

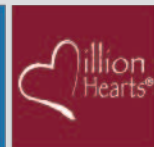


Greater Elgin Family Care Center

Your Medical and Dental Home



GEFCC.ORG



2020

Annual Report

Highlights of the Year

This year brought so many unprecedented events to our community, our country, and the world. Still, Fiscal Year 2020 was a year of growth and expansion for Greater Elgin Family Care Center.

Serving Our Community During the COVID-19 Pandemic—At the onset of the COVID-19 pandemic, GEFCC made several changes to ensure that our patients, staff, and our communities were safe. *(more on page 3)*

Family Planning Services—GEFCC received funding from the Illinois Department of Public Health, Family Planning Program to provide family planning services to low-income women and men. *(more on page 4)*

Clinical Outcomes—For the 7th year in a row, GEFCC's clinical outcomes have been recognized by the Department of Health and Human Services, Health Resources and Services Administration. This year, GEFCC received the most awards out of any of the 45 awardees in Illinois. *(more on page 5 and 6)*

Substance Use Disorder Services Expansion—GEFCC expanded its Medication Assisted Treatment Program to Summit Health Center, Lake Health Center, and Creekside Health Center. *(more on page 7)*

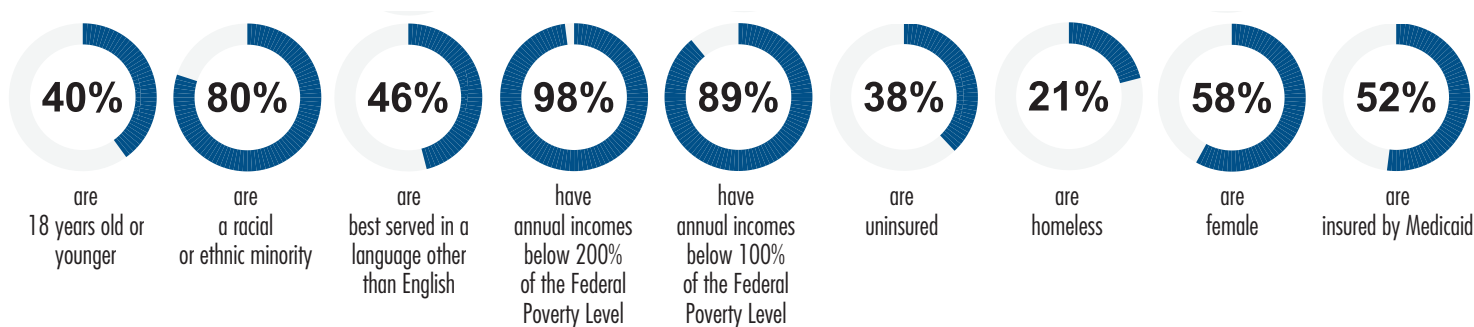
New LGBTQ+ and HIV Services—GEFCC expanded its services to provide health care and prevention services to the LGBTQ+ community. *(more on page 8)*

We Welcomed Dr. Ariga as our new Chief Medical Officer—Dr. Deepak Ariga is Board Certified in Internal Medicine and Infectious Diseases and is a Certified Physician Executive. *(more on page 8)*

Streamwood Community Health Center Expansion and Renovation—In May 2020, the expansion and renovation of SCHC was completed, creating more access and capacity for service provision. *(more on page 11)*

Continuing a Tradition of Excellence—Meet the 12th Annual SPIRIT of Excellence winners! *(more on page 12)*

Who We Serve (Data for Calendar Year 2019)



A Message from Our CEO

It certainly has been quite the year, for all of us.

It's been a year that has caused many of us to reflect. And I've realized that, in addition to the many opportunities and challenges Fiscal Year 2020 presented, GEFCC has so very much to be thankful for:

