

Greater
Family
Health SM

*Care
to Live
Greater*

2024
ANNUAL
REPORT

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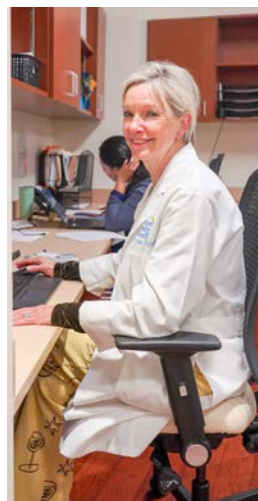
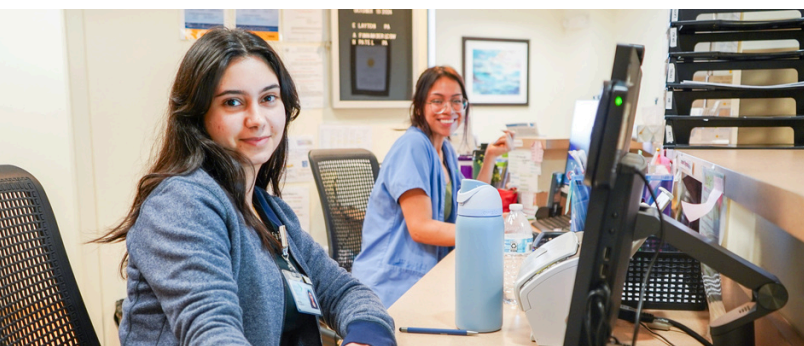
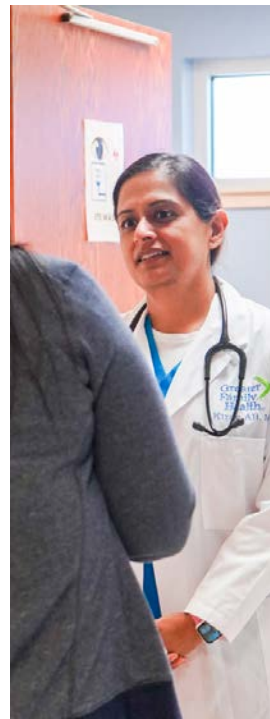
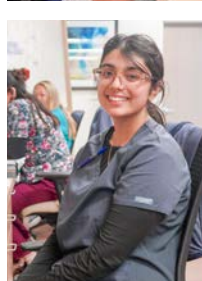


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A MESSAGE FROM THE BOARD CHAIR

It is my honor as Board Chair to present to you Greater Family Health's 2024 Annual Report. As we reflect on this past year, I would like to take the opportunity to celebrate some of our accomplishments and honor the commitment and dedication to excellence demonstrated by Greater Family Health's Leadership Team, employees, and my fellow Board Members. Thanks to this collaboration, we have been able to maintain alignment with our strategic priorities and remain committed to our mission to provide quality, affordable healthcare to all, regardless of their ability to pay.

I am proud to report that as a Board we approved Greater Family Health's leadership proposal to expand services in Streamwood and Palatine, along with a new Health Center coming soon to Des Plaines. A strategic response to the growing need to service more patients. Similarly, we endorsed the creation of new leadership roles such as Chief Nursing Officer (CNO) to ensure we are providing the appropriate staffing to support our growth. I am proud to state that we have the financial viability to support our expansion. On the leadership front, we welcomed our new President & CEO, Lupe Fonseca and celebrated the legacy of excellence provided by the nineteen remarkable years of service from our previous President & CEO, Bob Tanner. A moment marked by nostalgia but reassurance of continued excellence for Greater Family Health's future. A big thank you to my fellow Board Members for your commitment throughout these proceedings.

A couple of other accomplishments I would like to highlight pertain to those gained thanks to the commitment and dedication of Greater Family Health's Leadership Team and employees. The need for expansion of services tells me there's a growing trust amongst our patients and communities to have our organization be their provider of choice for their care — a true honor. Additionally, the fact that we were able to retain our talent and knowledge base internally by being able to fill our new leadership openings from within, is a sign of the growth potential that exists not just externally in our sites and services. A big thank you to all our Leadership Team and employees. Thank you for representing our mission and values with every patient interaction and continuing to choose Greater Family Health as your employer of choice. Lastly, I would like to extend a sincere gratitude to our partners, and donors, thank you for all your support.

