

FY 2025 ANNUAL REPORT



Greater
Family
Health  SM

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GREATER CARE FOR ALL



It is with continued pride that I present to you Greater Family Health's 2025 Annual Report. As you read through the report, I hope you feel as inspired as I do by Greater Family Health's impact, patient testimonials and efforts made to ensure we are continuing to provide excellent care and services to the communities we serve. I would like to highlight some of the key successes and thank our Greater Family Health CEO, Lupe Fonseca, the Leadership Team, and employees for your continued commitment to excellence.

As a Board, we participated alongside the Leadership Team in the successful Joint Commission and Health Resources & Services Administration (HRSA) visits. Additionally, we supported the Leadership Team's efforts to ensure the continuance of Maternal and Child Health services via the BBO-C program. A big thank you to my fellow Board members for your continued commitment to governance! It was Greater Family Health's leadership and employees however, who were key to the continued Joint Commission accreditation and certification as a Primary Care Medical Home (PCMH) as well as the 5 HRSA Community Health Quality Recognition badge designations. A big thank you to the team!

Furthermore, I would like to highlight the magnificent strategic decision from the Leadership Team to shift to the Better Birth Outcomes - Comprehensive (BBO-C) program to ensure that Maternal and Child Health services continued with the conclusion of the Family Case Management program in Illinois. It is decisions like these along with the patient stories and testimonials that I hope inspire you to continue to trust and support Greater Family Health as your medical home.

Looking ahead the Board is confident that Greater Family Health, under Lupe and the Leadership Team's direction will continue to make fiscally responsible decisions to ensure the sustainability of our sites and services. Moreover, as a Board we will continue to support the shared strategic direction to ensure that Greater Family Health remains the trusted provider of comprehensive services and an anchor in the communities we serve.

Sincerely,

A handwritten signature in black ink, appearing to read 'Lizette Leanos', written in a cursive style.

Lizette Leanos,
Board Chair
Greater Family Health

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 75,000 area residents by almost 242,491 medical, behavioral health and oral health appointments annually. Operating 12 Community Health Centers in 4 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.

OUR MISSION

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

NATIONALLY RECOGNIZED CARE

Greater Family Health earned Joint Commission accreditation and certification as a Primary Care Medical Home (PCMH) and is one of only 10% of ambulatory health centers in the U.S. to qualify for this designation. To maintain its Gold Seal of Approval,[™] Greater Family Health must undergo an unannounced survey every three years, evaluating compliance with the most comprehensive quality standards in the United States.



We received four (4) badges from the Health Resources and Services Administration (HRSA - our primary funder) as part of their Community Health Quality Recognition program:



Additionally, we received three (3) badges from the American Medical Association and American Heart Association as part of their Quality Improvement initiatives:



For a complete explanation of these awards, please visit GreaterFamilyHealth.org/Awards.

OUR TEAM



Jason Carey
CFO



Stacy David
COO



Dr. Stephannie
Davies, MD
CMO



V. Guadalupe
(Lupe) Fonseca
President & CEO



Christina Mazhary
Director of HR



Erin Segovia, RN, BSN
CNO



Robert Warzecha
CIO

OUR BOARD

Officers

- Board Chair: Lizette Leanos (UI Health)
- Past-Board Chair: Deborah Everett (Community Member)
- Board Chair-Elect: Nimra Khan (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)
- Ciera Chancellor (Abbott)
- Eira Corral-Sepulveda (Metropolitan Water Reclamation District of Greater Chicago)
- Jose Garcia Lara (Community Member)
- Jeremy Hayes (One Source Productions)
- Brian Heimberg (Attorney - Huck Buoma, PC)

Ex-Officio Board Members

- Corey Dixon (Elgin City Councilman)

OUR IMPACT



Greater Family Health is redefining community-based healthcare through a comprehensive, integrated model that prioritizes the whole person. With over 76,000 patients served across northern Illinois in fiscal year 2025, the organization has become a trusted anchor in every community we call home.

At the core of Greater Family Health's approach is a seamless integration of medical, behavioral, oral health, and patient support services. This model ensures that individuals receive coordinated care tailored to their unique needs, whether they are managing chronic conditions, seeking outpatient therapy, psychiatric services, undergoing routine check-ups, or accessing confidential HIV testing.

