL ADMINISTRATIVE GENERAL	\$782,879.35
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Group Insurance	349,499.24
Worker's Comp / Unemployment	32,087.25
Compensated Absences	-29,388.27
Payroll Expenses	4,637.40
Bank Charges	6.50

TOTAL GENERAL	\$356,842.12
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PENSION EXPENSES

IMRF	229,981.60
FICA	196,580.54

TOTAL PENSION EXPENSES	\$426,562.14
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TORT LIABILITY EXPENSES

Casualty Insurance	35,567.00
Tort Officer	101,627.49
Tort - due to	142,115.11
Certified Audit - Tort	7,092.00

TOTAL TORT LIABILITY EXPENSES	286,401.60
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TOTAL EXPENDITURES	4,263,720.27
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TOTAL RECEIPTS & OPENING BALANCE	9,684,757.52
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DEDUCT DISBURSEMENTS	4,263,720.27
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TOTAL CASH BALANCE MARCH 31, 2022	5,421,037.25
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PETTY CASH	275.00
BANK BALANCE	289,421.39
INVESTMENTS	\$1,965,246.86
TORT BALANCE	\$3,166,094.00
TOTAL CASH BALANCE	\$5,421,037.25

ESTIMATED VALUE OF SERVICE

Stickney Public Health District offers many clinic services at no charge or minimal charge. The following reflects value of the above statistics *if* charges were applied. All of the services listed in the table below were provided at no charge.

Service	Amount Provided	Estimated Cost Per Service	Estimated Residents' Savings
Home Nursing Visits	91	\$100	\$9,100
Vision Screenings	555	\$25	\$13,875
Hearing Screenings	588	\$25	\$14,700
Scoliosis Screenings	19	\$25	\$475
Clinic Patient Visits	8034	\$30 (co-pay estimate)	\$241,020
School Physicals	310	\$50	\$15,500
Sport Physicals	262	\$50	\$13,100
Podiatry Visits	586	\$75	\$43,950

VACCINES

SPHD is committed to keeping children safe from vaccine preventable diseases, therefore, SPHD purchases vaccines for all children and adolescents in the community. This “Private Purchase Program” has been utilized by SPHD for many years. SPHD also participates in the Federal Program, Vaccines for Children, or VFC. The VFC Program is a Federal Program administered by IDPH to provide vaccines free of charge for children that qualify. Vaccines, regardless of which program the vaccines are obtained through, are provided free of charge to all children and adolescents. However, a \$5 administration fee is charged for every child and adolescent vaccine.

SPHD also, provides privately purchases vaccines (no VFC) for adult use. However, adults pay the purchase price of the vaccines.

Manufacturer’s adult and children’s vaccines have a wide price range depending on the vaccine ordered for example: Polio, Mumps, Measles, Rubella, etc. ... may vary in cost anywhere from \$22 per dose to \$250 per dose. Both adult and children’s vaccines that are free or supplied at cost is a great example of your Stickney taxes working for the community.

Vaccines are given at Stickney Public Health District Monday through Friday at all clinic sites for adults and children.

SPHD purchased approximately \$20,941 worth of adult and children’s vaccines. SPHD approximately \$29,083 worth of vaccines provided free of charge through the Vaccines for Children Program and CHIP Program \$12,074.

COVID-19

Contract Tracing

In the year 2021, we were down to 6 contact tracers (CT) to help support the Stickney Public Health Department to help with the spread of COVID-19. We had contact tracers speak the following bilingual languages: 1 CTs speaks Polish, 2 CTs speak Spanish, and 1 Arabic speaking CT.

In the 2021 fiscal year, we had 10,063 total COVID-19 cases (confirmed and probable) in the Stickney Township. The total amount of deaths was 128 (based on IDPH data).

TOTAL COVID-19 POSITIVE CASES	10,063
DECEASED CASES REPORTED	128

Since 2020, the contact tracing department worked on the IDPH mandated Salesforce platform. The total of confirmed cases in 2021 was 8,548 and 1,515 cases were probable. Over 5,600 outreach attempts were made to the Covid-19 patients, whether it was a phone call by our contact tracing team, an automated text message, or an unresponsive letter stating to please contact the health department.

Vaccine Distribution

Patients received COVID-19 vaccine	2545
Total # of COVID-19 vaccines given	4217

A total of 4217 Covid -19 vaccines were given to the community in the fiscal year. Vaccines were offered at both locations, South and North clinic locations. Once again, Louis S. Viverito Senior Center was used as an off-site location to accommodate large vaccination groups. Off-site vaccination clinics were conducted at Reavis High School to provide vaccines to school staff and students throughout the township.