Looking into the future I am reassured that we will be able to maintain the trust of our patients and continue on the path to excellence.



Lizette Leannos
Board Chair





AN EXPANDED LEADERSHIP TEAM

Greater Family Health’s Leadership team is dedicated to excellence in healthcare. Leading the organization is the President/CEO, supported by the Chief Operations Officer. The Chief Financial Officer oversees financial health, while the Chief Information Officer drives technological advancements and security. The Chief Medical Officer ensures top-tier patient care. We have also expanded the Leadership team with two new roles, the Chief Nursing Officer, focused on clinical excellence, and the Director of HR, who fosters a dynamic workplace. Meet the team below.

OUR BOARD OF DIRECTORS

Officers

- Board Chair: Lizette Leanos (UI Health)
- Past-Board Chair: Deborah Everett (Community Member)
- Board Chair-Elect: Nimra Kahn (Community Member)
- Board Treasurer: Kasia Zarrow (K. Creative, Inc)
- Board Secretary: Laura Espinoza (Gail Borden Public Library)

Board Members

- Jessica Alvarez (Community Member)
- Paul Bednar (Broker - Real People Realty)
- Eira Corral-Sepulveda (Metropolitan Water Reclamation District of Greater Chicago)
- Jeremy Hayes (One Source Productions)
- Brian Heimberg (Attorney - Huck Buoma, PC)
- Nimra Kahn (Community Member)
- Kasia Zarrow (K. Creative, Inc)



V. Guadalupe (Lupe) Fonseca
President & CEO



Jason Carey
CFO



Stacy David
COO



Dr. Stephanie Davies, MD
CMO



Christina Mazhary
Director of HR



Erin Segovia, RN, BSN
CNO



Robert Warzecha
CIO

OUR IMPACT*

72,572

Patients Cared For

232,925

Appointments Provided

1,066

Babies Delivered

456

Zip Codes Served Across
5 Different Counties

7,387

Patients Received Dental Care

3,650

Patients 65+ Cared For

1,545

Patients Received Behavioral
Health Care

42,302

Patients Screened for Clinical
Depression

489

School-Based Appointments
Provided to **480** Students
Across **17** District 300 Schools

WHO WE SERVE

63%

of Patients are 18 years old or
younger

57%

of Patients are women

81%

of Patients are a racial or ethnic
minority

56%

of Patients are best served in a
language other than English

95%

of Patients are at or below 200%
of the federal poverty level

28%

of Patients are uninsured

*For Fiscal Year 2024

OUR SERVICES

Greater Family Health provides comprehensive and quality primary health care services to all, regardless of their ability to pay.

Medical Health Services

From preventive care, including regular check-ups and screenings, to comprehensive chronic disease management, Greater Family Health offers coordinated, patient-centered services that focus on improving the overall health and well-being of the communities we call home.

Behavioral Health Services

Our Behavioral Health services include outpatient therapy and psychiatry for patients age 5+, as well as Substance Use Disorder (SUD) and Medication Assisted Treatment (MAT) for adults 18+.

Risk-Based HIV Testing

As part of our Ryan White HIV/AIDS Program, our Outreach and Prevention Educators provide free and confidential rapid HIV testing to high-risk populations. We partner with local organizations and businesses to offer on-site testing with results in just 20 minutes.

Oral Health Services

Primary care also includes oral care. At Greater Family Health, we offer dental services for the entire family including oral exams, cleanings, fillings, simple extractions, x-rays, and more.

