



ComWell 
 WHERE COMMUNITY MEETS WELLNESS
ANNUAL REPORT
 Fiscal Year 2020
 From Passion and Vision to Funding and Fruition



Annual Report

We are so excited to share with you our first annual report following our agency's rebrand and name change! Rebranding from Human Service Center to ComWell was a big change, but it was one that was necessary for the growth of our agency and one that our team and Board of Directors were so excited about! Throughout this publication we hope to share all the innovative growth this year has brought to our organization. We have spent the last few years taking strategic steps toward identifying what our agency stands for to solidify our mission and vision for the future. Unfortunately, we had no way of predicting that the rebrand would take place in the middle of a world-wide pandemic. Despite the pandemic, we were able to manage a successful rollout that met and exceeded our expectations given the circumstances. Since the statewide shelter mandate began in March, our staff has stepped up and responded in a way that makes us proud to be a part of such an amazing team. The current environment challenges us to rethink how we deliver care in our communities. It has encouraged us to step

outside our comfort zone and explore new ways to meet the needs of others. As a result, we have responded with even more service options. We now offer confidential telehealth counseling as well as over-the-phone counseling sessions. However, even with these new additions, in-person care is still just as vital and we value the importance of face-to-face connection. People are struggling now more than ever due to isolation and social distancing resulting in a reported increase of substance misuse, anxiety and depression. It is our goal to meet people right where they are and we will continue to do all we can to respond to those needs. This newsletter is unlike any we've published before. Usually, it is an opportunity to share with you agency events, fundraisers and pictures of client outings. This year, we will be reflecting on our advancements and adjustments in response to the COVID-19 pandemic. Difficult times allow us to grow, learn and challenge us to think more innovatively. So, despite being in the middle of a pandemic, we have continued to do what we do best: *serve others.*



Shea Haury

SHEA HAURY
Executive Director



David Holder

DAVID HOLDER
Board President

COVID-19 Response

ComWell continues to follow guidelines from the Centers for Disease Control (CDC) and Governor J.B. Pritzker's "Restore Illinois" plan. We are carrying out all recommended safety precautions and are now offering individual counseling appointments in-person, via telephone and virtually.

We have infection control protocols in place at every location and staff have worked tirelessly to ensure all offices are following these protocols. As part of our vigilance for all potential risks, we are screening clients and staff upon entering facilities and offices. Though we are open and serving clients we are encouraging those interested in open access services to complete assessments via video or telephone.

At this time, crisis staff are available to see clients in crisis at our Red Bud, Chester, and Sparta offices. This is subject to change based on further guidance from the Illinois Department of Public Health.

We will continue to monitor the situation and vow to remain steadfast in our commitment to the safety of our clients and staff. We are humbled by the number of people who have reached out asking how they can support ComWell staff and clients during this time.

COVID-19 Vaccination

ComWell coordinated with the Randolph County Health Department for all agency staff to have the option to receive the vaccine. Being a team made up of many frontline workers, our staff members were eager to do their part in keeping others safe by receiving the DHS COVID-19 vaccination.

Increasing Access to Care: Telehealth

The COVID-19 pandemic has impacted our communities in many ways, whether it be financially, emotionally, physically, socially or spiritually. Taking a holistic approach to treating mental health and other challenges during these uncertain times is vital, especially for those experiencing symptoms and needing extra support.

This is why we've committed ourselves to bridging the gap by making sure our outpatient mental health services are accessible through telehealth (real-time video and telephone) capabilities, which are available right in the comfort of a person's home.

We are dedicated to protecting the health and safety of those we serve while still providing necessary services.

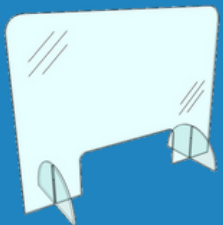
The ever increasing psychological impact of the coronavirus (COVID-19) pandemic must be recognized alongside the physical health symptoms for all those affected.



Hand Sanitizer



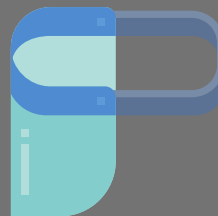
Masks



Sneeze Guard



Thermometer



Face Shields



Gloves

Keeping Employees and Clients Safe

ComWell is committed to providing safe, compassionate and accessible care for all our clients. In response to COVID-19 (coronavirus), we are taking extra precautions to ensure our services continue to meet the needs of our community.