DIVISION OF PUBLIC HEALTH NURSING

The Public Health Nursing Department provides services to the community with the goal of promoting and protecting the health of the Stickney Township residents. This is achieved through health assessment, health planning and direct care services. The direct care services include skilled nursing care and health education. These services are provided to individuals, families and community groups through the following programs.

HOME NURSING



The Public Health Nurses provide services to the chronically ill, homebound patient and his/her family. The goal of the Home Health Care Program is to promote, maintain and restore health so that the patient can achieve his highest level of wellness while being treated in his own home. The services include: skilled nursing care, health assessment, health care planning, supervision of the rehabilitation process, nutritional guidance and emotional support. The Public Health Nurses visit patients in their home first to evaluate their nursing needs and then revisits them to administer care for a multitude of conditions. The six most common conditions are listed below. Optimal care is achieved through the cooperative efforts of the patient's primary care physician, the nurse, and the patients and their families.

- Cardiovascular Diseases
- Cerebral vascular Disease
- Diabetes Mellitus
- Pulmonary Disease
- Degenerative Joint Disease
- Mental Status Change

SCHOOL HEALTH SERVICES

Some School Health Services provided include:

- Vision and Hearing Screening, referral and follow-up care.
- Spinal screening, referral and follow-up.
- Immunization Surveillance
- Communicable Disease Control
- Health Education
- Health Consultation



CHRONIC DISEASE PROGRAM

Health counseling and educational materials are available to consumers who are interested in learning about the prevention and treatment of chronic disease. Diabetes, cholesterol, and hypertension screenings are available upon request. Monthly hypertensive screenings are done at the Stickney Township Senior Centers.

SPHD has the goal to prevent disease. However, disease itself is affected by many conditions. Cardiovascular and cerebral vascular disease along with diabetes, joint disease and a myriad of other diseases can be affected by an individual's "Body Mass Index" or BMI. BMI provides a reliable indicator of body fat for most people and is used to screen for weight categories that may lead to health problems. The following are the results that were calculated from de-identified clinic physical form statistics. As portrayed these statistics were gathered and differentiated by age and sex for the community's youth. Programs will be developed to address the information that has been collected.



Summary of Children's BMI-for-All Students Tested			
	Boys	Girls	Total
Number of children assessed:	206	254	460
Underweight	1%	1%	9%
Normal Weight	47%	49%	48%
Overweight	16%	25%	21%
Obese	36%	25%	30%
Combined Overweight/Obese	52%	50%	51%



COMMUNICABLE DISEASE CONTROL PROGRAM

Public Health techniques are employed to prevent and control communicable disease. The Public Health District works in cooperation with the county and state using the I-NEDSS (Illinois National Electronic Disease Surveillance) to identify and follow-up and treats all communicable diseases.

Ongoing immunization clinics are provided at two sites for adults and children.

Case finding and follow-up care are provided for tuberculosis patients in conjunction with the Suburban Cook County Tuberculosis Sanitarium District.

Information concerning travel immunizations can be provided. SPHD is not a travel clinic.

Consultation and health education services are available to consumers, health care providers and institutions regarding the control and prevention of communicable disease.