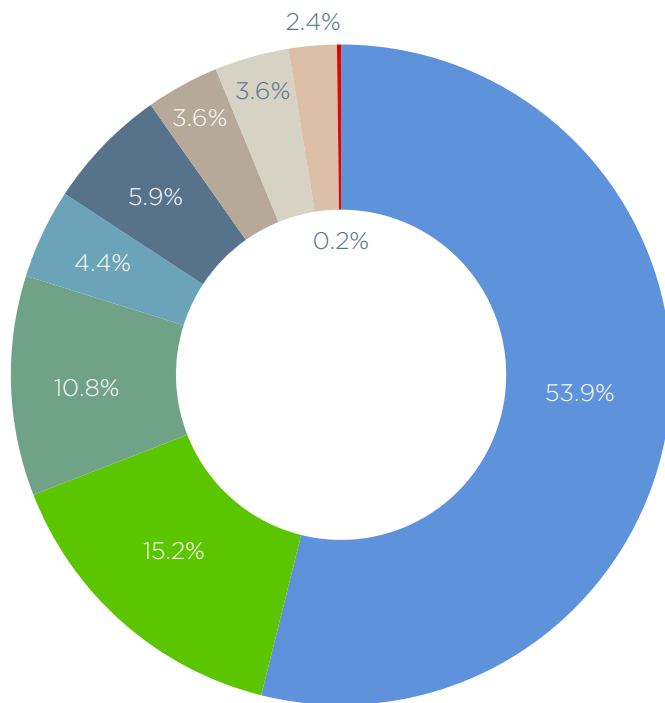
Patient Support Services

Did you know we offer more than just health care services? Our Patient Support Services include people-centered services such as Care and Case Management that link our patients with psychosocial care, peer support, health benefits enrollment, transportation services, and referral management.

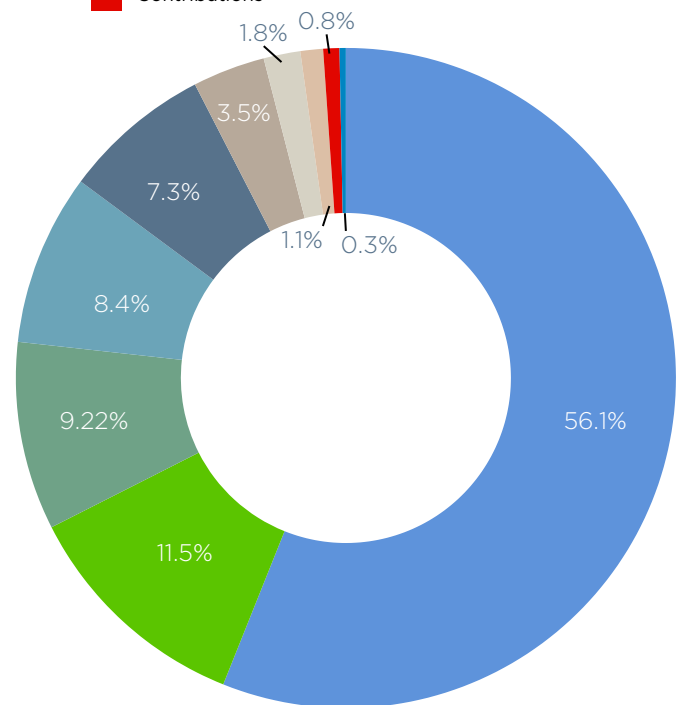
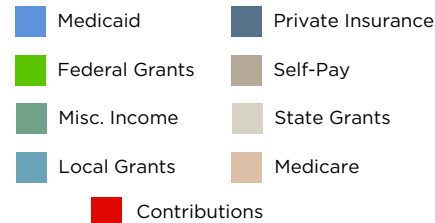
Dr. Stephannie Davies, MD | CMO



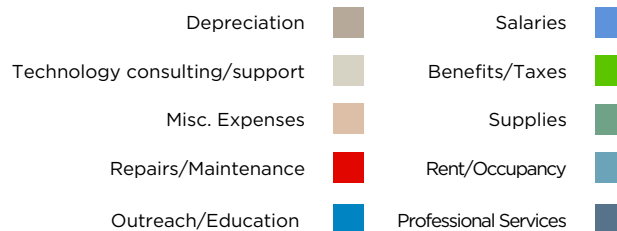
FINANCIAL STATEMENT



Revenues



Expenses



THANK YOU TO OUR DONORS

Individuals

- Anonymous
- Anonymous
- Donna Anderson
- Dr. Deepak Ariga
- Rebekah Berry
- Jared Chimil
- Eira Corral Sepulveda
- Justin Difazzio
- Felipe Garcia
- Daniel Helsdon
- Laura J. Jorgensen
- Miguel Ortuno
- Amber Peters
- Pilar Rubieles
- Art and Nancy Schueneman
- Robb Schuldt
- John Shales
- Kyle Smith
- Mr. and Mrs. Marc Steinman
- Bob and Gerri Tanner

