



Haymarket Center

**ANNUAL
REPORT
2020**

REMOVE THE STIGMA

Haymarket Center is the Chicago area's most comprehensive community-based provider of substance use and mental health treatment, caring for 12,000 patients annually.

ON OUR COVER

A friend recently wrote, “Hope, indeed, started at Haymarket.” His words reminded me that hope is an essential ingredient for fighting stigma. I chose the image on our cover because it reflects the fact that because of stigma, our patients often feel isolated and alone with their struggles. Even though addiction is an entirely treatable medical disorder, the stigma associated with substance use treatment all too often prevents patients from accessing the comprehensive care they need. At Haymarket Center, fighting stigma and offering hope are at the center of our approach to treatment and recovery.

—Dr. Dan Lustig, Haymarket Center CEO

Photo credit: Jeffrey Collord, Haymarket Center
Vice President of Operations

UNCOMPROMISING ACCESS

Haymarket Center accepts all patients regardless of ability to pay.

We offer access around the clock with no wait for assessment. We are never closed.

DISTINGUISHED BY COMPREHENSIVENESS OF EVIDENCE-BASED PROGRAMS

Haymarket Center is one of the only facilities in Illinois to offer a full continuum of care:

withdrawal management (detox)

assessment—Global Appraisal of Individual Needs (GAIN), including DSM-V and ICD-10

residential treatment—including special maternal addiction and co-occurring disorder programs

outpatient treatment—conventional and intensive programs

recovery housing—with supportive services and recovery coaching.

PROGRAMS AND PARTNERSHIPS TO ENGAGE, TREAT AND SUPPORT THROUGH RECOVERY

Haymarket Center offers access to medication assisted treatment (MAT) throughout all our programs.

Specialized programs focus on family reunification and employment readiness.

Our outreach work spans hospital emergency rooms, O’Hare airport, and homeless encampments.

We provide on-site primary care with linkage to area specialists and hospitals.

DEAR FRIENDS,

In this pandemic year, in which our communities are seeking to heal, we have chosen to focus our annual report on fighting the stigma associated with patients with behavioral health conditions as well as with treatment systems like ours.

We are in a unique position, with deep immersion in our communities, to understand the often insidious subtexts that undermine access to treatment and recovery. We also see how complacency toward racism affects Black and Latinx patients with addictions—with more doors open into the criminal justice system than into treatment.

As our communities work to promote durability and strength, we are working with our elected and civic leaders to raise the discourse on how together we might better face the complex challenges of substance use and mental health, from underinvested Chicago neighborhoods to DuPage County.

Haymarket Center is the critical resource that means the difference between life and death, hope and despair for so many. We stand proud to combat substance use disorder stigma and structural racism, knowing that these fights are as central to our work as the treatment we provide.

As difficult days and weeks become ever more commonplace, Haymarket Center continues to offer hope, expertise, caring, and our open door. Your support means the world to us.