OUR IMPACT



47,476

HOURS OF CARE PROVIDED
TO CLIENTS BY OUR
COMPASSIONATE STAFF

4,882

TOTAL NIGHTS OF CARE PROVIDED
TO INDIVIDUALS WITH MENTAL
ILLNESS AND DISABILITIES

23,756

HOURS OF CARE PROVIDED TO
INDIVIDUALS WITH INTELLECTUAL
AND DEVELOPMENTAL DISABILITIES

19,043

COUNSELING APPOINTMENTS
PROVIDED

52

ADULTS ON AVERAGE BENEFITED
FROM OUR EMERGENCY FOOD AND
HYGIENE ITEMS EACH MONTH

21

YOUTH ON AVERAGE BENEFITED
FROM OUR EMERGENCY FOOD AND
HYGIENE ITEMS EACH MONTH

575

NEW INDIVIDUALS ACCESSED
COMWELL SERVICES

1,634

PSYCHIATRIC APPOINTMENTS

648

PEOPLE BENEFITTED FROM OPEN
ACCESS SERVICES WITHIN 9
RECORDED MONTHS OF FY20

68

HOURS OF EDUCATION PROVIDED
TO DIVORCING PARENTS

10,240

HOURS OF PAID EMPLOYMENT
FOR ADULTS WITH DISABILITIES



PATHWAYS to IMPROVEMENT



96%

clients reported they have reduced or stopped using drugs and/or alcohol as a result of ComWell's Substance Use Counseling Services.



100%

Community Day Service clients say they are encouraged and supported in reaching their desired outcomes.

95%

clients said that overall they are satisfied with their experience with ComWell.



97%

clients said they are likely to recommend ComWell to others.



91%

of employees said their job gives them a sense of personal accomplishment.

Pathways to Improvement is an annual report on an organization-wide process to evaluate, monitor and improve programs, services and operations. This summary report describes some of our accomplishments in Fiscal Year 2020.



Mental Health Counseling

ComWell counselors help individuals, couples and families with life's challenges. Counseling services can include access to psychiatric evaluations and medication management for individuals. Our crisis clinicians offer 24/7 services for individuals experiencing extreme distress. Ask us about our Open Access Program, an urgent care model for mental health needs.

Adults with Disabilities

ComWell's Community Day Services program supports individuals with developmental and intellectual disabilities such as autism, cerebral palsy and Down syndrome. Staff work with individuals to help them achieve their individual goals, maximize their independence, increase opportunities for socialization and community involvement. We provide hands-on training and supported employment opportunities both on & off site for those interested in entering the workforce.



Substance Use Counseling

ComWell counselors specialize in treating persons who misuse drugs or alcohol. Substance use counseling is provided to individuals and families who have drug and alcohol concerns. Through treatment and support, our substance use counselors can help individuals identify misuse, increase self-sufficiency and regain control of their life.

Residential Services

ComWell provides residential services for individuals living with severe and persistent mental illness as well as individuals with intellectual and developmental disabilities. Both programs provide 24/7 support to residents, are individualized based on the person's needs and priorities, and have the ultimate goal of maximizing the individual's opportunities for independence. Staff work with residents to improve daily living and self-care skills, provide community involvement opportunities, and promote residential and community stability.





Call4Calm

Asking for help has never been easier.

Call4Calm: A free anonymous program to reduce barriers to mental health services in an effort to support Illinois residents. The Illinois Department of Human Services' Mental Health Division has launched a free-of-charge emotional support text line, Call4Calm, for Illinois residents experiencing stress and mental health issues.

Individuals who would like to speak with a mental health professional can text "TALK" to 5-5-2-0-2-0, or "HABLAR" to the same number: 5-5-2-0-2-0. Call4Calm is free to use and individuals will remain anonymous. Once an individual sends a text to the hotline, within 24 hours they will receive a call from a ComWell counselor to provide support. Individuals can also text 5-5-2-0-2-0, with key words such as "unemployment" or "food" or "shelter" and will receive information on how to navigate and access support and services.

Educational Services

ComWell offers Children First educational classes that explore the effects of divorce on children and teaches divorcing parents how to successfully co-parent.

Evaluations, education and treatment for individuals charged with a DUI offense are also offered by our clinicians.