Corporations & Organizations

- Anderson Graphics
- Franklin Community Fund
- G and L Professional Services, Inc.
- Northwestern Mutual
- Tony's Charitable Organization



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Donate Now!

COMMUNITY AND GROWTH

Franklin Park & Palatine Celebrate Anniversary

Greater Family Health proudly celebrates the remarkable achievements of our two newest Health Centers in Palatine and Franklin Park that turned 1 year old in FY 2024, highlighting our organization's steady growth.

In fiscal year 2023, our Palatine location served 4,963 patients via 11,898 visits. Of these, 11,184 were for medical services, and 714 were for mental health services. In fiscal year 2024, the Palatine location served 5,972 patients via 15,431 appointments. Of these, 14,627 were for medical services, and 804 were for mental health services. Resulting in 20.3% year over year growth in patients served and 29.7% in appointments provided. Since opening, patient satisfaction has consistently been high with an average of 87% of patients reporting timely appointments, 89.5% feeling their medical needs were adequately addressed, and 90.5% satisfied with their healthcare provider in fiscal year 2024.

In fiscal year 2023, our Franklin Park location served 3,996 patients via 7,056 visits. Of these, 6,665 were for medical services, and 391 were for mental health services. In fiscal year 2024, the Franklin Park location served 4,491 patients via 9,590 appointments. Of these, 8,975 were for medical services, and 615 were for mental health services. Resulting in 12.4% year over year growth in patients served and 35.9% in appointments provided. Since opening, patient satisfaction has been exceptionally high, with an average of 98.25% of patients reporting timely appointments, 98.5% feeling their medical needs were adequately addressed, and 98.75% satisfied with their healthcare provider in fiscal year 2024.

To see our quarterly Patient Satisfaction reports, visit www.greaterfamilyhealth.org/about-us/patient-satisfaction

Community Impact and Future Goals:

We have formed strong alliances with leaders in every community we provide care in. In Palatine, the Northwest Community Hospital Foundation supported the renovation and equipping of our facility. In Franklin Park, the Endeavor Health Community Investment Fund allowed us to establish a strong Pediatrics foundation that will grow even stronger and larger as the Health Center grows. Additionally, our annual Winter Wonderland events that take place in Wheeling, Palatine, and Franklin Park, have become a cherished tradition, bringing joy and family-centered activities to our patients and their families.

We look forward to continued collaborations allowing us to provide the best care to all of our patients regardless of their ability to pay.

Streamwood

On August 12th, 2024, a ribbon-cutting ceremony was held to celebrate the expansion of our Health Center in Streamwood, made possible by the work of Illinois State Representative Fred Crespo who advocated for close to \$1 million contribution. The event marked the culmination of a successful partnership between Greater Family Health and Representative Crespo.

When the facility at 135 E. Irving Park Rd. in Streamwood opened in 2012, we saw close to 800 patients in that first month. Through this

expansion, our facility was able to add on 7 exam rooms, an additional provider area, a larger patient waiting area, and a larger breakroom for staff. We are now able to see 2,700 patients per month.

In recognition of his invaluable support, Representative Crespo was honored with two plaques at the ceremony. The first will be prominently displayed in the waiting area of the Streamwood location, forever honoring the Representative. The other, smaller plaque was presented as a personal memento.