The organization's commitment to proactive and inclusive care is evident in its service delivery. Depression screenings, substance use recovery support, and benefits navigation are some of the components of patient care we provide. Case Management services further enhance access and continuity of care, helping patients overcome barriers that often prevent timely and effective treatment.

Greater Family Health operates on the principle that healthcare is a right, not a privilege. This belief drives its efforts to expand access, reduce disparities, and foster long-term relationships built on trust and respect. Every child, adult, and family who enters Greater Family Health is met with dignity and compassion.

With a growing patient base and a reputation for excellence, Greater Family Health continues to invest in community health infrastructure and partnerships. Its impact extends beyond clinical outcomes, contributing to healthier communities and stronger support networks.

For individuals seeking a healthcare provider that offers more than treatment Greater Family Health stands ready to walk alongside them every step of the way.



WHO WE SERVE

Everyone is welcome here. Whether you live in one of the counties shown on our map or come from beyond, our doors are open to you. We care for all regardless of insurance status or ability to pay because we believe health care should be accessible to everyone. In fact, over 30% of our patients are uninsured, and many come from communities that have long been underserved. That's why we're here: to make sure no one is left behind when it comes to their health.

35% of Patients are 18 or younger

57% of Patients are women

76% of Patients are a racial or ethnic minority

45% of Patients are best served in a language other than English

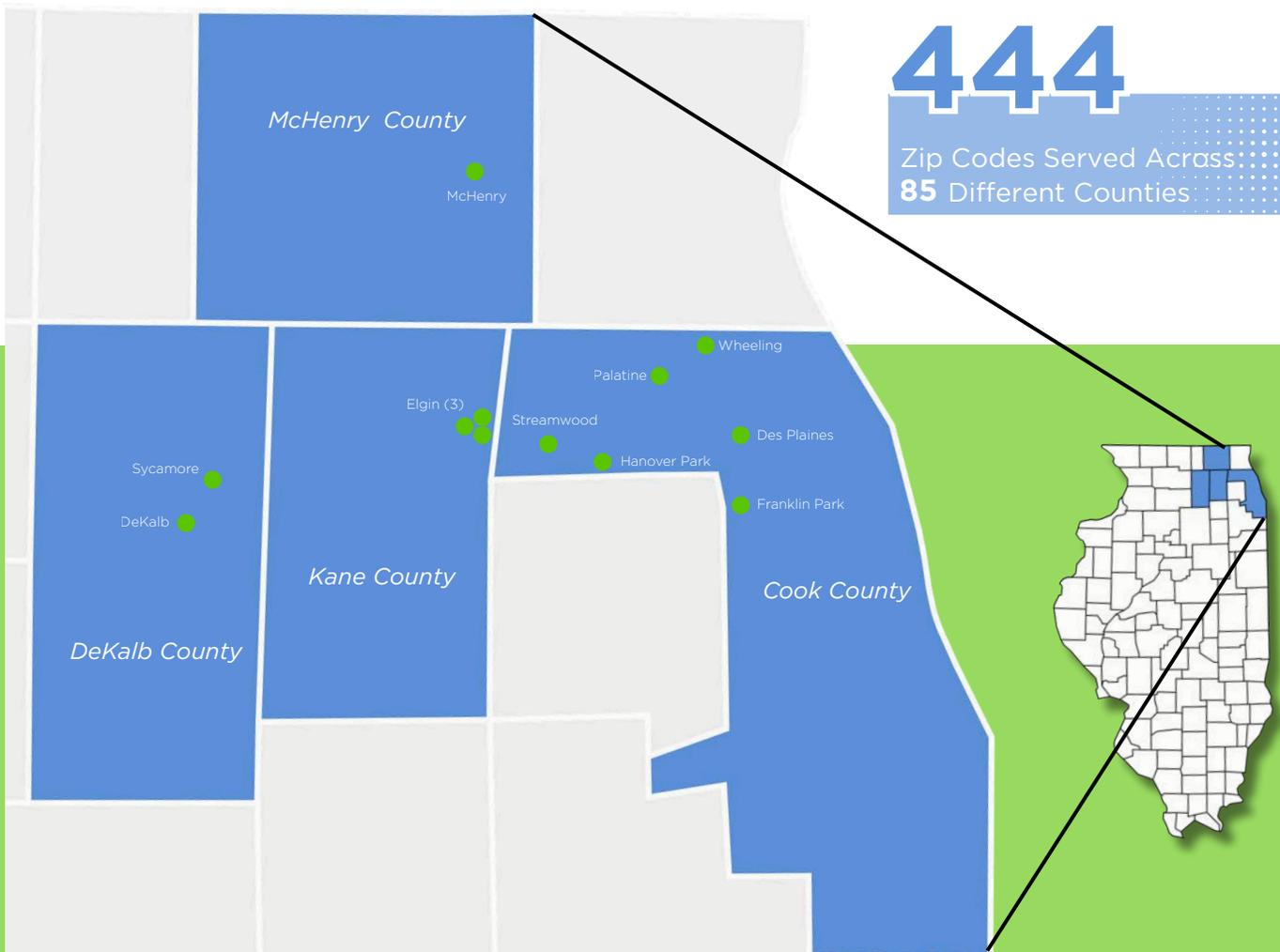
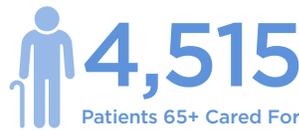
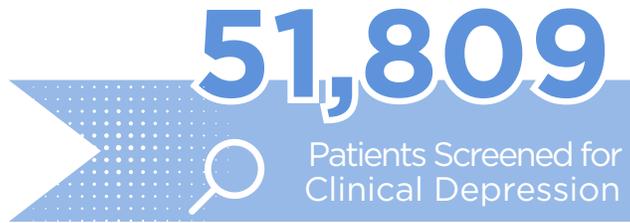
95% of Patients are at or below 200% of the federal poverty level

