ANNUAL REPORT 2026

CARE TO LIVE GREATER

Greater Family Health SM

25 YEARS

2001 ~ 2026

SETTING THE STANDARD SINCE 2001

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A MESSAGE FROM LEADERSHIP

Twenty-five years ago, a dedicated group of community leaders came together around a simple, but powerful belief: everyone deserves access to quality health care, regardless of their circumstances. What began as a small, compassionate initiative in a church basement has grown into Greater Family Health – a nationally recognized Federally Qualified Health Center, consistently honored for excellence in quality of care and clinical outcomes. Today, the organization serves more than 75,000 area residents across five counties through a growing network of 12 Community Health Center locations.

As we reflect on our journey, we are struck not only by how much we have grown, but by what has remained constant. Our footprint has expanded well beyond Elgin, and our services have grown to include integrated medical, dental, and behavioral health. Yet our mission has never changed – to provide quality, affordable health care for all, including those without the ability to pay.

It has been a privilege to be part of Greater Family Health for more than a decade, and I am honored to serve as Board Chair. Over the years, it has been inspiring to witness the organization's continued growth and unwavering commitment to expanding access to high-quality, compassionate care. This past year, the expansion of our health center in Palatine marked an important milestone, enabling us to better serve patients and meet our community's growing health care needs. Greater Family Health continues to address challenges with thoughtful planning, execute strategic initiatives with purpose, and invest in our staff, recognizing that their dedication is the foundation of our success.

On behalf of the Board of Directors and Lupe Fonseca, we extend our heartfelt gratitude to our exceptional staff, our dedicated Leadership Team, our generous donors, our valued community partners, and the patients who place their trust in us. Your confidence and support make our work possible.

As we look ahead, we do so with optimism and purpose, especially as we celebrate 25 years of service to our community. This milestone reminds us of how far Greater Family Health has come, while reinforcing our commitment to continue building on the progress of this past year. We will keep expanding opportunities to serve, strengthening our partnerships, and ensuring that Greater Family Health remains a trusted resource for generations to come.



Nimra Khan
Board Chair



Lupe Fonseca
President/CEO

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Member

Deborah Everett
Community Member
Member

Jose Garcia Lara
Community Member
Member

Brian Heimberg
Huck Buoma
Member

WHO ARE WE?

Greater Family Health is the region's leading Federally Qualified Health Center, providing integrated primary medical, behavioral health, and dental care to more than 75,000 patients each year through nearly 242,500 annual visits. With 12 Community Health Centers across five northern Illinois counties, Greater Family Health ensures accessible, affordable health care for all, regardless of ability to pay.

OUR MISSION

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

NATIONALLY RECOGNIZED CARE

Greater Family Health is committed to delivering exceptional patient-centered care and meeting the highest standards of quality and safety. The organization maintains accreditation from The Joint Commission and recognition as a Patient-Centered Medical Home (PCMH). Additional honors from the Health Resources and Services Administration (HRSA), the American Medical Association, and the American Heart Association reflect Greater Family Health's leadership in advancing healthcare quality, improving outcomes, and strengthening community health.





OUR TEAM



V. Guadalupe (Lupe) Fonseca
President & CEO



Christina Mazhary
Director of HR



Erin Segovia, RN, BSN
CNO



Robert Warzecha
CIO



Jason Carey
CFO



Stacy David
COO



Dr. Stephannie Davies, MD
CMO



Dr. Michael Michelotti and Mary Jo Cassidy, RN, speak with a patient at the Free Clinic on N. State Street in Elgin, circa 1999.

FROM COMMUNITY VOICES TO GREATER FAMILY HEALTH

Community Health Centers (CHCs) were created to ensure that quality health care could be accessible to everyone, regardless of income, insurance status, or background. Beginning in the 1960s, federally supported CHCs expanded across the United States to provide affordable primary care in medically underserved communities. Their mission focused not only on treating illness, but also on improving public health through prevention, education, and community partnerships.

By the mid-1990s, leaders in Elgin recognized that their own community was facing many of the same health care access challenges seen across the country.

Through an initiative known as the Community 2000 Task Force, local hospitals, nonprofit organizations, social service agencies, elected officials, and civic leaders came together to better understand the needs of residents in the Elgin area. Their findings revealed a growing crisis: access to affordable health care had become one of the community's most urgent unmet needs.