COMMUNITY AND GROWTH

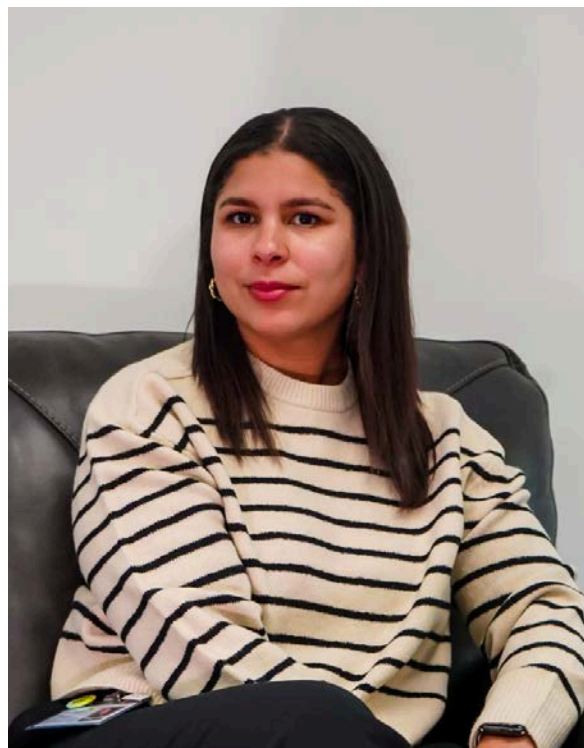
Behavioral Health Service Expansion

Greater Family Health has been selected by the Health Resources and Services Administration (HRSA) as **1 of 400** Community Health Centers nationwide to receive the Behavioral Health Service Expansion Award.

- ✓ This \$240 million nationwide grant aims to launch and expand behavioral health care services across 400 Community Health Centers.
- ✓ These Health Centers collectively provide primary care to over 10 million patients, most of which are uninsured, underinsured, or on Medicaid.
- ✓ With the \$578,497 allocated to Greater Family Health, we will be able to expand the availability of behavioral health appointments.

"We are deeply grateful for this funding, which will allow us to make a meaningful impact on the lives of those we serve. This award will enable us to address the growing need for comprehensive behavioral health services in our communities, ensuring that more individuals have access to the care they need."

-Lupe Fonseca, CEO



Danielle Kiel, LCSW | Behavioral Health Director

Our Behavioral Health Services:



Outpatient Therapy:

involves working with a mental health professional to address emotional and psychological issues. It encompasses various approaches, such as cognitive-behavioral therapy (CBT), interpersonal therapy, and psychodynamic therapy, among others. Therapy can help one understand their thoughts and feelings, in turn improving their overall mental health, coping mechanisms, interpersonal relationships, symptom relief, and improved function in their everyday lives.



Psychiatry:

Psychiatry is a branch of medicine focused on diagnosing, treating, and preventing mental, emotional, and behavioral disorders. Psychiatrists are medical providers who can prescribe medications and provide various forms of therapy. Psychiatry can address both mental and physical aspects of psychological issues, and treatment plans often include a combination of medication, psychotherapy, and other interventions providing a holistic approach to overall mental health.



Substance Use Disorder/Medication Assisted Treatment:

Substance Use Disorder (SUD) treatment involves a combination of medical, psychological, and social interventions designed to help individuals stop or reduce harmful substance use and achieve long-term recovery. Medication Assisted Treatment (MAT) combines FDA-approved medications with counseling and behavioral therapies to treat substance use disorders. It is primarily used for opioid and alcohol addictions.



NEW BEGINNINGS

Health Center in Des Plaines, IL Coming Soon

Greater Family Health is proud to announce the opening of our 12th Health Center in Des Plaines, IL, set to open its doors in August of 2025.

“We are honored to expand our services to the residents of Des Plaines and surrounding areas,” said Lupe Fonseca, CEO of Greater Family Health. “We continue to fight for Greater Care for All!”

The new Health Center will offer a comprehensive range of services:

Adult and Senior Health: Including sick care, chronic disease management, work and annual physicals, laboratory and diagnostic testing, and gynecology for women.

Pediatrics: Providing well-child care, sick care, school/sport physicals, and immunizations.

Behavioral Health: Offering mental health counseling/therapy for individuals, families, and

groups, as well as Substance Use Disorder (SUD) and Medication Assisted Treatment (MAT) services.

