



Greater Family Health 2021 ANNUAL REPORT

Care to live greater.

CELEBRATING 20 YEARS

OF HELPING THE COMMUNITY LIVE GREATER



Highlights of the Year

20th Anniversary

For two decades, Greater Family Health, the area's premier Federally Qualified Health Center, has served thousands of residents from the northwest suburbs of Illinois. In 2020, Greater Family Health served 60,965 unduplicated patients via almost 168,000 visits. Learn about the work, growth and accomplishments throughout the years.

Pg. 5&6

Our Work During the Pandemic

We are incredibly proud of our staff for making a difference in our patients' health. Learn more about the impact Greater Family Health has had.

Pg. 3

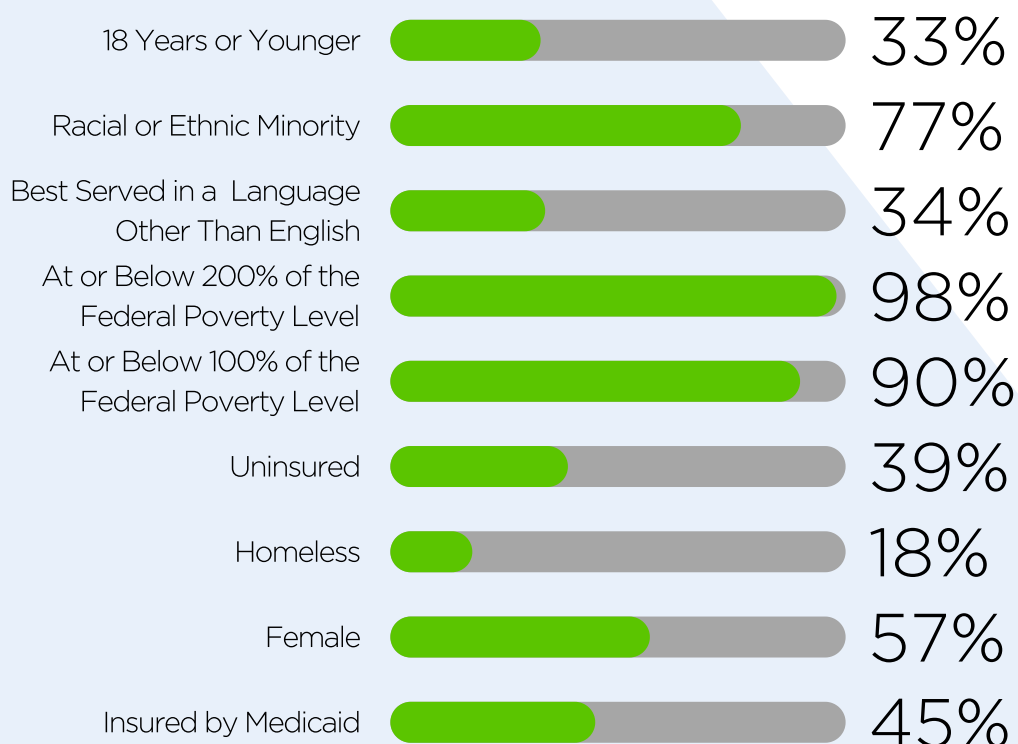
Expanding our Care

Greater Family Health continues to prioritize our patients' overall health and wellbeing by providing free or low-cost programs such as Family Case Management, Peer Recovery Support, HIV Outreach & Prevention, and virtual health services.

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Who We Serve

(Data for Calendar Year 2020)



A Message from the Board Chair & CEO



Jose Garcia Lara
Board Chair

Greater Family Health has experienced great growth and many successes over the last 20 years. Throughout the years, challenges have come along the way, yet no one ever expected to experience a pandemic. This challenge brought to light how truly lucky we are to have an essential role in the fight against COVID-19, in addition to the fight against many health disparities. Prior to my involvement in the Board of Directors, I witnessed and believed in the hard work and dedication from the staff at Greater Family Health. Throughout the years, these professionals have remained committed to the organization and its mission of providing quality and affordable health care for all, including those without the ability to pay.

