

HAYMARKET DUPAGE RESPONSE TO VILLAGE OF ITASCA QUESTIONS FOR HAYMARKET

Haymarket DuPage (“Haymarket”) has applied for zoning approval to permit a health care center at 860 W. Irving Park Road, Itasca. As is well known by now, Haymarket Center is one of the region’s largest and most comprehensive providers of treatment for substance use disorders and mental health conditions. Haymarket was founded in 1975 by Monsignor Ignatius McDermott and Dr. James West, and is a fully accredited, nonprofit organization, licensed by the Illinois Department of Human Services. Haymarket plans to provide a full continuum of health care services to adults aged 18 and older at the Itasca location. Services will include diagnosis, treatment and recovery support for persons disabled by substance use and mental health disorders, who voluntarily seek care. Treatment provided is planned to include inpatient, outpatient and recovery programs.

Haymarket intends to be a good neighbor in the Itasca community, and while much of the information requested has no bearing on the Village’s zoning standards, Haymarket provides the following answers to the Village’s questions.

1. How many people do you expect to treat in the new facility?

Haymarket is expecting to provide substance use and mental health treatment to approximately 4,750 patients a year through all of its treatment and recovery programs, including outpatient programs. Nearly 2,000 men and women from DuPage and the collar counties were patients at Haymarket clinics in 2017-2018.

a) How many do you treat downtown?

The Haymarket West Loop facility provided treatment to 12,000 patients in 2018.

b) How many do you treat in Uptown?

The Haymarket Uptown Facility provided treatment to 151 patients in 2018.

c) How many do you treat in Lake County?

The Haymarket Lake County facility provided treatment to 111 patients in 2018.

d) Describe the nature of each treatment facility.

Haymarket’s West Loop facility provides:

- Evidence-based comprehensive interventions
- Medication Assisted Treatment (MAT)
- Psychiatry & Counseling

- Recovery Stay
- Child Care
- Parenting Classes
- Partnerships that assure care coordination
- GED Courses & Job Placement

Haymarket Uptown and O’Hare are outreach programs, in which Haymarket personnel work within the community to identify individuals in need of substance use and/or mental health care, and assist them in locating services to meet their individual needs.

Haymarket’s Lake County facility provides outpatient treatment designed to provide individuals treatment services to help each client achieve permanent changes in their substance use and mental health behaviors.

2. What amount of time does a resident spend with the facility?

The amount of time each patient/client is provided health care services at each facility is dependent on individual needs through a medical assessment that meets the criteria of the American Society of Addiction Medicine.

- In-patient treatment may range from 14 days to 90 days, based on individual need, with a typical stay around 23 days.
- Recovery stays may range from one month to 12 months, with a typical stay of around 90 days.
- Patients will most often begin the recovery stay phase of their continuum of care with participation in intensive outpatient, which typically lasts six weeks, and/or standard outpatient, which typically lasts four weeks.

a) Do you offer outpatient programs?

Yes. Haymarket will offer outpatient programs in Itasca, similar to those provided at the West Loop Facility.

b) Describe the amount of daily traffic (vehicle/foot) at your facilities?

Haymarket has provided a traffic study as part of its application for zoning. Please refer to that study.

Traffic with outpatient patients: we expect to treat about 150 patients per month on an outpatient basis. Approximately two-thirds (or 100) of these patients will be staying in recovery programming, and therefore will bring no traffic to or from the facility. About one-third (or 50) may come to the facility.

Traffic due to recovery home patients: the majority of the recovery home patients are restricted from having a car on site. Some exceptions are made

based on patient need and administrative approval. Most often these patients begin their stay involved in intensive outpatient or standard outpatient programming and will have little traffic to or from the facility. Once they complete outpatient programming, they may be leaving during the day to interview for jobs or attend job training programs. This will involve one or two trips to and from the facility.

Traffic due to visitors: Typically, around 30% of recovery patients may have a weekly visit from a family member.

3. How do you accept those that need treatment?

Upon a patient's arrival, Haymarket follows its central intake procedure, which includes the conduct of a comprehensive medical and global appraisal of individual needs (G.A.I.N.). Intake also includes a background check on each patient to ensure that we do not admit any individual with a violence charge or a sexual offense in their background.

a) Where do patients come from?

Haymarket patients will be residents of DuPage and nearby communities who are adults, age 18 and older. They may be your neighbors, friends, co-workers and even someone you love. They come in seeking treatment, or are brought to treatment by friends and family and others concerned with their health and wanting to ensure provision of health care services to meet their individual needs.