Donna Anderson, who was a legislative aide to the late State Representative Douglas Hoeft and later known affectionately as "the mother of Greater Family Health," remembered the result clearly: "Affordable healthcare was the number one need."

At the time, many uninsured families had few options outside of emergency rooms for routine medical care. A small volunteer-run clinic existed in the basement of the Community Crisis Center, staffed largely by volunteer physicians and nurses, but demand continued to grow beyond what the model could support.

Ed Hunter, longtime hospital chaplain and also known as "the father of Greater Family Health," described the health care system of the era as fragmented and unsustainable. Families often depended on emergency departments for basic care, creating both financial strain and gaps in ongoing treatment.

What followed was a grassroots effort driven by collaboration rather than competition. Civic leaders, hospitals, healthcare professionals, and social service organizations worked together to design a new model of care centered on accessibility, dignity, and long-term sustainability. Their vision eventually became Greater Elgin Family Care Center, now known as Greater Family Health.

The late 90s for the organization were shaped by determination and persistence. Community leaders spent years searching for locations, developing partnerships, securing financial support, and working through the challenges that came with introducing a new health care model into the community.

Not all reactions were supportive, however. Anderson recalled the resistance clearly. There were a few community members who openly objected to the organization's presence in certain areas. "They didn't want those people in their neighborhood," she remembered.

Despite those obstacles, the organization's founders remained focused on creating a welcoming environment where patients would be treated with respect.

Hospitals such as Sherman Hospital and St. Joseph Hospital became critical partners in the effort, recognizing that expanded access to primary care would improve health outcomes while reducing unnecessary emergency room visits. Elected officials, local donors, and community organizations also contributed support that allowed the organization to grow from an idea into a functioning health care center.

In the summer of 2001, Greater Elgin Family Care Center officially opened its doors, creating a more sustainable system for delivering care to uninsured and underserved populations throughout the region.

Former CEO Bob Tanner later reflected that the organization succeeded because communities trusted it. Week after week, more families continued returning for care, creating what he described as record-setting growth in the organization's earliest years.

From its earliest days, the organization's mission remained centered on listening to the community and responding to real needs. That approach shaped every stage of its growth and helped establish lasting relationships with patients and families across the area.

Twenty-five years later, Greater Family Health continues to reflect the same values that guided its beginnings: collaboration, dignity, trust, and a commitment to ensuring access to quality health care for all, regardless of the ability to pay.



370 Summit St. Elgin, IL
Circa 2024

FROM FIRST VISITS TO LIFELONG TRUST

For 25 years, Greater Family Health has cared for generations of families in the northwest suburbs. Children who once visited as patients now return with children of their own, a testament to the trust and relationships built over time. Families continue to turn to Greater Family Health for quality care, regardless of their financial circumstances.

That trust did not develop overnight. It grew from a steadfast commitment to compassion, consistency, and respect for every patient. Since day one, Greater Family Health has fostered a welcoming environment where people feel heard, valued, and cared for.

> **I have been coming to this location ever since I was little, and now that I have my own baby, I like coming here for his appointments. Everyone here is super friendly, and it's nice seeing familiar faces every time!**
>
> — Greater Family Health Patient

As those relationships deepened, patients shared concerns that extended beyond traditional primary care. Many families struggled to access dental care. Others needed behavioral health services, support managing chronic conditions, or simply help navigating the health care system. Rather than viewing those needs as separate from health care, Greater Family Health listened and responded.

Over time, the organization expanded its services to meet the evolving needs of patients and communities. Pediatrics, dental care, behavioral health, psychiatry, Medication Assisted Treatment (MAT), OB services, Care and Case Management, risk-based HIV testing and support services, Patient Resource Specialists, Peer Recovery Support Specialists, Better Birth Outcomes-Comprehensive (BBO-C) and other programs were added to help patients access more comprehensive and integrated care in one place.

Moreover, care became emotional not just clinical through employees who built lasting connections with patients and their families. Among them was Noemi S. and Liz N., two of our longest tenured staff members who dedicated more than 23 years of service to the organization. Beginning on the front lines and later serving as a Health Benefits Specialists, they helped countless patients understand their coverage, access resources, and navigate an often-complex healthcare system. Over time, many of those patients returned not only for services, but for the familiar faces they came to know and trust.