30% of Patients are uninsured

IN FY2025...

245,322

Appointments Provided



Your Support Makes a Difference

Every gift to Greater Family Health helps us provide high-quality, compassionate care to those who need it most, regardless of their ability to pay. Donations help fund essential programs, expand access to services, and support our dedicated staff in delivering care across the region. If you believe in health care that welcomes everyone, consider making a gift today. Simply scan the QR code below to donate and be part of something truly meaningful.

Thank You to Our Donors

Individuals

- Anonymous (6)
- Donna Anderson
- Thomas Berna
- Rebekah Berry
- Thomas Bober
- Keith Brill
- Dennis Cardiff
- Teresa Faidley
- Wayne Heinmiller
- Daniel Helsdon
- Rachel Sacks
- Arthur (Art) & Nancy Schueneman
- John Shales
- Mr. and Mrs. Marc Steinman
- Robert Tanner

Corporations & Organizations

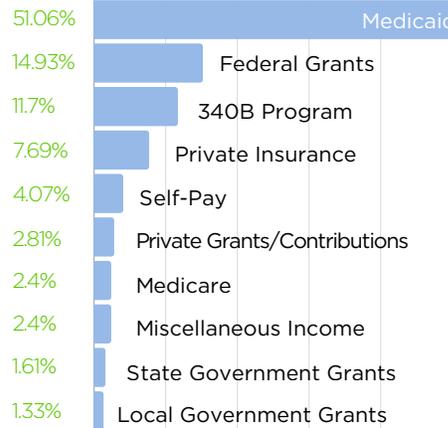
- Franklin Community Fund
- JKM Designs INC
- Medicine Stop of Elgin
- Proficlean Corp
- SMS Construction Services



Scan the QR Code to Donate now!

FY2025 FINANCIAL REPORT

Revenues



Expenses



COLLABORATIONS

Our impact is made possible through the strength of our community partnerships. We are proud to collaborate with a diverse network of organizations that include nonprofits, local agencies, healthcare providers, and school districts who all share our commitment to providing quality and affordable care. Their support amplifies our reach, enhances our programs, and helps us build **greater** communities.