It is an honor to be a part of an organization that provides such excellent care and tremendous value for patients, the community, our partners and donors.

A handwritten signature in cursive script that reads "Jose Garcia Lara".



Bob Tanner
President/CEO

I'm fortunate to know most of the individuals who were instrumental in our founding...The Medical Directors of the 2 Elgin hospitals who solicited volunteers in the mid '80s to provide community-based primary care to low-income persons, the State Senator and Representative who led the Community 2000 Task Force in the creation of a new entity in 1998 to build upon the work of those volunteers, and the many stakeholders, community leaders and activists who worked together to do something more about the area's #1 issue.

That something was Greater Elgin Family Care Center, now matured into Greater Family Health.

And each of those individuals has consistently stated that they just can't believe what we've become...a regional, national award-winning Federally Qualified Health Center, taking care of almost 61,000 patients annually via locations in 5 counties, with a wide-array of services offered by a passionate, skillful and engaged workforce committed to excellence.

The determination and commitment of those earlier pioneers is matched only by that of our current employees, volunteers and supporters. It is because of them that we are what we are now. Greater Family Health has a long history of enthusiastically and successfully meeting the needs of others, and I'm certain we'll continue to do so!

A handwritten signature in cursive script that reads "Bob Tanner".

Fighting Against the COVID-19 Pandemic

35,397

COVID-19 Tests
Administered

46

External Vaccine
Clinics

23,581

COVID-19 Vaccines
Administered

5,163

Vaccines Administered
Through External
Vaccine Clinics

Greater Family Health continues to play an essential role in the fight against COVID-19. At the beginning of the pandemic, we began administering COVID-19 tests, while later adding LabCorp's serological antibody test and Abbott's BinaxNOW rapid test. Virtual Visits were rapidly expanded at all 9 Health Centers to facilitate the provision of essential health care services during the pandemic.

Greater Family Health initially began administering vaccines for existing eligible patients at various Health Center locations as soon as supply was available, and later expanded access to the entire community. Greater Family Health continues to expand testing, vaccination, and COVID-19 services in order to meet the needs of area residents.

Our Impact

"I wouldn't change anything, you guys are fantastic." - Greater Family Health Patient

60,965 Patients

Cared through 167,933 visits*

941 Babies

Delivered by Greater Family Health*

558 Zip Codes

Served Through Greater Family Health*

4,600 Patients

Received Dental Care*

2,980 Patients

Age 65 and Over Received Care*

1,498 Patients

Received Mental Health Care*

94% of Patients

Were Screened for Clinical Depression
and Received Specialized Care*

*in Calendar Year 2020

"I believe that access to affordable, safe, quality-assured, and value-driven health care is a basic human right. We all prosper when our communities are healthy and able to live a full life."

Deepak Ariga
Chief Medical Officer



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CELEBRATING

1 AUGUST 1998

As a result of the efforts of the Community 2000 Task Force, Greater Family Health was incorporated to address the need for health care services in the city of Elgin, IL.

2 JULY 2001

Greater Family Health took responsibility for the patients of the free clinic and began providing quality, affordable primary health care services.

3 SEPTEMBER 2001

Greater Family Health took responsibility for the Oral Health Care Services Collaboration at Elgin Community College.

4 AUGUST 2015

Greater Family Health opened a ninth Health Center, establishing itself in the communities of DeKalb, Elgin, Hanover Park, McHenry, Streamwood, Sycamore and Wheeling.

5 FEBRUARY 2017

Following Greater Family Health's successful Behavioral Health Integration (BHI) national pilot program, the organization was eager to expand the program to its other Health Centers. In February of 2017, the organization replicated the BHI program at the Health Center located in McHenry.

6 MAY 2021

On May 24, 2021, we were thrilled to introduce our new name: Greater Family Health, officially changing our name from Greater Elgin Family Care Center.

In July of 2021, Greater Family Health marked its 20th year of being a medical home to thousands of families from throughout northwest suburban Illinois. For two decades, we've helped the community meet their health care needs from 9 award-winning locations. In honor of our 20th anniversary, we would like to highlight several of our milestones.