Dr. Mark Thompson, one of Greater Family Health's earliest physicians, was similarly drawn to the organization's mission of serving underserved populations. Throughout his years of care, he witnessed firsthand how strong patient-provider relationships could improve health outcomes and strengthen families.

That steady, relationship-based approach became one of the organization's defining strengths. Trust was earned year after year through compassionate care, reliable access, and a consistent commitment to putting patients first.

Today, Greater Family Health serves tens of thousands of patients across northern Illinois. While the organization has grown significantly, its greatest measure of success remains the trust it has earned over time. Twenty-five years after its founding, that trust continues to be built one patient, one family, and one generation at a time.

> **I've been coming [to Greater Family Health] for years now, ever since my first pregnancy 18 years ago, and now my kids are patients here and I continue to come.**
>
> — Greater Family Health Patient

> **My son and I have been coming here since he was born 12 years ago. They have always been so wonderful and treated us like family. I wouldn't go anywhere else.**
>
> — Greater Family Health Patient

> **Always very helpful, polite and overall great service. My family and I've been patients for more than 15 years.**
>
> — Greater Family Health Patient

SINCE JULY 16TH 2001...

2.83M

Appointments Provided

SINCE JANUARY 1ST 2010...



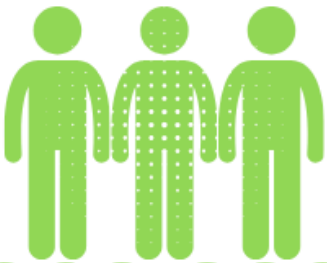
13,822

Babies Delivered

448,784

Clinical Depression Screenings Provided

SINCE JULY 1ST 2010...



269,829

Patients Cared For



52,064

Patients Received Dental Care



23,573

Patients Received OB Care



11,543

Patients Received Behavioral Health Care



14,515

Patients 65+ Cared For

Greater family health has been here at this location since I was 5 years old. It's a place you can trust. Awesome staff members, super clean location.

— Greater Family Health Patient

I love this place! I've been coming here since I was a child and I feel very comfortable bringing my own.

— Greater Family Health Patient

Greater Family Health is great! I have been bringing my son here since he was a baby (he is 15 now) and they always listen and show compassion. They accept walk-ins too! Highly recommend for Healthcare of all ages!