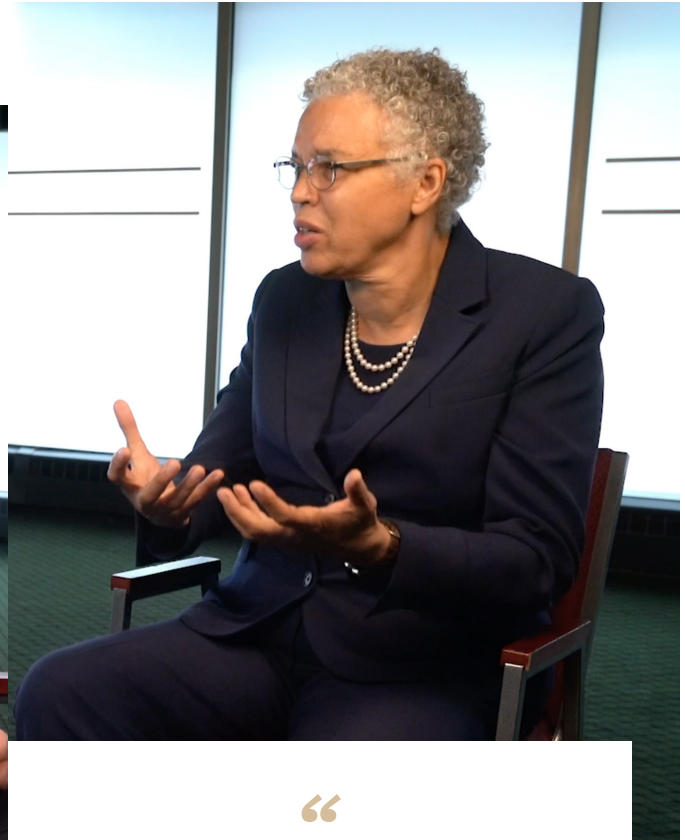
Sincerely,



Dr. Dan Lustig
PsyD, CAADC, CODP II
*President and
Chief Executive Officer*



Honorable Lee A. Daniels
Board Chairman



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A large body of research indicates that this stigma is persistent, pervasive, and rooted in the belief that addiction is a personal choice reflecting a lack of willpower and a moral failing. Though the severity of the stigma varies with the particular drug being used, evidence shows that stigmatizing beliefs underlie views about addiction in general.

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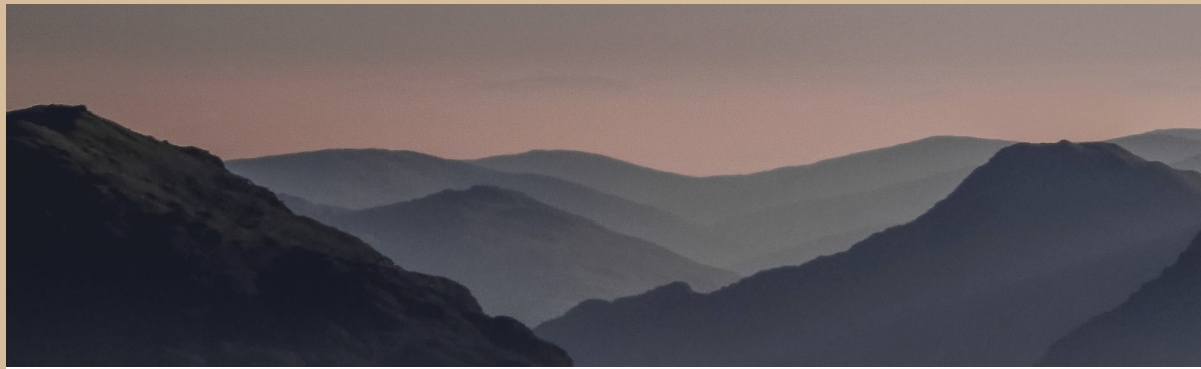
New England Journal of Medicine
April 2020

“

Endemic racism has an impact on treatment of all types, but particularly around treatment related to addiction.

”

Cook County Board President
Toni Preckwinckle
in conversation with
Dr. Dan Lustig, August 25, 2020



REMOVE THE STIGMA

When the New England Journal of Medicine published two articles in April 2020 on the role of stigma in substance use treatment, the key findings resonated all too well with our experts at Haymarket Center. The direct and simple findings were that:

- Stigma has resulted in chronic underinvestment in treatment and recovery, and
- Stigma exacts a huge toll on individuals in treatment and recovery, posing an invisible barrier to their progress.

The articles left no stone unturned, highlighting stigmatizing beliefs borne not just by the general public but also—surprising to many people—by health professionals.

No one is more aware of this than we who champion the legacy of our founder, Father Ignatius McDermott, through our round-the-clock work at Haymarket Center. Because of the pervasiveness of stigma, we have a role to play that goes beyond our direct treatment and recovery interventions. As advocates for our high quality treatment and long term support for all in need, we stand between our patients and an extremely stigmatizing external environment.

As we face a controversial zoning battle to establish a setting in DuPage County to provide residential treatment, recovery housing and primary care, we have learned much about the stigma that mental health conditions engender. Our plans to treat a devastating condition that claims local lives every week have been met with derision and resistance.

As we listen to the protests of individuals who call on us to cancel our plans, we actually hear the louder sounds of deeply ingrained community stigma regarding mental health and substance use disorders. As a result, our work in DuPage County has grown beyond the planning of a facility that brings state-of-the-art, comprehensive treatment and new hope to individuals in need. We find that our work is also one of laying the foundation for broad understanding of behavioral health conditions as chronic but treatable medical conditions that deserve our strong protection.

Haymarket Center leads with confidence that “hope starts here.” We are proud to bring this optimism, combined with decades of experience and expertise, to the challenges of addressing stigma in all the communities we serve.