In 1996, the Community 2000 Task Force was created to identify and address the greatest needs of Elgin, Illinois. With access to health care being the number one identified need, Greater Family Health was incorporated in 1998. In July of 2001, the organization took responsibility for the patients of the area's 'free clinic' (which offered care via volunteers since 1986 at a number of locations) and began providing quality, affordable primary health care services. Due to capacity limitations at its first Health Center location, Greater Family Health moved its entire operations in 2003 to a new location in Elgin, which is still being used to this day! Through a competitive New Access Point application, Greater Family Health became a Federally Qualified Health Center (FQHC) and began to receive funding from the Bureau of Primary Health Care in 2002.

Also in 2001, Greater Family Health began taking responsibility for the oral health services provided at Elgin Community College by volunteer area dentists. This was only the beginning as, seven years later, the organization opened a Children's Dental Clinic in Elgin to help meet the dental care needs of the area's residents. Three years after the opening, Greater Family Health secured funding to expand from 4 to 8 operatories; thus, the "Children's Dental Clinic" became the "Dental Clinic" and began offering comprehensive preventative and restorative adult dentistry.

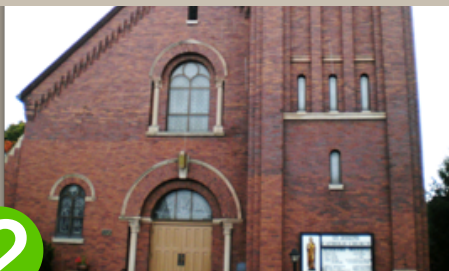
In 2005, as data continued to indicate that area primary health care needs were not being met, Greater Family Health began a collaboration with School District U-46 to provide primary health care services in several schools, while later expanding the collaboration to provide oral health care services.

August 1998



1

July 2001



2

September 2001



3

20 YEARS

Also, in 2007, Greater Family Health opened a second location in Elgin. The expansion allowed the first Health Center to focus on adult care, while the second location offered pediatric care, OB/GYN, psychiatric services, WIC, Family Case Management and a full services laboratory.

Throughout the next several years, Greater Family Health was invited to expand to serve a multitude of communities beyond Elgin: McHenry, Streamwood, Hanover Park, Sycamore and DeKalb. In August of 2015, Greater Family Health opened its 9th Health Center, with this one focused on Wheeling and Prospect Heights.

In response to the identification of additional needed services, Greater Family Health was invited to participate in a Behavioral Health Integration (BHI) national pilot program. Due to the success of the program, the organization was eager to expand its implementation. In February of 2017, Greater Family Health replicated its successful BHI program at our Health Center in McHenry. An additional expansion came in 2019, with the launch of Substance Use Disorder Services, including Medication Assisted Treatment, Peer Recovery Support and SMART Recovery support groups.

Greater Family Health also voluntarily pursued and has been successfully accredited by The Joint Commission since December of 2007, in an effort to provide quality health care in full compliance with the Standards of The Joint Commission. Five years after becoming accredited, Greater Family Health successfully achieved Primary Care Medical Home (PCMH) Certification at its site in McHenry, being only the 5th FQHC in Illinois to achieve PCMH certification. PCMH was then implemented across all Greater Family Health locations over the next 18 months. Other notable recognitions include being awarded a Million Hearts Hypertension Control Championship in 2017, a five-year recognition by the Centers for Disease Control and Prevention, and yearly recognition from the Bureau of Primary Health Care for our excellent clinical outcomes.

Amid the COVID-19 pandemic, the organization was approached to address an unmet need in the LGBTQ+ community by several grant-funding organizations. Soon after, Greater Family Health began offering high-quality, affordable and inclusive clinical care/treatment services, care management, and prevention services to the LGBTQ+ community.

In May of 2021, Greater Family Health announced its name change from Greater Elgin Family Care Center. All locations became unified under one name to help patients learn more about — and access — the outstanding clinical and support services available throughout the organization. By using one name, streamlining our website, and establishing a one-call access system, Greater Family Health increased awareness of all that our network offers.

While we cannot share all of the organization's history here, we invite you to visit our website to learn about the impact Greater Family Health has made in our communities over the last 20 years.