Patients are also referred by hospitals, educational institutions, first responders, company and EAP programs.

b) Are DuPage residents going to have priority?

Haymarket DuPage will be a facility for residents of DuPage County and surrounding communities. However, as a well-recognized treatment provider, Haymarket adheres to federal and state regulations providing for preference in admission. For example, substance users who are pregnant and in need of treatment are required to be provided preference in admission. Haymarket currently provides immediate access to care for those who seek it. There is no wait list, and no need to prioritize one individual over another.

c) Will you take overflow from your other locations?

No. The need in DuPage County and surrounding communities is such that the health center facility is not planned to serve as an overflow facility.

d) How many of your residents are in court ordered programs?

Less than 1% of Haymarket's patients are required by court order to participate in substance use disorder treatments. Haymarket Center is a

voluntary facility for over 99% of its patients. Haymarket Center in the West Loop has a DUI program that contains 21 patients who are court ordered for treatment.

e) **Do you accept early diversion treatment residents?**

Yes, Haymarket Center works with many problem-solving courts which have a variety of eligibility criteria for participation in Cook, Lake, and DuPage Counties. In common are drug-related charges and/or other non-violent charges in which the person is screened to have a substance use disorder. All problem-solving courts maintain supervision over their participants and maintain close communication with Haymarket staff about treatment progress.

No patients with violent backgrounds or sexual offenses are allowed in Haymarket Center programs.

4. Who pays for that treatment?

Haymarket is a nonprofit organization, whose mission is to provide health care services to all patients, regardless of ability to pay. Haymarket accepts all forms of commercial insurance and Medicaid is accepted.

5. Where does your funding come from?

Haymarket Center is a non-profit that has maintained financial stability for 45 years and is compliant with all non-profit federal and state rules and regulations. Funding comes from federal, state, other governmental entities, foundation, private insurance and private donation sources.

6. How is your funding structured?

Funding is provided through patient care revenue, contracts, contributions and philanthropy.

- a) **How long do you project Haymarket to have a stable funding source?**
Indefinitely.

7. You only have a 2017 Annual Report on your website.

- a) **Where is your 2018 Annual Report?**
The 2018/2019 annual report is in process.
- b) **When can we expect to see a 2019 Annual Report?**

The 2018/2019 annual report is expected to be completed by the end of the current calendar year.

c) **From the 2017 Annual Report, 11% denotes Supporting Services. What are those?**

- Case management
- Recovery coaching
- Addressing the social determinates of health

8. **What does your security plan look like (internally and externally)?**

Haymarket Center does have a security plan, which was developed in-house and through security consultants and is overseen by the Administration. A security plan is inherently to protect those in the health facility and to maintain security of the building's exterior. A security plan is in place and executed procedurally but not shared with the public which would in fact reduce its effectiveness.

9. **How would this building be secured?**

Similar to hospitals and other health care facilities, the building will be secured 24/7 and Haymarket will have trained security at all times. Security staff is not armed, but they—and all other staff—are trained in non-violent crisis intervention mental health first aide. Haymarket also intends to have video surveillance of the interior and exterior of the health center facility, which is monitored by our security staff in real time and footage is maintained for one- to three-week periods.

a) **Will emergency services be able to easily access the building 24/7?**

Yes.

b) **Have emergency services ever had an issue with ease of access in the past?**

No. Haymarket does not contemplate any issues with ease of access to the Itasca facility.

10. **Who is your security advisor?**

Security at each Haymarket facility is managed by both our Director of Facilities and our Vice President.

a) **May we meet with the company?**

Haymarket representatives are available to meet with the Village to discuss security relative to the Itasca facility.

b) **Do you employ private security guards?**

Haymarket will employ trained security staff. Haymarket does not contract for private outside security service.

b1) Are they armed?

Security staff is not armed.

c) How do you determine the amount of private security staff?

We do not employ private security staff.

d) Do you use exterior camera surveillance?

Yes.

d1) If yes, how long is the footage retained?

See answer #9.

d2) Does staff at the location have immediate, on-site retrieval access of any surveillance footage?

Yes.

e) Are you asking to put a fence around the property? If so, what kind of fence?

No.

11. What does your EMS plan entail?

Haymarket's EMS plan will be tailored to the needs of the Itasca facility, predicated on best management practices.

a) Do you have a contract with a private ambulance service?

Haymarket intends to contract with a private ambulance service for the Itasca health center facility.

b) Will you be retaining private contract ambulance services for Itasca?

Yes.

c) Can you give us a five-year lookback on emergency or EMS calls on your facilities?