BREAKING BARRIERS TO HEALTH CARE

A patient recently visited the Greater Family Health location in Streamwood for a routine follow-up appointment to manage a chronic health condition. These appointments are essential to maintaining his well-being. During the intake process, the Medical Assistant noticed the patient appeared fatigued and slightly short of breath. Concerned, she asked if he was feeling alright. The patient explained that he was simply exhausted from walking to the Health Center. Although he lives just two miles away, a six-minute drive or a 36-minute walk according to Google Maps, it took him nearly two hours to arrive due to his slower pace, a result of his health condition. To make matters more challenging, his appointment fell on one of the hottest days of 2025. Without access to a vehicle and with no family members available to drive him, the patient made the difficult decision to walk.

Upon learning this, the Medical Assistant informed the patient about Greater Family Health's travel reimbursement program. She explained that patients can use public transportation and, with proper verification from the front desk staff, receive up to \$15 each way to cover travel costs. The patient was unaware of this resource and expressed deep gratitude for the information.

To ensure his safe return home, the Medical Assistant and front desk staff worked together in helping the patient arrange public transportation and take advantage of the travel reimbursement program. Given the extreme heat and his physical condition, walking back was not a safe option. The patient now knows he can rely on public transportation and the travel reimbursement program whenever family support isn't available.

This experience highlights the dedication and compassion of our Medical Assistants and front desk team, who consistently go above and beyond to support our patients' health and comfort. Their commitment to patient care is a cornerstone of the Greater Family Health mission.



TESTIMONIALS

"Fantastic experience! The staff were incredibly friendly and welcoming from the moment I walked in. They took the time to listen to my concerns and made sure I felt comfortable throughout my visit. The professionalism and care they showed truly made a difference. I highly recommend this clinic to anyone looking for compassionate and efficient healthcare. Thank you to the amazing team for all that you do!"

—Jennifer G. Franklin Park

"Easy scheduling, I have been coming here since I had to see a pediatrician myself and now both of my kids see them! Friendly front desk staff."

—Prisila D. Streamwood

"I had a pleasant experience with my medical assistant Michelle, made me feel comfortable with the visit and not embarrassed when I had to get an EKG done. Provider Melissa was amazing, answered all my questions and took her time with my visit. I didn't feel rushed at all like I have felt in the past, I will definitely continue coming to see her 😊."

—Samantha P. Palatine

"The health benefits specialist, Jessica G., is very helpful when it comes to managing insurance. She explained everything so clearly to me. I have a better understanding of my benefits and feel as if I am well informed."

—Leslie L. McHenry

"Great new clinic with excellent doctors and medical staff. Doctor Le is fantastic- caring, professional and knowledgeable. Also, it's really helpful that you can do your bloodwork at the same location. I really do recommend this place."

—Agnieszka E. Des Plaines

GROWTH

Greater Family Health Celebrates Opening of 12th Health Center in Des Plaines

On September 16, 2025, Greater Family Health celebrated the opening of its 12th Community Health Center with a ribbon cutting ceremony at 1515 Lee Street in Des Plaines, Illinois. Designed as a community-centered gathering, the event welcomed staff, Board members, and local partners into the space not as spectators, but as collaborators and neighbors in our mission to expand access to care.

CEO V. Guadalupe Fonseca, along with other staff and providers, personally led tours of the new facility, showcasing our services including Internal Medicine, Family Medicine, and Pediatrics. Guests also learned about the clinic's advanced technology, translation services, and its designation as a Federally Qualified Health Center (FQHC), which ensures high quality and affordable care for all, regardless of insurance status or ability to pay.

The celebration brought together a wide range of supporters, including the Des Plaines Chamber of Commerce, Mayor Andrew Gozczkowski and city staff, representatives from Endeavor Health NCH, Ascension St. Alexius, and staff from State Representative Michelle Mussman's office. Nonprofit partners such as Birth to Five Illinois, Camino Rising, Access to Care, The Salvation Army Des Plaines Community Center, and the Frisbie Senior Center also joined in support.

Following the tours, guests gathered in the patient waiting area for brief remarks from Lupe Fonseca, Board Chair Lizette Leanos, and other community leaders.

Lupe shared key statistics that reflect our commitment to quality. She noted the booming growth and the organization's recent recognition by HRSA for clinical outcomes. Greater Family Health currently outperforms the Illinois average on 14 of 18 clinical outcomes, and the national average on 13 of 18, demonstrating the impact of its patient-centered approach and dedicated staff.