February 2017



4

August 2015

5

6

May 2021

SPIRIT of Excellence

"Everything is explained well and with good detail also we love the fact that you have so many bilingual personnel." - Greater Family Health Patient



Jonathan Chavez

Phone Operator, Patient Liaison

"He is always willing to help the Summit HC reception with filing batches into the correct patient's chart."



Stephanie Williams

Administrative Medical Director,
Organizational Support

"She made me feel very comfortable and actually went through my plan with me and talked me through each option I had without me feeling any judgment."



Amayrani Duran

Medical Assistant, Care Partner

"She does a great job preparing the providers with 'heads-ups' information regarding upcoming patients. She compliments the providers well and is always very professional."



Dr. Cheerag Patel

Physician, Practitioner

"He is always ready to help and find information...He always goes the extra mile in order to help and make the workflow smoother and easier for all. He is a great leader, always available and ready to answer his phone or help on his days off. This helps everyone at the clinic to feel more confident and appreciated."

On July 21st, 2021, Greater Family Health held its annual SPIRIT of Excellence Award Ceremony at Villa Olivia in Bartlett, Illinois. During this ceremony, members of the Greater Family Health SPIRIT of Excellence Committee announced the organization's Top Performers for the past fiscal year.

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

Following the announcement and recognition of the Top Performers, Greater Family Health's President and CEO, Bob Tanner, thanked staff for their excellence, commitment and dedication to our mission. He congratulated all employees who received a nomination and encouraged them to keep up the great work. Finishing his comments, Bob also reminded them that they are the very reason why Greater Family Health continues to provide excellent quality and affordable health care services in the communities we serve.

Learn more about why this year's winners are Greater Family Health's Top Performers, including a quotation from the many nominations each received.

Our Services

"You are doing an excellent job. I am very appreciative towards Greater Family Health for all these years you have serviced us. When we have medical insurance, we have continued to choose this institution. We try to be loyal and appreciative for your help when we did not have medical insurance. We have received great attention." - Greater Family Health Patient

From preventative care to chronic disease management, Greater Family Health is here to meet the health needs of each individual.



Adult & Senior Health

Chronic disease management, annual physicals, sick care and diagnostic testing.

Women's Health

Obstetrical care, gynecological care and free pregnancy testing.

Behavioral Health

Psychiatry, counseling/therapy and substance use disorder services.

Pediatric Health

Well child care, sick care, immunizations and development monitoring.

Dental Services

Preventative and restorative services, from cleanings to specialized care.

LGBTQ+ Health

We offer an inclusive, safe and welcoming environment for all of our patients.

"I would recommend Greater Family Health to any mother, child, or family member who is in need of health care services or prenatal care because they will make sure that you get the services that are needed and they will make sure that you feel comfortable through the process, from the beginning to the end."

Lisa Sangster

Greater Family Health Patient



Expanding Our Care

Family Case Management



In the past year, our Family Case Management (FCM) team members worked tirelessly during the COVID-19 pandemic to help clients connect to community resources such as food pantries, housing assistance, financial assistance, domestic violence support, and obtain baby essentials. Our FCM program is only a call away for clients located in the Kane County and suburban Cook County area.

Peer Recovery Support



In addition to counseling, psychiatry, Medication Assisted Treatment and SMART Recovery groups, Greater Family Health also offers Peer Recovery Support. Peer Recovery Support Specialists help clients become and stay engaged in the recovery process to reduce the likelihood of relapse. They have been successful in the recovery process themselves and can help others experiencing similar situations. This service is now available in our Elgin and Sycamore locations!

HIV Outreach & Prevention



Greater Family Health understands the barriers to comprehensive care in vulnerable populations, such as the LGBTQ+ community. In 2020, with support from funders, Greater Family Health began providing free rapid HIV testing, treatment and case management services for HIV-positive individuals. These services help address the vital needs of the patients and connect them with relevant resources at our Elgin, Sycamore, Streamwood, and Wheeling locations.