- Outstanding Patient Satisfaction, evidenced by not only consistently high scores from GEFCC patients, but also hundreds of comments that our patients take the time to write.
- Our clinical and operational outcomes, unsurpassed by other Community Health Centers in the State, not just again this year, but for multiple consecutive years. It's clear that our SPIRIT of Excellence model continues to produce outstanding results.
- Our excellent reputation, documented in years of fully compliant financial and programmatic audits, detailing our careful stewardship of resources and the responsibilities generously given to Greater Elgin Family Care Center.
- Our Board of Directors and additional volunteers. We're humbled and honored by their commitment to GEFCC. It is with deep respect of their energy and passion that GEFCC pursues its mission daily.
- Our beautiful Health Centers, most open 6 days a week and with evening and weekend appointments, providing a clean, sanitized and accessible environment for all those seeking care.
- And then there's trust:
 - From funders, who have offered of us many responsibilities, now including family planning and care provision to the LGBTQ+ community, in addition to those we've delivered on for years.
 - From elected officials and key stakeholders, who have shared the most-valuable resource, those provided by taxpayers, to GEFCC, fully confident in our abilities.
 - From donors, who continue to not only contribute to our mission, but have also generously shared their resources to strengthen our staff, facilities and technology.
 - And from our patients, who trust us with the health of their families and themselves.

Yet none of these blessings, individually or collectively, compare to the one I'm most thankful for: our skilled, talented and dedicated employees, who tirelessly, and with tremendous devotion, have not only met the many opportunities and challenges the year has presented, but do so, every day, with joy, passion, energy, commitment and diligence.

Regardless of their department, role or responsibility, their ability to persevere, be flexible, learn and implement new programs and systems, and produce quantifiable, benchmarked results, is astonishing.

Social distancing causes me to miss being able to shake their hands, pop 'em on the shoulder as a gentle 'thank you', or offer a warm hug. It's impossible to say thank you to each of them often enough – and even then, thank you does not convey the true depth of my appreciation for each of our employees – and the respect I have for them as they carry on, most-capably, every day.

Every night, I realize I'm in awe of their dedication....and most thankful for them. They are inspiring. I'm honored to be their leader.

Yes, it's been quite the year. And yet Greater Elgin Family Care Center is up for each opportunity and challenge that every future year may bring!

My very best to you and yours!



"The service is quick and respectful. Staff is nice and have great attitudes."
—Center for Family Health - DeKalb

Serving Our Community During the COVID-19 Pandemic

We can't look back at 2020 without mentioning the single most impactful and life changing event of the year: the COVID-19 pandemic. It's safe to say that the COVID-19 pandemic has fundamentally changed our world and it has certainly changed the health care world. Obviously, Greater Elgin Family Care Center has not been exempt from this.

Prior to the pandemic, it was already our practice to enforce a stringent Infection Control Plan in all our Health Centers. As a result, when the pandemic arrived, we were more prepared than most organizations. Throughout the COVID-19 pandemic our staff have shown resilience, flexibility, and their enduring commitment to our patients, to each other, and to our mission of providing quality and affordable health care for all, regardless of their ability to pay. We are extremely proud of our staff.



As a result of the COVID-19 pandemic, we made several changes to the way we provide services to our community in order to continue providing quality care in a safe manner:

COVID-19 Testing

Greater Elgin Family Care Center was one of the first health care providers to begin offering COVID-19 testing. On April 21st, 2020 GEFCC opened 3 COVID-19 nasal swab testing sites in the communities of Elgin, McHenry, and Sycamore. Shortly after, on May 4th, 2020, we expanded COVID-19 testing to the communities of Streamwood, Wheeling, and Hanover Park. We knew the importance of testing to help stop the spread of the virus, and so we deployed many of our resources to ensure our communities accessed this important service. Not only did we provide the COVID-19 nasal swab tests to detect the coronavirus, but on May 6th, 2020 we also began providing LabCorp's serological antibody test at all our Health Centers. Both services continue to be available at our Health Centers.

During the first months of the pandemic and because of the continuous flow of updates regarding the coronavirus, our team was forced to move at what felt like lightning speed to implement new strategies and make changes consistent with the Illinois Department of Public Health's guidelines. We can't say it enough—this year required so much of our employees, and our whole team showed magnificent leadership and teamwork skills throughout the entire time. This pandemic has shown us what our team is made of, and we can say with certainty that our patients are in great hands!

Virtual Visits

While all our Health Centers remained open and actively providing care to our patients throughout the pandemic, on April 8th, 2020 GEFCC expanded Virtual Visits to medical and general behavioral health patients. Several appointment types are eligible to occur via a Virtual Visit. This service expansion allowed us to continue providing essential services to our patients who could not come into our Health Centers. We are glad to continue providing Virtual Visits to our patients to this day.