Patient Support Services: Encompassing health benefits enrollment, translation services, a sliding fee scale for qualifying uninsured patients, care management, discounted pharmaceuticals, and more.

The Health Center in Des Plaines will feature 12 examination rooms, a full-service laboratory operated by LabCorp, and a CLIA-waived lab for point-of-care testing.

This new Health Center will be in good company, joining our network of 11 other Community Health Centers, providing care across five Northeastern Illinois counties. All centers are accredited by The Joint Commission, Primary Care Medical Home certified, and nationally recognized for both health outcomes and cost efficiency.





MEET GREATER FAMILY HEALTH'S PRESIDENT & CEO

V. Guadalupe (Lupe) Fonseca is a dynamic leader with a rich background and a passion for healthcare. Born in Mexico City and currently residing in Darien, IL, she brings a unique blend of cultural experiences and academic excellence to Greater Family Health.

Lupe has been a part of the Greater Family Health team since 2005, serving in various roles including Business Manager, Practice Manager, CFO, and COO. Throughout her tenure, she has been integral to the organization's expansion, overseeing the opening of 10 new health centers, including renovations and new build-outs. Her ability to lead complex projects, such as the selection and implementation of electronic health records (EHR), has transformed the way the organization delivers care, streamlining workflows across various departments including OB-GYN, behavioral health, family practice, pediatrics, and dental services.

In addition to her operational expertise, Lupe is recognized for her strategic mind. She has been actively involved in the organization's strategic planning efforts, participating in multiple board retreats to help define Greater Family Health's vision and long-term goals. Under her

leadership as CFO, the organization successfully navigated independent financial and circular audits with no significant deficiencies and expanded its accounting department, setting the stage for continued growth.

Winner of the 2018 Beatrice Dorsey Award for Business & Professions, which honors distinguished female leaders who make a substantial positive impact on their community, Lupe brings her proven track record of leadership to her new role as President & CEO. Her vision includes strengthening the roles of the newly appointed COO and CNO and looks forward to further developing relationships with practitioners and external stakeholders. With over 26 years in healthcare, she anticipates advancing transformations in the healthcare delivery system and is eager to position Greater Family Health at the forefront of these changes.

With her extensive experience in operational management, project leadership, and strategic planning, combined with her strong background in compliance, grant management, and population health, Lupe Fonseca is poised to lead Greater Family Health with the same dedication and excellence that have defined her career thus far.



COLLABORATIVE EFFORTS

Thank you to our closest partners

Greater Family Health's mission is to provide quality affordable health care to all, regardless of their ability to pay. We strive everyday to accomplish this mission, aided immensely by our community collaborations. Thank you to all our partners who make achieving our mission possible:



CHEERS TO ALL THE YEARS

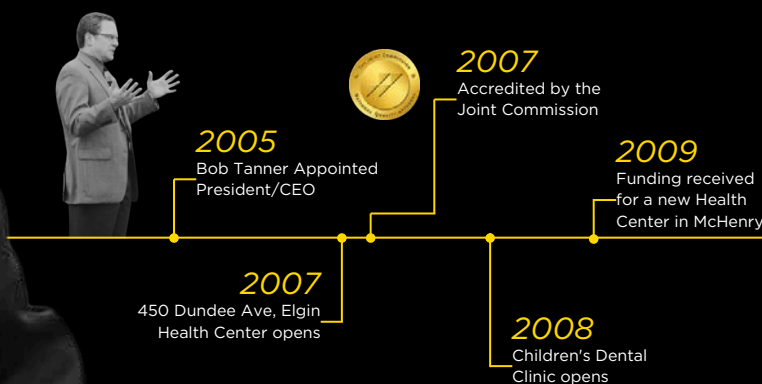
A Legacy of Excellence

Bob Tanner has been Greater Family Health's CEO since 2005. This fall of 2024, he retires, concluding a remarkable 19 year tenure marked by tireless dedication, transformative leadership, and a steadfast commitment to excellence. Under his guidance, Greater Family Health has grown into a robust and financially healthy Community Health Center, expanding our reach and impact at an unprecedented pace. Throughout his leadership, Bob has remained true to our mission of

providing quality, affordable health care to all, regardless of their ability to pay. As a nonprofit, this growth reflects not only our financial stability, but also our deepened ability to serve the communities we call home. Bob leaves a legacy of excellence that we hope to continue.