Virtual Health Services



Greater Family Health has offered virtual psychiatry for many years. In recent years, the organization expanded its capacity for virtual psychiatry and counseling/therapy in response to the high level of demand due to the effects of the pandemic. Virtual Visits are conducted via a 2-way, secure video conference connection or phone call - just like any other telehealth service. Our practitioners can assess, treat and prescribe medication for patients from the comfort of their own homes, making these services much more accessible.



"I am grateful that our donors and funders entrusted us to offer programs like these to ensure that our patients receive free or low-cost services that will support them in all aspects of their life."

Guadalupe Fonseca
Chief Operating Officer

Thank You to Our Generous Donors

INDIVIDUALS

| | |
|---------------------|------------------------------|
| Donna Anderson | Richard Heimberg |
| Debbie Anderson | Brian Heimberg |
| Dr. Deepak Ariga | Wayne Heinmiller |
| Paul Bednar | Daniel Helsdon |
| Azra Behlim | Guillermo Hernandez |
| Rebekah Berry | Dr. Tina Hong |
| Thomas Bober | Rachel Luettkie |
| Dennis Cardiff | Olha Mendyuk |
| Scott Chyna | Dr. Cheerag Patel |
| Deborah Everett | Amber Peters |
| Teresa Faidley | David Raduha |
| Craig Flynn | Salvador Rodriguez |
| Jose Garcia Lara | Nancy and Art Schueneman |
| Tim Gifford | Nancy Schueneman |
| Kareli Gonzalez | Kyle Smith |
| Dr. Nirmala Govinda | Carol Solecki |
| John Harris | Debra and Marc Steinman Fund |
| Brian & Katie Hass | Robert M. Tanner |

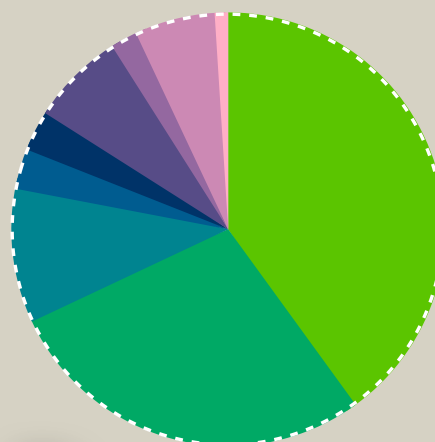
CORPORATIONS & ORGANIZATIONS

Accent Janitorial Services
AIDS Foundation of Chicago
Alfred Bersted Foundation, Bank of America, N.A., Trustee
Altrusa International Elgin IL Foundation, Inc.
Anderson Graphics
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
East Park Professional Centre
First Detection Systems, Inc.
G & L Professional Services
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
Northwestern Mutual
Project Solutions
Public Health Institute of Metropolitan Chicago
Schaumburg Bank & Trust Co. N.A.
Sharp Architects, Inc.
SMC Construction Services
The Community Foundation for McHenry County
United Way of Greater McHenry County, Inc.
United Way of Metro Chicago
Wheaton Franciscan Sisters

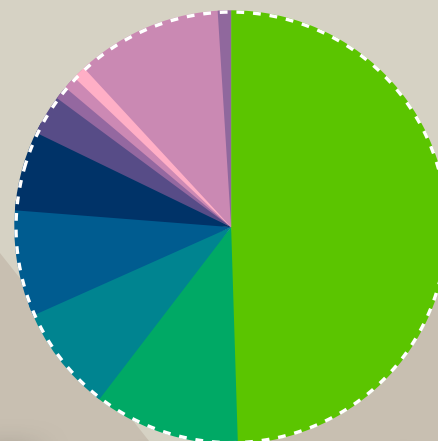
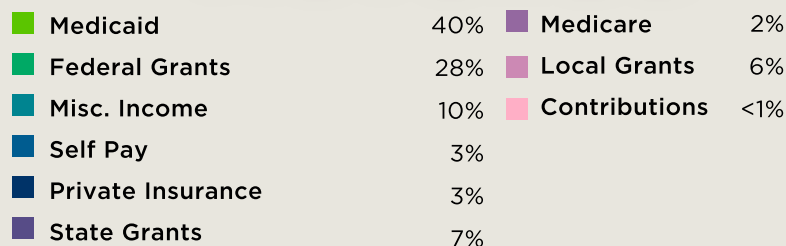
FEDERAL, STATE, AND LOCAL GOVERNMENT