“
Haymarket Center looks forward to the opening of a comprehensive treatment center in DuPage County, bringing our signature expertise, our attention to all types of substance use and our commitment to access without barriers.
”

Dr. Dan Lustig
Haymarket Center CEO

LEADERSHIP COUNCIL MEMBER EMBRACES HAYMARKET CENTER'S DUPAGE STRATEGY

As the Chief Medical Officer and Vice President for Medical Affairs, Edward-Elmhurst Health, Dr. Daniel Sullivan well knows the toll of substance use on residents of DuPage County and is a leader in bringing responsive services to the area. Under Dr. Sullivan's guidance, in response to patient need, Edward-Elmhurst Health physicians are now prepared and licensed to initiate medication assisted treatment (MAT) for patients requiring urgent response to their use of alcohol or opioids.

Dr. Sullivan joined the Haymarket Center Leadership Council in 2019 as one of over two dozen leaders from across the region who support Haymarket Center's values and vision. He is also a non-governing member of the Haymarket Center Board's Quality, Performance and Strategy Committee which undertakes critical issues as diverse as how to deepen primary care services for patients in recovery to how to remove barriers to initiation of medication assisted treatment.

HAYMARKET CENTER BRINGS A POWERFUL VISION TO DUPAGE COUNTY

Now nearing a second year of planning, Haymarket Center awaits a zoning permit to convert a former hotel in a non-residential section of Itasca on a seven-acre site to provide treatment and recovery housing. Haymarket Center intentionally chose this site in a location sequestered from both residential and commercial activity where patients can focus their full energies on treatment and recovery. As they regain health, patients will have opportunities in this setting to anticipate their future roles, re-engage with their families and plan for school and work in a safe recovery environment.

While the zoning process has been fraught by stigma, and further complicated by the pandemic, Haymarket Center stands for the rights of patients with substance use disorders and mental health conditions to have access to high quality care, just like they would for any other complex medical condition. "We are proud to stand shoulder-to-shoulder to confront stigma as we pursue what should actually be so simple—to give people access to treatment for their substance use disorders," comments Jeffrey Collord, Haymarket Center Vice President of Operations.

Every year, hundreds of DuPage County residents seek treatment at Haymarket Center, but this represents only a fraction of unmet need in the area. In 2019, 137 residents died from opioid-related causes. The Impact DuPage: Driving DuPage Forward 2019–2019 Action Plan notes, "Treatment options for opioid use disorders are lacking."

In line with statewide initiatives to combat opioid fatalities, DuPage County has made strides toward implementing two of the three strategies known to be effective: reducing opioid prescribing and increasing access to overdose reversal medication. Notably, the third strategy—increased access to treatment and recovery services—will be addressed soon after Haymarket Center breaks ground on its new facility, with completion envisioned in 2022.

HAYMARKET CENTER PARTNERS WITH EDWARD-ELMHURST HEALTH, DUPAGE COUNTY'S LARGEST HEALTH SYSTEM

The drug of choice may vary but the need remains the same. Every month without fail, patients come to Edward-Elmhurst's three main hospital campuses, often in crisis, seeking help for substance use. For most, this is where their journey only begins. Haymarket Center serves as an adjunct to programs provided through Edward-Elmhurst Health's behavioral health hospital, Linden Oaks. Patients can meet with Haymarket Center recovery coaches in the emergency room or inpatient unit in any of the health system's three hospitals. Haymarket Center recovery coaches engage patients in a life-saving process to promote entrance into treatment and recovery, and some of these patients can then be transported back to Haymarket Center's headquarters.

Haymarket Center's recovery coaches use an evidence-based methodology, acknowledged for over a decade as a powerful approach for helping patients understand their condition and develop, with support, a realistic plan for treatment and recovery. Standing for "Screening, brief intervention and referral to treatment," the SBIRT program emphasizes education and support, and is further strengthened by Haymarket Center's own brand of optimism borne of experience.

"We facilitate transitions into treatment and recovery whether right into care at our own downtown Chicago location or at another facility," explains Kenyatta Cathey, Haymarket Center Vice President of Clinical Services. The Haymarket Center recovery coach team notes that an increasing number of patients present with co-occurring mental health and substance use issues, and respond well to a nuanced understanding of their condition combined with steady encouragement.

“

Haymarket Center continues to participate in an arduous zoning process compounded by local resistance that defies the imagination of anyone familiar with treatment and recovery.

”

Steve Davis

*Chairman and Founder, The Will Group and
Haymarket Center Board Member*



Kenyatta Cathey

Haymarket Center Vice President of Clinical Services

BUILDING TRUSTED RELATIONSHIPS WITH HOMELESS CLIENTS AT O'HARE

Working night shifts at O'Hare International Airport, Haymarket Center, outreach worker Mary Rose Nauss reaches out with an unflagging spirit to homeless individuals in the terminal, many with substance use and mental health issues.