Since being appointed CEO in 2005, Bob had big goals for the organization and was able to accomplish many of them. In 2007, just two years after taking the helm, a second location was opened in Elgin that was then known as the Seneca Health Center located at 450 Dundee Avenue. This Health Center housed our pediatrics, obstetrics & gynecology, and later, in 2008, our pediatric dental clinic.

The next 15 years were no different with 9 more



Health Centers opened in McHenry, Elgin, Streamwood, Sycamore, DeKalb, Hanover Park, Wheeling, Palatine, and Franklin Park as well as receiving numerous recognitions and accolades by organizations like the Department of Health and Human Services (HHS), the Health Resources and Services Administration (HRSA), The Joint Commission, the Centers for Disease Control and Prevention (CDC) and more.

Through his ambitious endeavors, Bob made many friends who shared and supported his goals, earning recognitions from colleagues, elected officials, health care professionals, providers, federal and local agencies, and more. He knew that alone, we can only accomplish so much, but together, people and organizations alike could accomplish many wonderful things and have a lasting impact on the communities we call home.

After announcing his retirement, Bob was recognized by many of those groups and individuals who worked alongside him for years. People such as Metropolitan Water Reclamation District (MWRD) Commissioner Eira Corral Sepúlveda and Illinois State representative Anna Moeller.



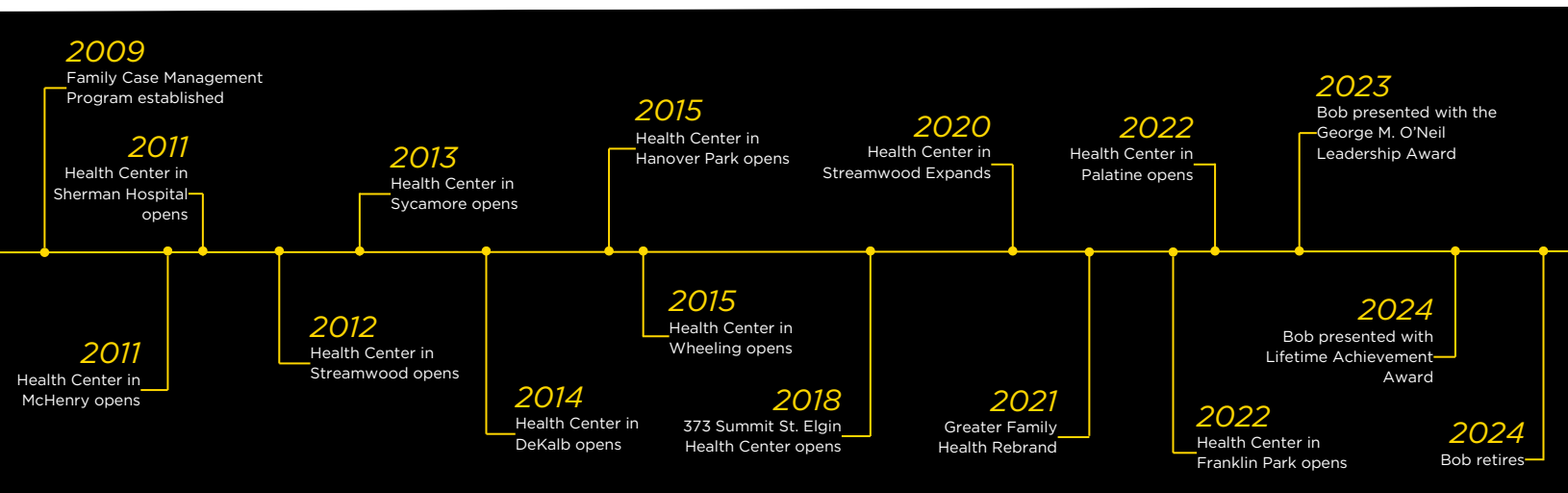
Illinois State Senator Cristina Castro presented him with a plaque to forever showcase her appreciation to him.