Communicable Disease

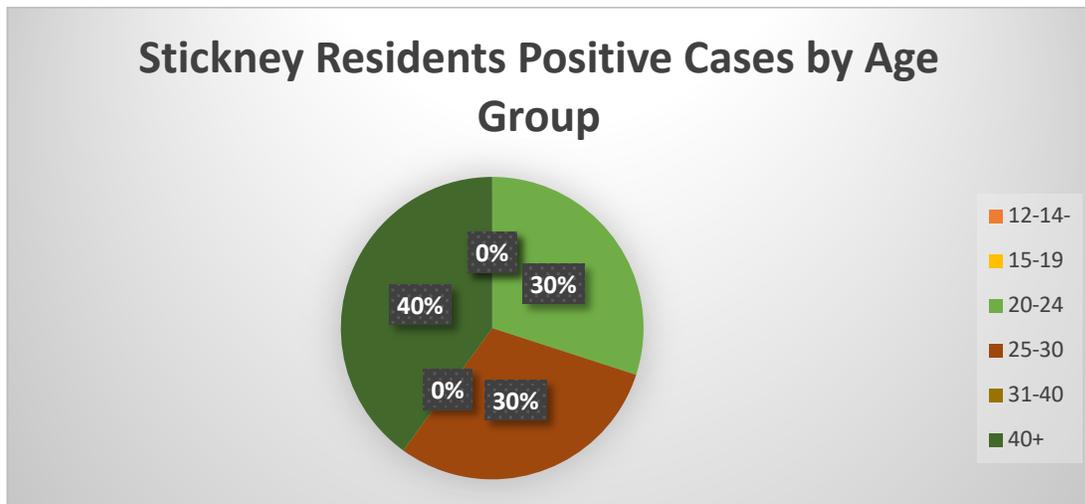


STD SCREENINGS



In collaboration with Howard Brown Health Clinic since January 2017, during 2021-2022 45 patients were tested at Stickney Public Health Clinic. We have had a great response for STI Testing. We test for HIV, Syphilis, Gonorrhea and Chlamydia. HIV cases are currently being followed by Howard Brown/Chicago Local Health Department/IDPH. Our Stickney Public Health Nurse assures to provide follow up/counseling and treatment if not already provided to patients in our Jurisdiction.

11 out of 45 Patients tested were Stickney Township residents. Total of 22 clinics were offered. During these hard times, it's critical we continue to rise to the challenge and continue to protect our community's health by being easily accessible to test, treat and provide education.



Chlamydia

36 total **positive** cases tested by providers located in Stickney Township.

9 out of 36 lived in Stickney Township.

4 Females 5 Males

Gonorrhea

9 total **positive** cases tested by providers located in Stickney Township

1 out of 9 live in Stickney Township

0 Females 1 Male

MATERNAL HEALTH PROGRAMS

- A network of services is available that include pregnancy testing, counseling, referral services.
- A special emphasis is placed on health care services for pregnant teens and their infants.
- Women are assisted in obtaining prenatal care through cooperative arrangements with surrounding health care agencies.
- Women are assisted in obtaining family planning services through cooperative arrangements with surrounding health care agencies.



WIC PROGRAM

The WIC Program is a supplementary food program sponsored by USDA. WIC participants must meet income guidelines and have a medical or nutritional need to qualify. WIC provides free nutritious food, breastfeeding support, referrals, and health and nutrition information to women who are pregnant, breastfeeding or a new mom, infants, and children up to age 5.



Year 2021 -2022	Clients
April	546
May	521
June	512
July	510
August	528
September	525
October	551
November	553
December	558
January	543
February	559
March	529

PODIATRY SERVICES

Stickney Public Health District offers palliative podiatric care to residents of all ages. The most common ailments that are treated include: routine diabetic foot care, corns, calluses, arthritic deformities, heel spurs, and soft tissue inflammation.



DIVISION OF LABORATORIES

Clinic laboratory services are provided at two CLIA-waived laboratories operating at the north and south building in order to serve both the clinic physicians and public health staff. The chart below is a breakdown of laboratory services performed.

PREGNANCY TESTING

The UCG method of pregnancy testing is available through the Public Health District.

LABORATORY PROCEDURES

Clinic staff provides limited clinical laboratory service. The chart below is a breakdown of the laboratory services.

Urinalysis	88
Hematocrit	0
Glucose Clinic & Outreach	66
Lead Level Screening	22
Hemoglobin	0
E.C.G.	37
UCG Screening	14
Cholesterol Chemistry Clinic & Outreach	0
Strep Screenings	55
Phlebotomy	45



DIVISION OF DENTAL HEALTH

Residents of Stickney Township continue to take advantage of the dental program offered by the Township. This service is available to Township residents that are in kindergarten through 8th grade, and also to residents that are 55 years of age and older. Our program offers:

- Dental examinations
- Dental radiographs
- Dental prophylaxis
- Fluoride treatments
- Dental sealants
- Routine fillings
- Routine extractions
- Routine adjustment/repair of removable partial or full dentures
- Emergency management of dental pain as time and facilities permit
- Application of silver diamine fluoride to untreatable carious lesions



Our services are provided at **no out-of-pocket cost to the patient.**

Our dental sealant program provides sealants targeting students in kindergarten, 2nd, and 6th grades. With written permission from the parent or guardian, the children are brought directly from the classrooms to the mobile dental unit during the school day for exams, cleanings, fluoride treatments, and to have dental sealants placed on their permanent molars. This service is provided by the Township free of charge. Of note, we also provide these same services for all resident children from kindergarten through 8th grade by appointment during our regular working hours with the parent or legal guardian present.