Mary Rose leads with a very specific skill, informed by science but coming from the heart: the ability to elicit trust. The team is there to mitigate crisis and establish relationships that can lead to resolution of complex problems.

After spending time with Mrs. A, a 69 year old homeless client diagnosed with schizophrenia, Mary Rose commented that "meeting this client was a gift. She is a survivor, extremely slow to trust, but willing to connect with me." Mary Rose provided her with urgently needed shoes, underwear, and food. "If and when she returns, she knows I appreciate her strength and respect her desire for privacy. I hope she will let me help her with next steps toward gaining shelter and benefits."

In an adjoining office, outreach worker Bill Bryant described successfully helping a client enter treatment at Haymarket Center. Formerly employed and in recovery, Mr. C had relapsed and taken the Blue Line to O'Hare. Talking with Bill, Mr. C recognized that re-entering treatment would be the best path forward. Within hours of meeting, Bill arranged for transportation and admission for Mr. C to Haymarket Center.

Initiated almost three decades ago, the program has evolved to focus on housing solutions, explains Jessica Dubuar who leads Haymarket Center's outreach efforts in multiple locations including the iconic program at O'Hare. This team participates in the city's flexible housing pool, supporting clients to apply for permanent housing. "Sometimes this process begins with small, basic steps like securing an ID card," she explains.

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For over 800 unduplicated clients each year who meet with Haymarket Center outreach team members, hope starts here at O'Hare.

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Jamie Rhee
Commissioner,
Chicago Department of Aviation

“

Every day, our specialized, evidence-based programs work to help patients deal with the devastations of racism and its correlates of poverty, homelessness, chronic ill health, and unemployment.

”

Tanya Davis
Haymarket Center Board Member
and Development Committee Chair



STATE-OF-THE-ART KITCHEN SIGNALS NEW OPPORTUNITIES FOR HEALTH AND EMPLOYMENT

This year, Haymarket Center celebrated the opening of its gleaming, well-appointed new kitchen. “This is a real win for our patients,” explains Jesse Taylor, Haymarket Center Director of Facility and Business Services. “For the first time in Haymarket Center history, food is being prepared on site, giving us new leverage over the quality and nutrition value of what we offer. It also gives our patients a place to earn and learn, gaining skills they can take with them in the labor force.”

From the beginning, the Haymarket Center kitchen was conceived as a training ground to give residents in recovery the opportunity to gain paid experience as well as certification for food handling and preparation. The food industry has proved to be a welcoming employer for clients in recovery, so the skills and certifications earned at Haymarket Center are particularly useful. Haymarket Center’s partnership with Aramark to direct kitchen operations is expressly built around the commitment to provide practical as well as formal training to residents that can lead to future professions in kitchen management. Through a partnership with the Chicago Department of Family and Support Services, including the award of a COVID-19 relief grant to “rebuild Chicago,” Haymarket Center provides a stipend for residents in recovery who work in the kitchen under Aramark’s supervision for up to 20 hours per week.

This emphasis on workforce readiness and job development is a long-standing part of Haymarket Center’s comprehensive programming, provided on site in recognition that gainful employment can be an important factor in successful long-term recovery. Haymarket Center helps clients identify employment opportunities and supports them as they work to secure jobs. Comments Haymarket Center program manager Raynell Vaughn, “Our employment program helps our clients gain the confidence to re-enter the labor force in above minimum wage positions. Our clients in recovery tend to have solid skills, are good at interacting, and most significantly, are eager to give back to others in appreciation for the opportunities they have found in the workforce.”



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**Haymarket Center’s rapid,
successful redesign of all
aspects of patient care
to assure safety speaks
volumes about the expertise,
commitment and drive that
is truly representative of the
Haymarket Center spirit.**

”
Harmony Harrington
*Vice President, Government and Community Relations,
Blue Cross and Blue Shield of Illinois; and Haymarket
Center Board Member*

LEADERSHIP FROM THE BOARD ROOM TO THE FRONT LINES TO CONFRONT COVID-19

Since late February, Haymarket Center has been rising to the unprecedented challenge of caring for highly compromised patients during a pandemic. If ever there was a population vulnerable to the ravages of a pandemic, it is our patients at Haymarket Center. Our patients face all of the highest novel coronavirus risk factors—Black or Latinx, homeless, with underlying illnesses, and living in a congregate setting.