George O'Neill's leadership and vision paved the way for the Association as a strong advocating body that links health centers across the state. His active involvement on the county, state, and national levels has set the standard for future leaders. The recipients of this award are visionaries who empower and inspire their employees every day.

In October of 2024, after announcing his retirement, the IPHCA once again awarded Bob with a prestigious honor. This time, it was in the form of the Lifetime Achievement Award, which is presented to an individual who has demonstrated a lifetime commitment to the advancement of public health in the state of Illinois.

This commitment has created a legacy of excellence that began in the halls of a small clinic off of Summit Street in Elgin. One that will



Organizations such as the Illinois Primary Health Care Association (IPHCA) also acknowledged Bob's contributions to Illinois community health centers even before his announcement, presenting him with the George M. O'Neil Leadership Award in 2023. The IPHCA is a non-profit trade association that leverages expertise to educate, empower, and advocate for Illinois' community health centers so every person and community across the state can access the cutting-edge, compassionate care they need to thrive.

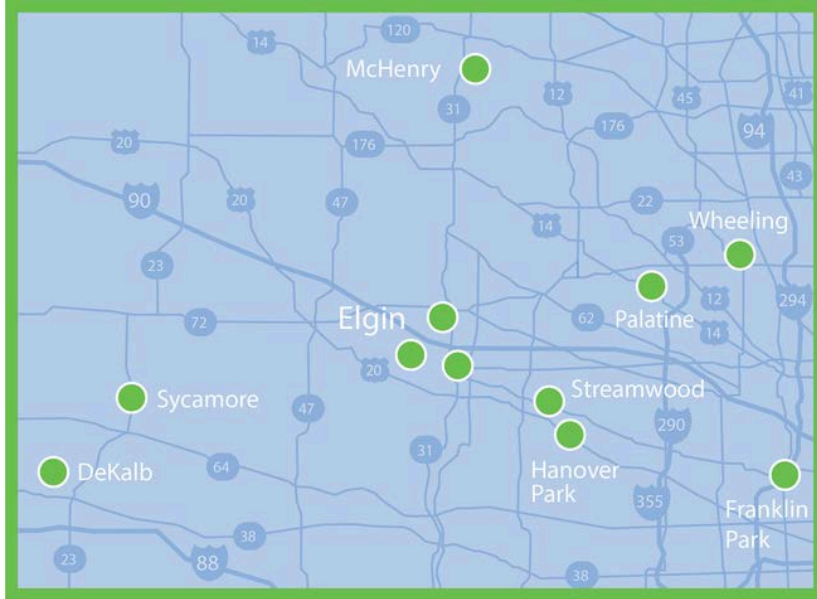


continue to grow with the new leadership team that takes up the helm.

Thank you for your 19 years of service, Bob. Cheers to all the years!

Our Family of Health Centers

In a location near you.



Who Are We?

Greater Family Health is the area's premier Federally Qualified Health Center, providing a comprehensive range of high-quality, affordably priced, fully-integrated primary care services to over 72,000 area residents by almost 233,000 medical, behavioral health and oral health appointments annually. Operating 11 Community Health Centers in 5 northeastern Illinois counties, the organization is accredited by The Joint Commission, Primary Care Medical Home certified, repeatedly nationally recognized for both its health outcomes and cost efficiency, and provides care regardless of the patient's ability to pay.

DeKalb

2550 N. Annie Glidden Rd.

Sycamore

165 E. Plank Rd.

McHenry

3901 Mercy Dr.

Franklin Park

10225 Grand Ave.

Hanover Park

1515 E. Lake St.
Suite 202

Elgin

373 Summit St,
450 Dundee Ave.
1435 N. Randall Rd.
Suite 410

Streamwood

135 E. Irving Park Rd.

Palatine

345 W. Northwest Hwy

Wheeling

300 McHenry Rd.

Our Mission

Our mission is to provide quality, affordable healthcare to all, regardless of their ability to pay.

CALL TO SCHEDULE AN APPOINTMENT TODAY

844.599.3700

GreaterFamilyHealth.org