During the most recently completed fiscal year the Township dentists saw **1,944** dental visits and performed **8,159** dental procedures which is approximately a 20% increase from the previous year. Although easing of COVID-19 restrictions likely plays a part in this increase, it does show that eligible residents are continuing to take advantage of the dental program, and we expect this upward trend to continue as we more fully recover from the COVID-19 pandemic.

Services are provided at the **Mobile Dental Unit** on Mondays, Tuesdays, and Thursdays from 9:00 to 4:00 and on Wednesdays from 8:30 to 4:00. Appointments are made here by calling **708-878-3828**.

Services are presently provided on Mondays, Tuesdays, Wednesdays, and Fridays at the **South Clinic, 5635 State Rd, Burbank** from 9:00 to 4:00, and on Thursdays at the **North Clinic, 6721 W 40th St, Stickney** from 9:00 to 4:00. Appointments are made for either of these clinics by calling **708-424-9200**.

All dental services are provided by 1 full time dentist, 2 part time dentists, and by 2 full time dental assistants. **Patients are seen in our department by appointment, and all appointments are made exclusively by telephone.**

DIVISION OF ENVIRONMENTAL HEALTH

The goal of the Stickney Public Health's Division of Environmental Health is to reduce the incidence of disease and injury related to environmental and food safety factors and to help ensure a safe, wholesome, and nutritious food supply through inspections, training, education, enforcement, and abatement activities.

Division activities include maintaining required programs as prescribed by the Illinois Department of Public Health as well as other recommended programs, such as vector, mosquito, nuisance, and animal control, all designed to protect the general health, safety, and welfare of the public.



Environmental Health Services Provided

Day Care		Solid Waste Disposal Inspections	
Inspections	8	Garbage/Debris	0
		Sewage/Plumbing	0
Food Establishments			
Permitted	244	Tanning Salons	
Inspections Performed	107	Inspections	1
Plans Reviewed	10		
Food borne Illness Complaints	0	Water Sanitation	
Other Establishment Complaints	0	Swimming Pool Complaints	5
Special Use Permits Issued	16	Water Samples Collected	0
Special Use Inspections Performed	16	Consultation	5
Itinerant Permits Issued	23		
		Mosquito Control	
Insect & Rodent Control		Inspection of harborage sites	25
Complaints	250	Sites treated for larvae	25
		Sewers inspected	2200
		Sewers treated for larvae	2200
Motels/Beauty/Barber Shops & Other Businesses			
Inspections	3	Vending Machine Inspections	
		Inspections Performed	86
Nuisance Complaints			
Investigated by Type	235		

ANIMAL CONTROL SERVICES PROVIDED

Release Permit

Established 11/1/99 for Arie Crown Forest, Lake Ida, Forest Preserve District of Cook County

Nuisance Wildlife Control Permit

Type Class C (governmental)

Animal	Handled	Impounded	Released	Dead
Bats	1	1	0	0
Birds	6	0	6	4
Cats	42	0	42	3
Dogs	54	8	3 rescued 41 returned	2
Livestock/Chickens	17	0	17 rescued	0
Opossums	6	0	4	2
Rabbits	4	0	0	4
Raccoons	9	3	0	6
Squirrels	2	0	0	2
Skunks	2	0	0	2
Coyotes	0	0	0	0
Deer	0	0	0	0
Woodchucks	0	0	0	0
Snakes	0	0	0	0
Bullfrog	0	0	0	0
Ducks	1	0	0	1
Turtle	0	1	0	0
Rat	0	0	0	0
TOTAL	144	12	113	19

Complaints	Total
Barking	61
Feces	14
Humane	36
Dog Bites	39
Citations	97
Uncontrolled Animal	100+
Total	347



DIVISION OF BEHAVIORAL HEALTH

In order to best serve the residents of Stickney Township during the pandemic, the Behavioral Health Division continued to provide services using a hybrid model of virtual, in person, and phone sessions throughout the 2022 fiscal year. The Division began utilizing an interactive telecommunication system in June 2020. Most consumers have become accustomed to utilizing a telehealth platform, and are pleased that they have options for the way in which they receive treatment. During the fiscal year, 44% of all sessions were provided via the telehealth platform, 24% of all sessions were provided telephonically, and 32% were in person.