"Getting in for a same day appointment after an ER visit yesterday & willingness of doctors to listen & address/take seriously all my concerns."

— Summit Health Center

Family Planning Program

Earlier this year, Greater Elgin Family Care Center was awarded funding from the Illinois Family Planning Program. This new funding resulted in the expansion of the already broad range of services we provide to our patients at Creekside Health Center in Wheeling, Lake Health Center in Hanover Park, McHenry Community Health Center in McHenry, and Streamwood Community Health Center in Streamwood.

The Family Planning Program is a statewide program that provides funding to family planning health



care providers in Illinois. The Illinois Family Planning grantees play an essential role in creating access to comprehensive family planning and other related preventive health services for low-income and uninsured individuals.

Family planning includes a broad range of voluntary services and methods related to achieving and preventing pregnancy. These services and methods can consist

of contraception, natural family planning methods, infertility services, and services for adolescents. In addition, patients have the opportunity to receive information on prenatal care, delivery, infant care, foster care, adoption, and pregnancy termination. This information must be provided in an unbiased, neutral, and factual manner. The Illinois Family Planning funding requires that services must be provided in a manner that protects the dignity of individuals, and services must be voluntary and free from coercion. Additionally, the Illinois Family Planning providers must not discriminate in the provision of services on the basis of religion, race, color, national origin, disability, age, sex, number of pregnancies, or marital status.

We are glad to provide Family Planning services in addition to our existing Women's Health Care services,



including Prenatal Care in the communities of Wheeling, Hanover Park, McHenry, and Streamwood, to help our patients achieve their desired family size.

"The sanitation methods used during the pandemic."

— Seneca Health Center & Dental Clinic

"All my needs met in one location."
—McHenry Community Health Center

Our Impact in Calendar Year 2019

In terms of number of patients cared for in Calendar Year 2019, GEFCC is the

7TH

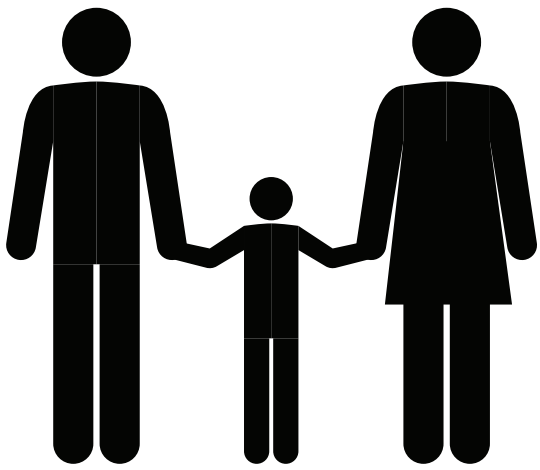
Largest Community Health Center in Illinois.

In terms of number of people seen as recorded by the Bureau of Primary Health Care in 2019

GEFCC's 2019 Outcomes Recognized as Among the Best



The Department of Health and Human Services (HHS), Health Resources and Services Administration (HRSA) recognized Greater Elgin Family Care Center (GEFCC) as a National Quality Leader, Health Center Quality Leader-Gold, Advancing HIT For Quality awardee, Access Enhancer, Health Disparities Reducer, Clinical Quality Improver, and as a Patient Centered Medical Home on August 25, 2020.