School Counseling

ComWell School Counselors advocate for the mental health needs of all students by offering instruction that enhances pro-social skills and emotional development by offering short-term counseling interventions and referrals to community resources for long-term support. Many children and adolescents face mental health and behavioral challenges that affect their overall academic achievement

in the educational setting. School counselors offer individual support to help students resolve personal or interpersonal problems by educating students on healthy communication and coping strategies. Since working in the schools, we have reduced truancy and improved overall academic performance within our students.

ComWell: Where Community Meets Wellness

If there's one thing you don't want to miss, it's *this!*

After 45 years of business, Human Service Center rebranded to **ComWell** in July of 2020 to reflect our community-driven focus. So began a very exciting era for our agency – our steady growth and commitment to our community has brought new clients, new teammates, new goals, and a refined vision.

Our Board of Directors and Leadership team worked collaboratively to conceptualize a name that emulated community wellness, and then “ComWell” was suggested. The more the idea was tossed around, the tagline was what sealed the deal. It fully encompassed the heart of our agency and the reason we do what we do.

“At its core, our agency advocates for community wellness and our Board of Directors and team want to project a brand that reflects that mission,” Executive Director, Shea Haury said.

This rebrand is the first for our agency since its establishment in 1975. ComWell, formerly Human Service Center, leadership worked closely with the agency’s staff to develop a new brand identity that represents the agency’s inclusivity and the efforts and services provided in supporting community needs.

“The name ComWell came easily after we discussed our vision of being an agency where community meets wellness,” Haury said.

The rebrand includes a top-to-bottom redesign of the company’s website, logo, graphics communications and correspondence.

The new modernized brand represents ComWell’s ongoing commitment to serve as a resource for healing, growth and hope for individuals and families

affected by addiction, mental illness and disability. The rebrand includes the tagline, “where community meets wellness,” which speaks to the heart of ComWell’s goal of providing high quality services that promote a recovery oriented lifestyle.

When a group from Randolph County began these services many years ago, we’re almost positive none of them could have predicted how far we would come: the milestones; the success stories; the lives that have been saved; the families that have been changed; the marriages that have been restored; the individuals who have been impacted. And, yet again, here we are today continuing to serve bigger, better, wider, further and deeper.

Out of all the services we provide, not one is more important than the other, but everything works together to achieve our goal of bringing wellness to our communities. It was very important that our new brand identity reflected these efforts. In the rebranding process, we changed the brand colors, the logo, our mission, vision and values. We left no stone unturned and no idea unheard.

It has been a big change. But rest assured, our core beliefs have not changed at all. Our unwavering commitment to our community, our clients and our programs remain the same. As an agency, we are committed to empowering individuals to pursue growth and wellness by promoting positive, healthy changes for individuals and communities through engagement, education, treatment and recovery.

Visit [ComWell.us](https://www.comwell.us) to learn more!

ComWell has launched an updated and interactive website that bridges the gap between individual and resource. This website is fit to serve the needs of its users by providing avenues to apply for and receive services! If you would like to learn more about our agency, our website is the best place to start!





Susan Leinicke

Susan said she has always had a passion for giving back. She first noticed the need for compassion and community support when she was a little girl. "I always want to be someone that offers help and is eager to make a difference in my community and ComWell makes it easy for me to do that." When community members realized that mask-wearing was here to stay, Susan did what she always does. She saw a need, and she met it. She began making masks for individuals during the stay-at-home order and rather than asking for compensation, she began gathering donations for ComWell's food pantry. Susan

understood the hardship the pandemic has caused many families and set out to make a difference in her community. It can sometimes feel difficult to make a large impact, especially when the community is being faced with so much, but that's why Susan was eager to partner with ComWell. She enjoys the wide variety of ways to donate. Whether it's monetary donations, resource donations, hosting food-drives, fundraisers or donating her time, Susan appreciates the adaptability ComWell offers to donors. Susan believes in the ComWell mission and vision and encourages others to find a non-profit they believe in and if that's ComWell, "all the better!"



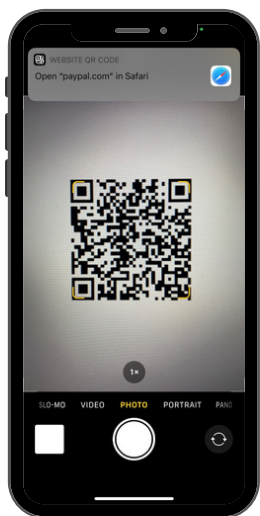
Susan (right) presenting ComWell with a donation check

Friends of ComWell: Partner with us

Clients need our care now more than ever.