Keeping us all as safe as possible against these odds has required intentional, informed, unwavering effort by our board and executive leadership, matched by a beautiful steadfastness from our teams.

We have reduced our census, modified every aspect of our care plans, and expanded telehealth access. Our on-site testing program for patients and employees is exceptional among residential settings, and our mitigation systems are world-class and have consistently led us to have lower positivity rates than citywide, or even in our zip code. We would not have it any other way.

FINANCING OUR VISION AND CARE IN TURBULENT TIMES

No one is turned away from Haymarket Center due to ability to pay. Our leaders take extraordinary measures to engage city, state, county, federal and private sector partners and champions to assure that our doors remain open to all to our broad range of preventive, treatment and recovery programs.

The pandemic, which has challenged every sector in our state financially, has taken an enormous toll on Haymarket Center, mitigated by creativity, generosity and a resilient spirit. Responding with an “all hands on deck” call to action, board and staff leaders implemented an unprecedented shift in resources to assure continuation of a full range of services. Nonetheless, with the necessity to reduce the inpatient census has come an inevitable reduction in patient care revenue, stressing 4th quarter finances, and likely to affect the resources available for innovation and investment in the fiscal year ahead.

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**I’m a firm believer that
Haymarket Center changes
lives and I am happy to take
that message forward as
an advocate for access to
treatment. I cannot turn
my back when the lives and
wellbeing of our families
are at stake.**

”
Susan J. Rose, PhD
*Professor, Helen Bader School of Social Welfare
University of Wisconsin, Milwaukee
and Haymarket Center Board Vice Chair*

FINANCIAL HIGHLIGHTS

For a copy of Haymarket Center's audited financial statement, please contact our administrative office at info@hcenter.org

Audited, for the fiscal years ending June 30, 2020 and June 30, 2019 respectively

REVENUE

	2020	2019
Medicaid & Commercial Insurance	\$8,776,562	\$9,022,798
Government Grants & Contracts	\$13,334,715	\$12,189,866
Foundation Grants & Private Support	\$6,521,042	\$1,809,715
Client Fees & Other	\$1,060,598	\$1,263,393
Total Revenue	\$29,692,917	\$24,285,772

EXPENSE

Program	\$20,034,340	\$18,818,712
Administration	\$4,022,714	\$3,821,281
Development & Expansion	\$887,139	\$464,485
Total Expense	\$24,944,193	\$23,104,478

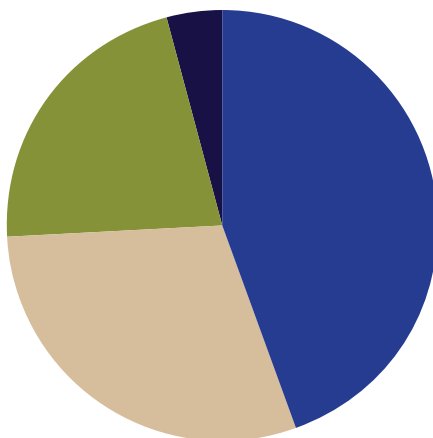
OPERATING SURPLUS

\$4,748,724

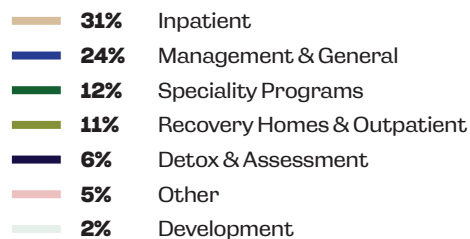
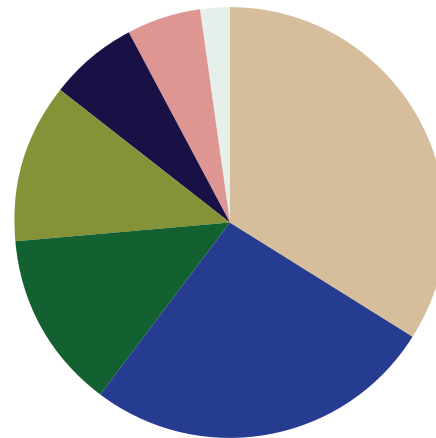
\$1,181,294

Note: Operating surplus includes funds for future expansion

SOURCES



USES



HAYMARKET CENTER LEADERSHIP

Supported by an expert, committed voluntary Board of Directors and Leadership Council, Haymarket Center works to stay ahead of the curve to offer hope to families and solutions for communities.

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For inquiries about supporting the Haymarket Center mission, please contact Sarah English, senglish@hcenter.org