U.S. Department of Health & Human Services - Health Resources and Services Administration (HRSA)
Illinois Department of Human Services
Illinois Department of Public Health
Elgin Township
DeKalb County Mental Health Board
McHenry County Mental Health Board

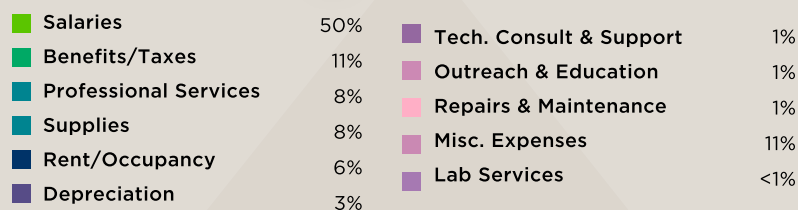
Financial Statements



Revenue



Expenses



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
Paul Bednar
Eira Corral-Sepulveda
Sandra Davila
Jeremy Hayes
Nimra Kahn
Lizette Leanos
Robert L. O'Quinn
Salvador Rodriguez

Ex Officio Members

Azra Behlim
Kasia Zarrow

Committee Volunteers

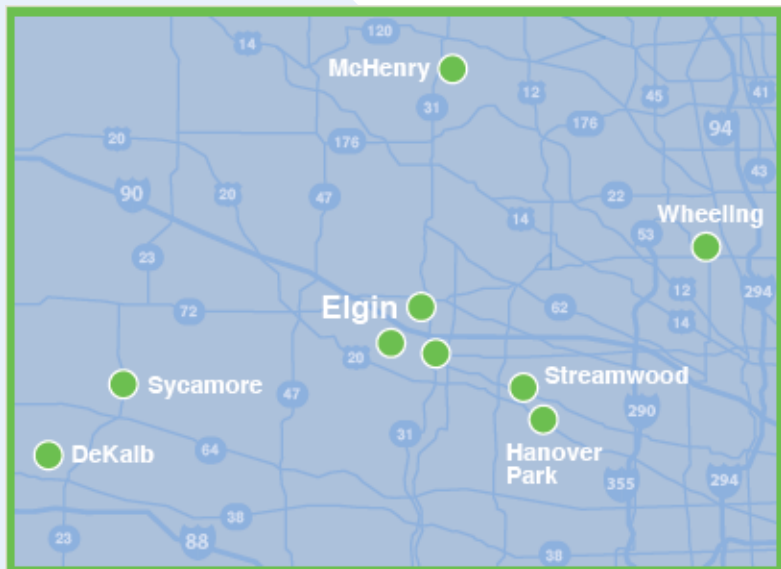
Donna Anderson
Rebeka Berry
Kurt Bogott
Bud Heimberg
Libby Hoeft
Ed Hunter



Members of the Board of Directors, from left to right:
Paul Bednar, Eira Corral-Sepulveda, Jessica Alvarez,
Nimra Kahn, Deborah Everett, Lizette Leanos,
Jeremy Hayes

Leadership Team

Bob Tanner - President/Chief Executive Officer
Jason Carey - Chief Financial Officer
Sujith Dhati - Chief Information Officer
Dr. Deepak Ariga - Chief Medical Officer
Lupe Fonseca - Chief Operating Officer
Stacy David - Practice Manager



**Greater
Family
Health**
SM
Care to live greater.

844.599.3700
GreaterFamilyHealth.org

DeKalb

2550 N. Annie Glidden Road

Elgin

450 Dundee Ave.

373 Summit Street

1435 N. Randall Rd. Suite 408

Hanover Park

1515 E. Lake St. Suite 202

McHenry

3901 Mercy Drive

Streamwood

135 E. Irving Park Road

Sycamore

165 E. Plank Road

Wheeling

300 McHenry Road

Mission:

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

Vision:

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

Our Values:

Caring and Respect
Quality
Excellence
Diversity
Integrity
Responsive and Collaborative
Advocacy