53,538

PATIENTS CARED THROUGH

175,550

VISITS



In Calendar Year 2019

940

babies were delivered



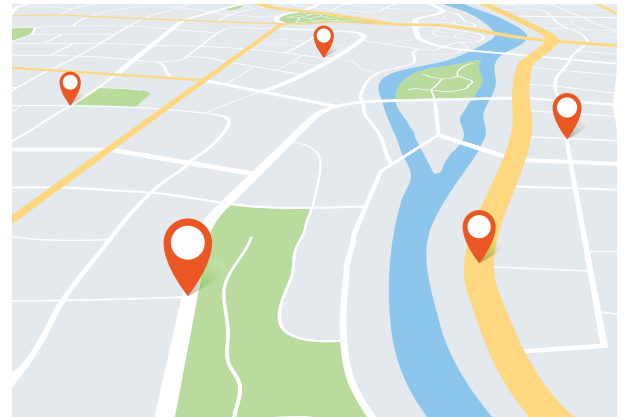
In Calendar Year 2019

GEFCC PROVIDED
CARE TO RESIDENTS IN

367

DIFFERENT ZIP CODES

In Calendar Year 2019



Oral Health Care
Continues to be a Priority

7,778

PATIENTS RECEIVED
DENTAL CARE

In Calendar Year 2019

1,378

PEDIATRIC PATIENTS
RECEIVED DENTAL CARE
IN OUR SCHOOL-BASED
HEALTH CENTERS

In Calendar Year 2019



Care Integration

1,292

PATIENTS RECEIVED MENTAL
HEALTH CARE

4,138

MENTAL HEALTH VISITS PROVIDED



97%

OF PATIENTS WERE
SCREENED FOR CLINICAL
DEPRESSION AND
RECEIVED

In Calendar Year 2019

*"Being helped even though I don't have insurance."
—Creekside Health Center*

Behavioral Health and Substance Use Disorder Services Expansion

Other services that saw an expansion this year at Greater Elgin Family Care Center were our behavioral health and substance use disorder services.

GEFCC expanded our Behavioral Health Integration program to Lake Health Center in Hanover Park and Creekside Health Center in Wheeling. As a result of this expansion, Greater Elgin Family Care Center now offers behavioral health in 5 of our 9 Health Centers. We have a team of talented counselors that provide counseling to individuals, couples, and families. Behavioral Health Integration provides easy access to therapy from their primary care provider's office and allows for a whole-patient approach to care. At GEFCC, we are very proud of this expansion because we know that our clients' mental health is just as important as their physical health. We hope to continue to add this vital service to more Health Centers in the near future.

*"Everything is thoroughly explained."
—Streamwood Community Health Center*

This year, Greater Elgin Family Care Center also successfully expanded our Substance Use Disorder Services (SUD)/Medication Assisted Treatment (MAT) to 3 additional Health Centers: Summit Health Center in Elgin, Lake Health Center in Hanover Park, and Creekside Health Center in Wheeling. GEFCC first launched SUD/MAT services at Center for Family Health in Sycamore in April of 2019. Additionally, GEFCC now provides Peer Recovery Support Services and SMART Recovery groups for patients. The Peer Recovery Support Specialist is the patient's voice in a system that can be difficult to navigate during any stage in one's recovery. Our Peer Recovery Support Specialist meets with patients enrolled in GEFCC's MAT Program and provides additional support in areas of need. We are glad to offer SUD/MAT services to our patients in 4 of our 9 Health Centers.



"The convenience of the service and quick process."
— Summit Health Center

Serving the LGBTQ+ and HIV Positive Community

Since our inception, Greater Elgin Family Care Center has worked to remove barriers to care for vulnerable populations across the different communities we serve. Earlier this year, we became aware of an unmet need in our community: access to health care for the LGBTQ+ and HIV positive community. Our mission motivated us to address this need and ensure that everyone has access to the high quality and affordable health care that we provide.

As part of this effort, we hired Monica Herdrich, Family Nurse Practitioner and Certified HIV Medicine Specialist, to provide health care services to the LGBTQ+ community and HIV positive individuals. Monica is certified as an HIV Medicine Specialist and has a proven track record of providing HIV care, sexually transmitted disease care, Hormone Replacement Therapy (HRT), PrEP (Pre Exposure Prophylactics) and general medical care for the LGBTQ+ community.

In July 2020, Greater Elgin Family Care Center was approached by several grant funding organizations to address the unmet need in the LGBTQ+ community. GEFCC embraced the offer and seized the opportunity to address this need and began offering high-quality, affordable, and excellent clinical care/treatment services, care management, and prevention services to the LGBTQ+ community.



Through our skilled practitioners, including a Certified HIV Medicine Specialist and a Board-Certified Infectious Disease physician, Outreach and Prevention Educators and Case Managers, GEFCC has become the premier provider of HIV/AIDS services in the entire northwest region of Chicagoland. We are grateful to be in a position to serve the needs of the LGBTQ+ and HIV positive community.

We Welcomed Dr. Ariga as our new Chief Medical Officer

Do you remember what your new year's resolutions were at the beginning of 2020? We bet that like us, you never expected this year to be as life changing as it turned out to be.