The Behavioral Health Division noticed an increase in services to children, adolescents, and young adults during the second and third quarters of the fiscal year. Many more youth are having difficulty coping with stress, and mental health issues are growing at an alarming rate. The U.S. Surgeon General issued an advisory addressing the nation's youth mental health crisis. Recent data indicates that an estimated 15 million children in the United States are in need of psychiatric services. According to a study published in *The Journal of Pediatrics*, more than 6 million children and adolescents have been diagnosed with either anxiety or depression. In acknowledgement of this issue, the Behavioral Health Division's bilingual Spanish speaking therapist, Eloisa Rosales, LCSW, was asked to present a workshop to Spanish speaking parents at SAHS School. The topic was *Managing Stress During the Pandemic*. Parents had requested this workshop to learn how to best support their children who were experiencing increased anxiety.

During the fiscal year, children and adolescents who sought services for the first time at our clinic during FY22 accounted for 31% of all consumers. This is a 75% increase from the previous fiscal year. Further analysis of the data indicated that individuals ages 18-34 accounted for 30% of all consumers, and ages 35-50 accounted for 16% of all consumers. Individuals 51 and older accounted for 23% of all consumers. Those individuals identifying as female accounted for 63%, and those identifying as male accounted for 37%. In addition, 57% of individuals identified as Hispanic and 35% identified as White. Consumers who identified as Black totaled 4%, Asian 3%, and American Indian 1%.

Demographics for all consumers indicated that most consumers are female (62%). Most consumers identified as White (56%), followed by Hispanic (37%), Asian (4%), Native American (2%), and Black (1%). Most consumers are ages 18-34 (30%), followed by ages 51-70 (29%).

Data continues to be collected regarding clinical diagnoses of all consumers currently receiving services. Analysis of the data indicated that the most commonly diagnosed disorders included the following: Major Depressive Disorder (34%), Generalized Anxiety Disorder (18%), Bipolar Disorder (13%), Adjustment Disorders (9%), and Schizophrenia and Other Psychotic Disorders (9%).

In an effort to obtain feedback regarding services, the Division distributed satisfaction surveys to consumers. Results were categorized according to the mode of service delivery. Survey results indicated that 46% of respondents received services exclusively in person, 15% of respondents received services solely by virtual means, and 39% of respondents received services utilizing all three modes of service delivery.

Overall, the results of the surveys were positive. A few respondents indicated disappointment with the audio and visual clarity of virtual sessions, but it is also interesting to note that 100% of respondents receiving solely virtual sessions marked “Strongly Agree” for every item in the category of counseling services. This included making progress during treatment, feeling that the therapist listened to their concerns, and believing that the therapist was sensitive to their cultural background. All consumers in this category indicated that they would recommend our services to a friend. Consumers who received in person sessions were also pleased with counseling services. A total of 94% of respondents marked “Strongly Agree” (6% marked “Agree”) for making progress toward their goals and indicated that their therapist listened carefully and were sensitive to their cultural background. Lastly, respondents either strongly agreed (88%) or agreed (12%) that they would recommend our services to a friend.

Although survey results were favorable for those consumers receiving multiple modes of service (in person, virtual, and phone), satisfaction with services was slightly lower compared to those individuals who received solely virtual or solely in person sessions. Providing services telephonically is also very challenging for both the consumer and the therapist and may account for the slight decrease in overall satisfaction. Lastly, medication monitoring services were provided either in person or telephonically and indicated a decrease in overall satisfaction compared to results from the previous fiscal year. A total of 64% of respondents either ‘strongly agreed’ or ‘agreed’ that they noticed an improvement taking medication. Conversely, a total of 36% of consumers indicated they ‘disagreed’ or ‘strongly disagreed’ with this statement.

The Behavioral Health Division experienced several challenges during the final quarter of the fiscal year. In person therapy sessions were decreased at the beginning of January due to the emergence of the omicron COVID-19 variant. January then ended with flood damage to the department due to a broken sprinkler head. This caused disruption to services. Staff members relocated to available offices throughout the building. Clinical therapists also followed a rotating schedule working remotely from home in order to address the issue of limited office space. Most therapy sessions were provided virtually and telephonically, and in person sessions were offered on an as needed basis during this time.

Tatiana Buonicore, PMHNP-BC, the Behavioral Health Division’s medication provider, became fully credentialed to provide psychiatric evaluations. This service is now offered to new consumers requiring medication monitoring.

The first annual audit for the Division’s new designation as a Behavioral Health Clinic was performed in November 2021. The annual review was performed remotely by the University of Illinois’ Office of Medicaid Innovation (OMI). Extensive required documentation was submitted to meet all compliance standards, and an interview with the Division’s Director, Melinda Antoskiewicz, LCPC was conducted. The Division’s review was successful and provisionally approved, pending a final on-site review. Final results will be shared in the next Township Annual Report.