Yes. This information is being analyzed and will be made it available on the Village of Itasca and Haymarket DuPage web sites.

Each health care facility is different in terms of size, location and demographic population served. As such, any information relative to emergency calls at any other facility would not be relevant to the proposed Itasca health center facility, and is not relevant to the zoning application pending. Notwithstanding, Haymarket is committed to a high level of patient/client care and will secure an emergency response at any of its facilities when such care is deemed required

for the safety and well-being of any patient, client, staff member or private visitor on site.

12. Are people using your facility allowed to leave?

Yes. The Itasca health center facility is proposed to provide both in-patient and outpatient treatment programs, therefore, certain patients will not remain on premises at all times.

Residential: These patients are not permitted to leave facility except when it is medically necessary. These patients will be accompanied by a staff member.

Recovery Stay Patients: Those participating in in-patient recovery home programs are permitted to leave for specific reasons as approved by staff, for example, work, medical treatments and educational programs. Leave of this nature is prescribed, detailed and monitored by case workers and/or other treatment staff. All patients are required to provide random urine samples 2 times per week and following any external appointments.

a) Do you expect law enforcement to assist in recovering an AWOL resident?

No. Haymarket has never used law enforcement to assist with patients who leave against staff advice. Haymarket will transport patients from the health care facility in the event a patient chooses to leave the facility.

b) Has this happened in the past, if so, how many times in the last 5 years?

No. This has never happened.

c) What type of support services do you provide for a patient who wishes to leave early?

- Recovery coaching
- Clinical intervention
- Transportation
- Case management

13. How do you work with local municipalities for emergency services?

Haymarket Center's treatment programs are located in Chicago's West Loop and in Waukegan. In Waukegan, our office is in the Lake County Probation Department. Haymarket is in constant communication with the Lake County Probation Department and follows all regulations and protocols for their facility. In Chicago, Haymarket's utilization of emergency services has never been called into question. If a call for emergency services has been placed, Haymarket security staff meet the emergency services team outside the building and provide clear directions and escort EMTs to where they are needed.

In Itasca, Haymarket Center will be contracting with a private ambulance service to answer any emergency calls prior to contacting the Village's first responders. In addition, Haymarket Center proposes to meet with the Village and first responders to have direct input in developing a mutually acceptable plan.

14. What type of internal medical staffing do you intend to have?

Haymarket will hire medical professionals typical of a health center facility of its nature: a clinical director, counselor, nurses, nurse practitioners, licensed practical nurses, case workers, recovery workers, and social workers.

a) What types of medical emergencies can be treated at the facility?

With a full time medical staff, Haymarket staff is trained to respond to a full range of medical emergencies such as asthma attacks, seizures, spikes in blood pressure. However, should the need arise, Haymarket will refer cases involving life-threatening conditions such as heart attacks to our contracted ambulance services.

b) If there is a medical emergency for a patient or staff member, what resources do you expect Itasca to provide?

Those similar to what Itasca provides to any other resident or business facing a medical emergency, other than as can be responded to by private ambulance care.

15. How did you come up with the Itasca location?

The demand for our services continues to rise due to an increase in opioid fatalities and overdose reversals in DuPage County. In 2017-2018, nearly 2,000 men and women from DuPage and the collar counties were patients at Haymarket clinics. There is a need for Haymarket's services in this area. The Holiday Inn was identified as a location that might be available. The existing hotel is easily converted to a health center use, common to other older hotel/hospital conversions in other states. Haymarket learned that it had previously been for sale as a hotel and received no offers. The owner plans to discontinue it as a Holiday Inn. Haymarket learned that the site is zoned B-2 where healthcare facilities are allowed by the Village of Itasca as special uses. It is not adjacent to any residential neighborhood and is immediately south of an industrially zoned area. The site is located in a business park with ample parking, surrounded by major highways. Its surrounding green space is consistent with a health center facility.

16. How many jobs do you expect to provide?

The Haymarket health center facility will triple the number of full-time jobs at that location, to more than 160.

a) **What types of jobs will be available?**

Haymarket Center expects the following types of jobs to be available: a Clinical Director, Medical Director, Psychiatrists, Facility Director, Facility Supervisor, Licensed Clinical Professional Counselors, Licensed Practical Nurses, Nurse Practitioners, an Information Technology Specialist, a Human Resource Specialist, Case Managers, Case Aides, Counselors, Admissions Specialists, Maintenance Personnel, Housekeeping Personnel, Security Personnel and a site Executive Administrator.

b) **How do you hire?**

Haymarket posts its open positions on-line, and accepts walk in applications as do other employers. Haymarket also partners with other agencies for qualified applicants.

c) **Will you be moving people from other facilities to this proposed site?**

No. However, if existing staff is interested in working at the Itasca health center facility and it is in the best interest of the employee and management, consideration will be given to granting such relocation request.