At the beginning of 2020, we were saying a heartfelt thank you to our Medical Director, Dr. Mark Thompson, and welcoming our new Chief Medical Officer, Dr. Deepak Ariga, all while looking ahead with excitement to the future. We are happy to report that Dr. Thompson remains a part of the GEFCC Team as a full-time Family Medicine Physician.

While 2020 has certainly been a year full of surprises, back in January 2020 we could not have anticipated the changed environment we would soon find

ourselves in. However, we are very fortunate that Dr. Deepak Ariga is Board Certified in Infectious Diseases, one of his many certifications, and that he completed a 2-year fellowship in Infectious Diseases at Rush University. Dr. Deepak Ariga's extensive experience made him excellently qualified to lead our COVID-19 Committee. His leadership is essential in ensuring that GEFCC's continued response to the pandemic remains safe and successful.

We are grateful for everything that Dr. Deepak Ariga has contributed to our organization and excited for what he will continue to contribute in the years to come.



GEFCC Staff
thank
you

Greater E
HEALTH



Elgin Family Care Center **WITH CARE HEROS**



"Very friendly and cooperative & patient."
— Streamwood Community Health Center

Streamwood Community Health Center Expansion and Renovation

Earlier this year, we finalized the expansion and renovation of Greater Elgin Family Care Center's Streamwood Community Health Center. Streamwood Community Health Center (SCHC) first opened its doors on August 8th, 2012.

Through this expansion, Greater Elgin Family Care Center has increased the capacity of SCHC and thus, expanded the community's access to quality, affordable health care services. SCHC now has 15 examination rooms, a larger reception area and lobby, 2 practitioner work areas, 2 laboratories, and expanded general staff areas. In addition to the physical expansion, 2 new practitioners were hired to provide services for patients at SCHC, bringing the total number of practitioners at that Health Center to 9.

Streamwood Community Health Center is conveniently located at 135 E. Irving Park Road in Streamwood, Illinois. SCHC provides primary care services for everyone, regardless of their ability to pay. Our services include:

- Well-Child Care
- Pediatric Care
- Physicals and Immunizations
- Sick Care for the Entire Family
- Chronic Disease Management
- Women's Health Care and Ob/Gyn
- Newborn Delivery at AMITA Health St. Alexius Medical Center and Advocate Aurora Sherman Hospital
- LabCorp Full-Service Laboratory
- FREE Pregnancy Tests
- Ultrasounds
- Care Management
- Health Benefits Enrollment

Due to the pandemic, we were not able to celebrate this expansion in person. However, we have recorded a wonderful video tour of SCHC which is available on our website for you to view!



"Everyone is friendly and looking out for your care."
— Seneca Health Center & Dental Clinic

Continuing a Tradition of Excellence (SPIRIT of Excellence)

On July 22nd, 2020, Greater Elgin Family Care Center celebrated the 12th Annual SPIRIT of Excellence Winners during the 3rd Annual SPIRIT Day.

Our SPIRIT of Excellence program offers GEFCC patients and staff an opportunity to nominate GEFCC employees who have made a positive difference and who have demonstrated one or more of GEFCC's organizational values: **Mission, Reputation, Quality, Leadership, Communication and Teamwork.**

During the SPIRIT Day celebration, GEFCC's President and CEO, Bob Tanner, congratulated this year's winners and thanked staff for their excellent work as we navigate the COVID-19 pandemic. He reiterated that they are the reason why GEFCC continues to provide excellent quality and affordable health care services in all the communities we serve, and encouraged them to keep up the good work.

Please read below to learn more about why this year's Award winners are GEFCC's Top Performers, including a notation from one of the many nominations each received.

GEFCC 2019-2020 SPIRIT of Excellence Winners:

Patient Liaison—Yiseli Dominguez, Receptionist

"During this stressful time, she took the time to write a note of encouragement for our staff. She demonstrates great teamwork for all our staff. Keep it up!"

Care Partner—Ana Rodriguez Caracheo, Certified Medical Assistant

"She has been my backbone for the last several years. She continues to grow and build her pediatric knowledge. Her compassion and dedication show in her patient care. My patients ask about her when she is not here. Parents let me know how efficient she is and the care she shows all patients. She continues to make sure that I meet my Medicaid requirements for each patient."