Finally, Mayor Andrew Gozczkowski, Alyssa Lombardo of the Des Plaines Chamber, and Jacki Kaiser from Representative Mussman's office all expressed their well wishes and welcomed Greater Family Health into the community.

The event concluded with a ribbon cutting outside the Health Center, symbolizing the opening of new opportunities for care, connection, and community. We are grateful to everyone who joined us and look forward to serving Des Plaines and surrounding areas.

Expansion of Health Center in Palatine

Our Health Center located at 345 W. Northwest Hwy. in Palatine is undergoing a transformative expansion designed to better serve the growing needs of the community.

Construction began in July 2025 and is being executed in three carefully planned phases to minimize disruption to ongoing operations.

- Phase One commenced on July 14 and includes renovations to Exam Room 1, the Clinic Coordinator (CC) & Clinical Operations Manager (COM) office, and the conversion of a former salon next door into new clinical space. During this phase, Exam Room 1 and the CC/COM office will be temporarily offline.
- Phase Two will focus on upgrading shared spaces, including the LabCorp area, conference room, and lunchroom, while also constructing a new internal lab to streamline diagnostic services.
- Phase Three will relocate and expand the front desk area, enhancing patient intake and administrative efficiency.

Upon completion, which is expected by 2026, our Palatine location will feature:

- A larger, more functional lunchroom
- A new conference room for staff development and collaboration
- An additional internal lab
- Expanded provider areas with more lockers
- A total of 14 exam rooms
- A dedicated Behavioral Health room

This expansion reflects our strategic goal to increase capacity, improve workflow, and provide a more welcoming and efficient environment for both patients and staff.

New Chapter in Maternal and Child Health: Introducing BBO-C

This year marks a transformative moment in how we support pregnant and parenting families across our region. With the conclusion of the Family Case Management (FCM) program in Illinois, Greater Family Health is proud to announce the launch of the Better Birth Outcomes - Comprehensive (BBO-C) program, a new initiative designed to provide more targeted, high-impact care to those who need it most.

Awarded the BBO-C grant for suburban Cook, Kane, and McHenry Counties, Greater Family Health is now the sole provider of this vital service in these areas. This recognition reflects our longstanding commitment to maternal and child health and ensures continuity of care for our high-risk patients.

What is BBO-C?

BBO-C is a statewide program (outside the City of Chicago) developed by the Illinois Department of Human Services (IDHS) Bureau of Maternal and Child Health. It focuses on serving pregnant and postpartum individuals and their infants through comprehensive, one-on-one nursing assessments and personalized support. The goal is clear: reduce maternal and infant morbidity and mortality, especially in underserved communities.

How It Works

At the heart of BBO-C are Nurse Navigators, who conduct in-person assessments during pregnancy and after birth, provide immediate nursing interventions, and connect families to medical homes and community resources. Supporting them are Non-Nurse Navigators, who collaborate with families to overcome barriers to care and help them achieve their health goals.

This model ensures that every family receives the right care at the right time, from prenatal visits to postpartum follow-ups, all tailored to their unique needs.

Continuity and Gratitude

We are especially grateful to our dedicated FCM staff, who will transition into new roles within the BBO-C program. Their experience and compassion remain invaluable as we move forward. Their unwavering commitment during a time of uncertainty has helped keep services running and patients supported.

Looking Ahead

As we begin hiring nurses and completing training with IDHS, we are excited to build a program that reflects the values of Greater Family Health: equity, compassion, and community. The BBO-C program is a renewed promise to care for families with dignity and purpose.

Stay tuned for updates as this exciting program grows and evolves.