Please consider a gift to help us continue providing life-giving care during these difficult times. Mental illness and substance misuse do not take a break during a crisis, so your support is more important than ever. To make a gift online, please visit www.comwell.us/give. Donors who have given selflessly to ComWell are making an investment in the lives of their neighbors as we work together, empowering them to pursue growth and wellness by promoting positive, healthy changes. With the support of our donors and volunteers, we are able to help members of our community by providing programs and services that are tailored to those who need them. It is our mission to serve our neighbors to the best of our ability.

Check out our new mobile giving option!



Step 1. Open Camera App from your device's home screen, control center, or lock screen.

Step 2. Hold your device so the QR Code appears in the viewfinder and you see a notification with a link.

Step 3. Click on the notification to open the link associated with the QR Code to proceed to payment.

Statement of Activities

Revenue

Fees for Service	\$1,966,012
Grants	\$1,027,186
Donations and Non-Cash Revenue	\$82,643
Sales of Goods and Services	\$1,336,209
Other Income	\$205,899
Investment Income	\$9,896
Total Revenue	\$4,627,845

Expenses

Program Expenses	\$4,307,213
Management and General	\$739,591
Total Expenses	\$5,046,804
Change in Assets	(-\$418,959)

Net Assets, Beginning of Year	\$3,290,985
Net Assets, End of Year	\$2,872,026

ComWell recertified for loan repayment program

The NHSC Rural Community Loan Repayment Program (LRP) is a federal program that pays anywhere from \$50K to \$100K to full-time staff for student loan repayment in exchange for an employment commitment to ComWell. This program is an added benefit to licensed clinicians or nurses who work at ComWell.

ComWell awarded DFC/SAMHSA Grant

ComWell was a recipient of the 2019 Drug-Free Communities (DFC) Support programs grant. This is a five year grant and will deepen our foundation in teen alcohol and drug prevention. This support program has two main goals: to establish and strengthen collaboration among communities, public and private non-profit agencies, as well as federal, state, and local governments to support the efforts of community coalitions working to prevent and reduce substance misuse among youth and adults over time by addressing the factors in a community that increase the risk of substance use and promote factors that reduce the risk of substance abuse.

ComWell receives ROSC grant

ComWell was one of the three agencies to be awarded a Recovery Oriented System of Care (ROSC) grant in 2020 through the Illinois Division of Substance Use Prevention and Recovery (SUPR). The purpose of the grant is to build a greater support network for those in or seeking recovery from substance misuse or a mental health diagnosis. ComWell's grant application was set apart by the amazing work that has been accomplished by Southern Illinois Substance Abuse Alliance (SISAA). The SISAA coalition members are passionate about supporting individuals in recovery. The coalition is working toward building a culture that nurtures recovery, building capacity, infrastructure and commitment to implementation and sustainability to support a recovery-oriented system of care.

CERTIFICATION

- Developmental Training
- Community Integrated Living Arrangement
- Community Mental Health Medicaid Services

LICENSURE

- Child Welfare Agency
- Substance Use Treatment
- DUI Services





Thank You to Our Friends

Aaron & Cheri Lange
Adele Cowell
Adorers of the Blood of Christ
Aleta Riebeling
Alice & Lee Cannady
Alva Courier Post # 487
Andrea Jenkins
Barb Wagner
Barbara Koester
Barbara Korves
Barbara Ratz
Benson's Wine Bar
Beth Doiron
Betty Marzec
Brad & Shea Haury
Brian Ruez
Buena Vista National Bank - Chester
Carl Nitzsche
Carol Andricks
Carol Mattingly
Carol Stoll
Cheryl Martin
Christine Deien
Cindy Steele
City of Red Bud Utilities
Clarence Nail
Coast to Coast
Creative Concepts
Daniel McCarthy
David & Carolyn Holder
David Pete Rau
Debbie Gielow
Debra Donjon
Dennis & Jill Phegley
Dennis Trask
Diana Bollmann
Diane Buch
Diane Mudd
Dieterich Bank
Don and Jan Glasscock
Donna Wirth
Donna Harbaugh
Dorothy Papenberg
Edward Fuhrman
Edward Jones
Eileen Boxx
Elaine Guebert
Elizabeth Mudd
Elvira Litton
Emily Lyons
Faith Lutheran Church
Faye Piel
First Baptist Church
Ft. Kaskaskia General Assembly 1287
Frances Ekas
Fred Tinney
Garden Place
Gateway FS
Charitable Foundation
Geneva Barbeau
Gilster - Mary Lee Corp.
Gina Phegley
Glenda Wiegard
Gloria Bellow
Guy & Kathy Nagel
Harrisonville Telephone Company
Haury Plumbing & Heating, Inc.
Helen I. Teter
Hesse Martone, P.C.
Holiday Inn Express & Suites
Hometown Pharmacy