Practitioner —Dr. Kiran Ali, Pediatrician

"Her passion and genuine concern to provide high quality care to our patients is very appreciated. She has a wealth of information. She is kind, patient and has been a wonderful mentor. I truly appreciate her dedication to our patients, and their families. For that she truly gives an understanding to the mission of GEFCC. I am fortunate to work alongside her. Thank you!"

Organizational Support—Nicole O'Grady, Clinical Operations Manager

"She is awesome! It has been great to have a someone that is passionate, caring and an overall Team Player! I know that if I need help with anything or something needs to be done, I can go to her. I know she'll get the job done!"

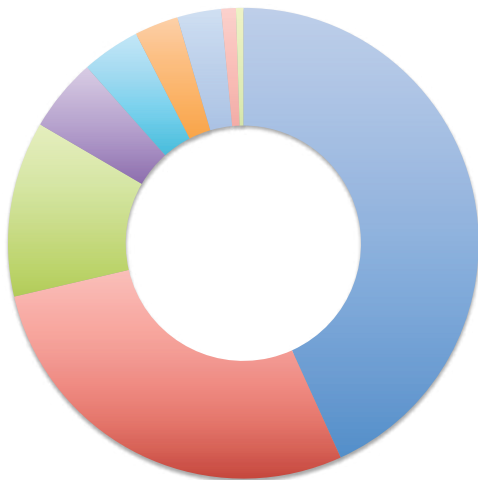


From left to right: Bob Tanner, Yiseli Dominguez, Ana Rodriguez Caracheo, Olha Mendyuk (representing Dr. Ali, who was unable to attend), Nicole O'Grady.

"Been coming since my daughter was a baby, she's almost 9 now."
— Center for Family Health - Sycamore

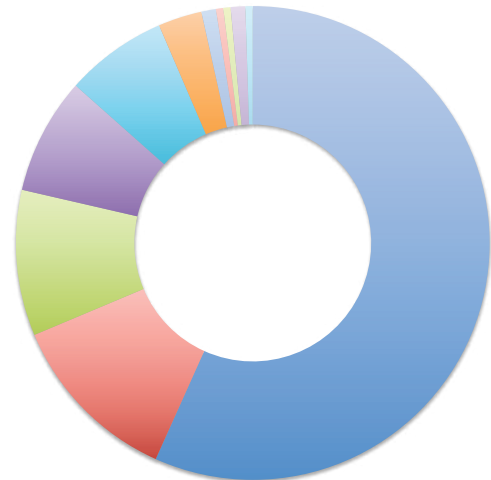
Financial Statement and Donors

REVENUE



\$7,974,000
Charity Care Provided

EXPENSES



Medicaid	51%	State Grants	2%	Salaries	54%	Depreciation	3%
Federal Grants	23%	Medicare	2%	Benefits/Taxes	11%	Technology Consult & Support	1%
Misc. Income	11%	Local Grants	2%	Professional Services	11%	Outreach & Education	<1%
Self Pay	6%	Contributions	<1%	Supplies	8%	Repairs & Maintenance	<1%
Private Insurance	3%			Rent/Occupancy	8%	Misc. Expenses	1%
						Lab Services	<1%

Thank You To Our Generous Donors

Individuals

Debbie Anderson
Donna Anderson
Dr. Deepak Ariga
Rebekah Berry
Thomas Bober
Jennifer Bueche
Dennis Cardiff
Jason Carey
Eira Corral Sepúlveda
Linda Drawhorn
Craig Dodd
Deborah Everett
Teresa Faidley
Jose Isaac Garcia Lara
Dr. Nirmala Govinda
Daniel Helsdon
Brian Heimberg
Wayne Heinmiller
Kathy Jaken
Gisela Lopez-Lauderdale
Karen Lavine
Brett Lundstrom
Dianna Manjarrez
Nash Disability Law
Lorena Nunez
Dr. Cheerag Patel
Art and Nancy Schueneman

Lisa Sharp
Michael Shales
Kyle M. Smith
Marc and Debra Steinman
Robert Tanner
Dr. Mark Thompson

Corporations / Organizations

AIDS Foundation of Chicago
Accent Janitorial Services
Alfred Bersted Foundation, Bank of America, N.A., Trustee
Altrusa International Elgin IL Foundation, Inc
AMITA Health
Anonymous
Aunt Martha's Health and Wellness
Baird Foundation, Inc.
BSD Corporation
Chicago Community COVID-19 Response Fund Award
DeKalb County Community Foundation
DeKalb County COVID-19 Response Fund
DeKalb County Mental Health Board
East Park Professional Centre
First Detection Systems, Inc.
Gerry and Bill Cowlin Foundation
Grand Victoria Foundation
Illinois Children's Healthcare Foundation
Illinois Public Health Association
Lundstrom Insurance Agency, Inc.