17. How do you run as a treatment facility?

Haymarket Center brings hope to individuals and families who are suffering personally or through a loved one, friend or community member, with substance use issues or mental health problems. Through a range of specialized in-patient, out-patient and other programs, Haymarket provides exceptional care. The Itasca health center facility will provide a range of medical and clinical services, and will be licensed by the Illinois Department of Human Services to provide:

- Assessment/diagnosis
- Crisis stabilization, with stays up to seven days. Crisis stabilization will be staffed with licensed clinical staff and a registered nurse or licensed practical nurse at least 40 hours per week and with additional staff 24 hours per day, seven days per week, 365 days per year.
- Medically monitored withdrawal management (detoxification) with usual stays of three to five days. Withdrawal management units are staffed with nurse practitioners or physician assistants, registered nurses and/or licensed practical nurses 24 hours per day, seven days per week, 365 days per year. Additional staff include Illinois Certification Board-certified counselors.
- Clinically managed high-intensity in-patient substance use disorders treatment, with separate programs for men and women. This program will have usual lengths of stay, depending on the specialized program, of up to 7, 14, 28 or 90 days. In-patient substance use disorder programs are staffed with registered nurses or licensed practical nurses and Illinois Certification Board-Certified or

licensed counselors at least 40 hours per week and with additional program staff 24 hours per day, seven days per week, 365 days per year.

- Outpatient substance use disorders treatment. Outpatient programs are staffed with Illinois Certification Board-certified or licensed counselors, as well as with case managers.
- Recovery stay program with separate programs for men and women. Recovery home stays will usually be 90 days but may be up to 365 days. Recovery Homes, are defined by Title 77 Illinois Administrative Code Rule 2060, as “alcohol and drug free housing components whose rules, peer-led groups, staff activities and/or other structured operations are directed toward maintenance of sobriety recovery living environments or who recently have completed substance abuse treatment services or who may be receiving such treatment services at another license facility.” Rule 2060 requires Recovery Homes to have certified staff and structure including at least five group sessions per week. Certified staff will be on the unit 24 hours per day, seven days per week, 365 days per year. Recovery patients will provide weekly schedules and inform staff of all movement external to the health center facility and sign in and out when they enter or leave the Recovery Home.

a) What is your management structure?

Haymarket Center is a non-for profit organization with a volunteer unpaid Board of Directors. The Board directs the work of the leadership team which is headed by President and Chief Executive Officer Dan Lustig, PsyD, CAADC, MISA II. He and the leadership team members direct the work of all other Haymarket employees.

b) How many of your staff have medical degrees?

Pertinent to the Itasca health center facility, Haymarket will engage the required number of medical degreed, licensed and/or State certificated employees to satisfy State licensing requirements and best management practices.

b1) What degrees?

Medical Doctors, Nurse Practitioners, Registered Nurses, Licensed Practical Nurses, and Certified Nursing Assistants.

18. You are interested in moving into Itasca, how is Haymarket going to become a part of our community?

Haymarket is committed to being a good neighbor in Itasca and a strong community partner. Haymarket pledges to support community events in Itasca, offer educational and training programs, partner with first responders and identify grant opportunities that bring additional financial support to the community.

a) **Do you have community outreach programs in place at other facilities?**
Yes.

b) **What does your corporate social responsibility plan offer for Itasca?**
In all of our existing locations where possible Haymarket Center employs environmentally sustainable products and practices in our operations. In addition, we support philanthropic giving, volunteering training and educational programs and outreach. We will employ those same concepts in Itasca.

19. Who do you think is going to help Itasca fund for public safety services needed by Haymarket?

While Haymarket is cognizant of the fact that funding for public safety is derived from property taxes, which Haymarket will not pay as a non-profit property owner, Haymarket currently intends to contract with a private ambulance service to offset any burden on Itasca, and it is open to continuing to discuss the Village's financial concerns. More importantly, Haymarket is firmly committed to bringing to Itasca a much-needed health center facility, which will support the treatment needs of residents in DuPage County and neighboring communities. Haymarket Center intends to bring a positive economic benefit to the Village by partnering on grant opportunities, employing more than double the existing employee population at the planned site and purchasing (when available) local goods and services.