Hope Christian Church
Howell Financial Services, Inc.
ComWell Staff
IL State Council - Chester K of C 3790
Jacqueline Roy
Jada Berry
Jake's Day
Jana Kueker
Jana Zipfel
Jane Blankenship
Jeanette Schrader
Jeffrey & Janis Biethman
Jeffrey Luthy
Jennie Walker
Jennifer Muholland
Jerry & Judith Willis
Jill Whelan
John & Peggy Petkas, Jr.
John & Blenda Ingalls
John Preston
Joseph Klein
Joyce Laird
Joyce Neutzling
Judy Stahlheber
Julie Yelm
K of C Charities Inc. Council # 11691
K of C Charities Inc. Council # 6577
K of C, Evansville Council 1952
Kalin and Kathleen Liefer
Katelin Uffelmann
Kathy A. Liefer
Kathy Moorman
Katrina Birke
Kay DeVall
Kaye Nurnberger
Ken & Joan Voges
Ken Kuehn
Kendra Kennedy
Kenneth & Karen Wetzell
Kenneth & Miriam Hargis-Poston
Kim Zimmer
Kirk And Stephanie Liefer
LuAnn Nurnberger
Margaret Wessel
Marie Voges
Mary A. Stumpe
Mary Ann Fahey
Mary Eichenseer
Mary McMillanefer
Memorial Hospital - Chester
Larry Schleifer
Laurie Keeling
Lea Ann Baker
Leanna Braun
LeRoy & Jessie Bievenue
Lieferbrau Brewery
Linda Foutch
Loretta Bievenue
Lou & Lou Ann Gerlach
Lou Ann James
Michael Koester
Michael Liefer
Michael and Paulette Schmitz
Mike & Pat Ramsey
Mike, Laurie & Matt Penford
Miller's Meat Market
Mindi Bremer
Mr. & Mrs. Kenneth Surman
New Palestine Methodist Church
North County News

O'Reilly Auto Parts
Patricia Krause
Patricia Sachtleben
Pearl May
Peggy Buettner
Phyllis Warren
Plumbing Solutions, Inc.
Prairie Farms
Prairie Schooners 4H
Randolph County Farm Bureau
Randolph County Shrine Club
Red Bud Chamber of Commerce
Red Bud City and Rural Fire Dpt.
Red Bud Elementary School
Red Bud F.F.A. Alumni Association
Red Bud High School
Red Bud IGA
Red Bud IL Hospital Company, LLC
Red Bud Industries
Red Bud Knights of Columbus
Red Bud Masonic Lodge
Red Bud VFW Post 6632
Richard & Barbara Mehring
Robert & Denise Reiss
Robert & Diane Schoenbeck
Robert & Nancy Koopman
Robert Burgdorf
Roberta Lurk
Roeslein
Roger's Redi-Mix, Inc
Rolland and Susie Dannenberg
Ronnie White
Rotary Club of Red Bud
Sam and Sue Kennedy
Sandra Liefer
Sandra Williamson
Scouts BSA
Sharon Eiskant
Sharon Farmer
Sherilyn O'Hara
Sherry Prange
Sheryl Lowry
Sparta Community Hospital District
St John the Baptist Catholic Church
St. James Catholic Church
St. John's Lutheran Church
St. John's Lutheran Evening Guild
St. John's Lutheran Sunday School
St. Peter United Church of Christ
Stan & Angie Dzik
Steeleville Eagles
Steve & Debbie Faust
Steven & Linda Koester
Steven and Cheryl Allen
Susan & Will Harbaugh
Susan Leinicke
Suzanne Neff
Tammy Blow
Tania Barbeau
Tari Henne
Teresa Reed
Theresa Frerker
Thomas Welge
Trinity Lutheran Church LWML Group
Trinity Lutheran School
US Bank Giving Campaign
Victoria Vanklaveren
Virginia Moeller
Weir Chevrolet-Buick-GMC, Inc.
Wilbert Schnepel
William Jarrett