McHenry County Community COVID-19 Response Fund
Medicine Stop of Elgin
Northwest Community Hospital Foundation
Northwestern Mutual
Project Solutions
Public Health Institute of Metropolitan Chicago
Schaumburg Bank & Trust Co. N.A.
Shales McNutt Construction
Sharp Architects, Inc.
The Community Foundation for McHenry County
United Way of Metro Chicago
United Way of Greater McHenry County, Inc.
Wheaton Franciscan Sisters

Federal Government

U.S. Department of Health and Human Services – Health Resources and Services Administration (HRSA)

State Government

Illinois Department of Human Services
Illinois Department of Public Health

Local Government

Elgin Township
Hanover Township
McHenry Mental Health Board
Wheeling Township

"I have always been treated good and on time." // "Siempre he sido bien atendida y a tiempo."
— Seneca Health Center & Dental Clinic

GEFCC Board of Directors and Leadership Team

GEFCC Board of Directors

Jose Garcia Lara, Board Chair
Deborah Everett, Board Chair-Elect
Corey Dixon, Past-Board Chair
Brian Heimberg, Board Treasurer
Jessica Alvarez, Board Secretary

Tanya Balderas
Paul Bednar
Eira Corral-Sepulveda
Nimra Kahn
Robert L. O'Quinn
Salvador Rodriguez
Samantha Zuniga

Ex Officio Members

Azra Behlim
Kasia Zarrow

Committee Volunteers

Donna Anderson
Rebeka Berry
Kurt Bogott
Bud Heimberg
Libby Hoeft
Ed Hunter

Leadership Team

Robert M. Tanner
Chief Executive Officer



Jason Carey
Chief Financial Officer



Sujith Dharti
Chief Information Officer



V. Guadalupe Fonseca
Chief Operations Officer



Dr. Deepak Ariga
Chief Medical Officer



Stacy David
Practice Manager



Our Values:

Caring and Respect
Quality
Excellence
Diversity
Integrity
Responsive and Collaborative
Advocacy

Mission

To provide quality, affordable health care for all, including those without the ability to pay.

Vision

Greater Elgin Family Care Center is known in the communities it serves for high quality, patient-centered care, delivered by a team of competent and committed staff. GEFCC will grow responsively and responsibly to fulfill unmet health needs, enhance community relationships and maintain financial viability.



"The commitment and dedication of my doctor and all the personnel." //
"El compromiso y dedicacion de mi doctora y todo el personal."
—Summit Health Center



Greater Elgin Family Care Center

Center for Family Health – DeKalb
2550 N. Annie Glidden Rd., DeKalb, IL 60115
815-363-9900

Center for Family Health – Sycamore
167 E. Plank Rd., Sycamore, IL 60178
815-363-9900

Creekside Health Center
300 McHenry Rd., Wheeling, IL 60090
847-608-1344

GEFCC – Randall Health Center
1435 N. Randall Rd., Ste. 408, Elgin, IL 60123
847-608-1344

GEFCC – Seneca Health Center and Dental Clinic
450 Dundee Ave., Elgin, IL 60120
847-608-1344

GEFCC – Summit Health Center
373 Summit St., Elgin, IL 60120
847-608-1344

GEFCC – Summit North (Administration)
370 Summit St., Elgin, IL 60120
847-608-1344

Lake Health Center
1515 E. Lake St., Ste. 202, Hanover Park, IL 60133
630-313-5300

McHenry Community Health Center
3901 Mercy Dr., McHenry, IL 60050
815-363-9900

Streamwood Community Health Center
135 E. Irving Park Rd., Streamwood, IL 60107
630-313-5300

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Stay Connected!