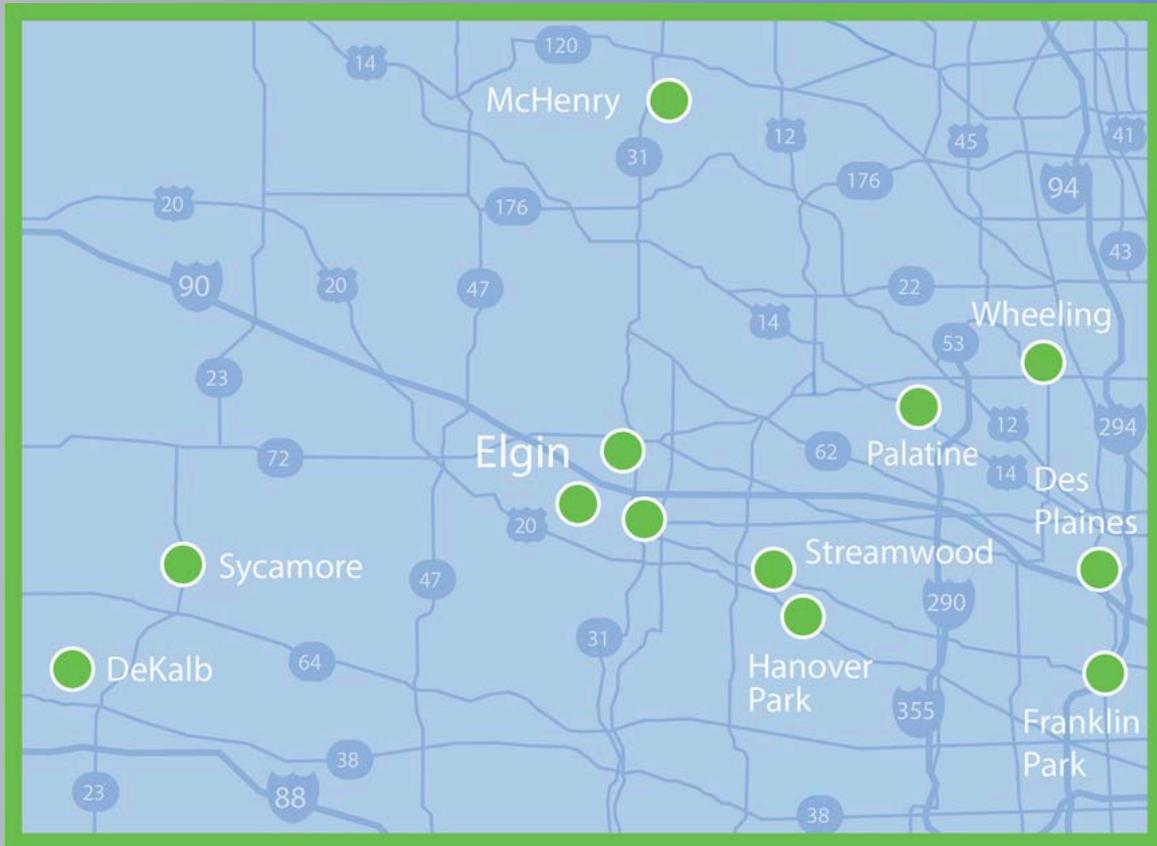
Excellence in Action: Highlights from Our 2025 HRSA Operational Site Visit

In May 2025, Greater Family Health welcomed a team of Health Resources and Services Administration (HRSA) surveyors for our tri-annual Operational Site Visit (OSV), a comprehensive review of our organization's compliance in fiscal, clinical, and administrative/governance areas. The evaluation covered 93 performance elements, and we are proud to report that only six items were identified for resolution—an outstanding outcome that reflects our commitment to excellence.

Surveyors toured our Elgin Health Centers and met with our Board of Directors, expressing admiration for our busy facilities and the professionalism of our dedicated staff. The few items noted for improvement were minor and largely related to policy language updates and documentation refinements. Our team quickly reviewed and addressed the items within weeks of the Site Visit.

This achievement is a testament to the hard work and dedication of our staff, especially those who prepared for the visit and participated in interviews. Greater Family Health remains committed to upholding the highest standards in care and compliance to ensure all of our patients receive the highest quality of care.





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.

Streamwood

135 E. Irving Park Rd.

Palatine

345 W. Northwest Hwy

Wheeling

300 McHenry Rd.

Des Plaines

1515 Lee St.

You'll find convenient access to nationally recognized health care at our 12 Health Centers near your home, work, or school, with Virtual Visits also available. Call or visit our website for more information or an appointment today!

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