— Greater Family Health Patient

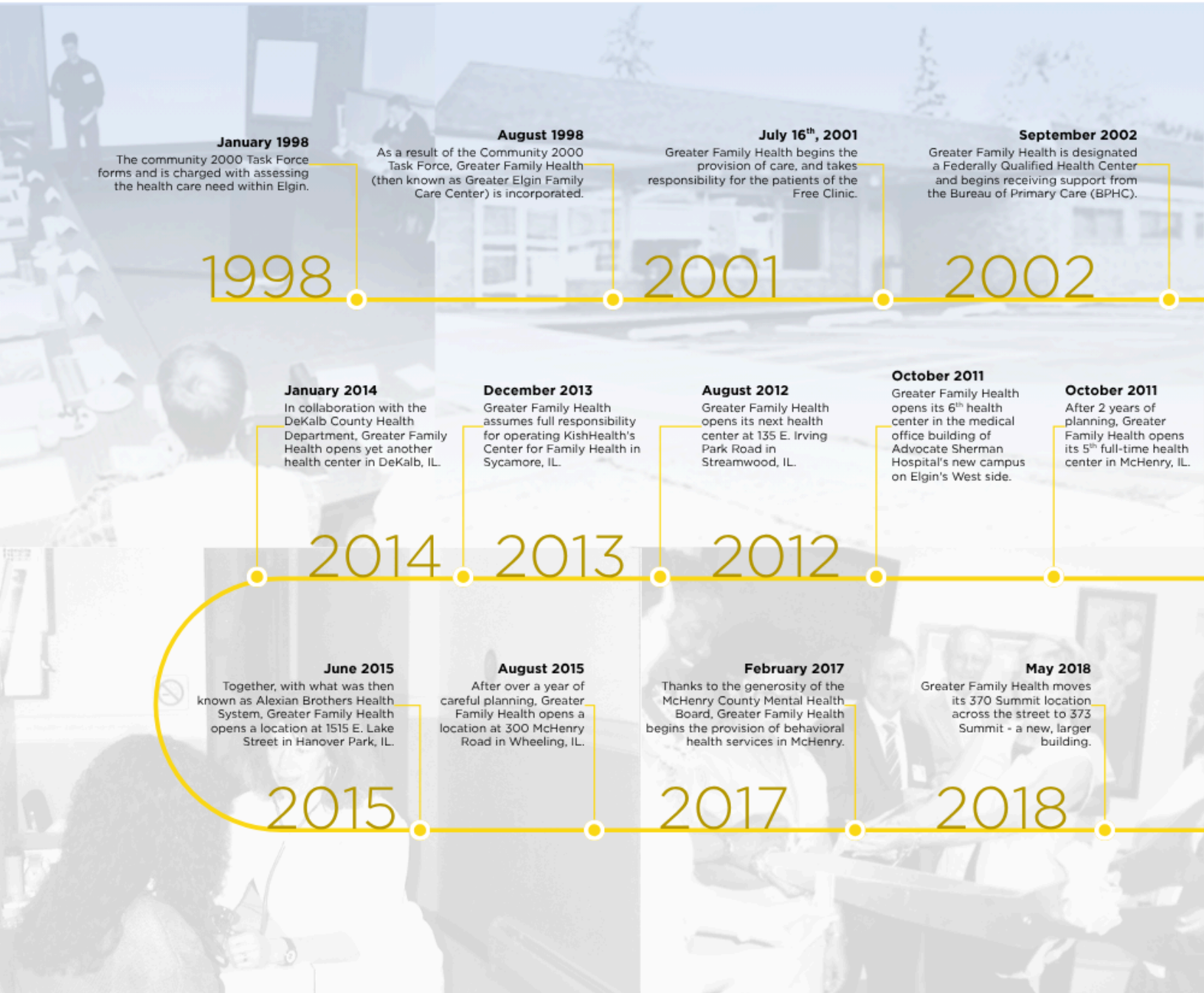
FROM 1 CLINIC TO 12

As word spread about the services Greater Family Health was providing, and as those services began to expand, a new kind of problem emerged: The organization could not continue to operate out of basements if it was going to meet demand. And so, as quickly as Greater Family Health began, so did it's need for a new permanent space.

After being designated as a Federally Qualified Health Center in 2002, and with support from the Bureau of Primary Care the search began. In the winter of 2003 Greater Family Health moved out of its humble abode that was located on Wing Street in Elgin, to a new 5,000 square-foot building at 370 Summit St., then known as Summit Health Center. This new space increased capacity ten-fold by adding more exam rooms, a provider area, and a larger front desk. For staff and the area's underserved patients back then, it was a palace.

Yet, that space was soon outgrown too. In 2007, a second location opened just 100 feet away at 450 Dundee Avenue, then known as Seneca Health Center. This new location would focus on pediatrics, OB/GYN, Psychiatry, WIC, lab services, and later even dental care.

Finally, in May of 2009, after months of planning with Sherman Health, Greater Family Health further expanded by opening its Walk-In Clinic at the Old Sherman Hospital on Elgin's East side. The addition of 901 Center Street made a total of three health centers in Elgin (along with one administrative building that opened in November of 2008).



January 1998
The community 2000 Task Force forms and is charged with assessing the health care need within Elgin.

August 1998
As a result of the Community 2000 Task Force, Greater Family Health (then known as Greater Elgin Family Care Center) is incorporated.

1998

July 16th, 2001
Greater Family Health begins the provision of care, and takes responsibility for the patients of the Free Clinic.

2001

September 2002
Greater Family Health is designated a Federally Qualified Health Center and begins receiving support from the Bureau of Primary Care (BPHC).

2002

October 2011
Greater Family Health opens its 6th health center in the medical office building of Advocate Sherman Hospital's new campus on Elgin's West side.

October 2011
After 2 years of planning, Greater Family Health opens its 5th full-time health center in McHenry, IL.

August 2012
Greater Family Health opens its next health center at 135 E. Irving Park Road in Streamwood, IL.

2012

December 2013
Greater Family Health assumes full responsibility for operating KishHealth's Center for Family Health in Sycamore, IL.

2013

January 2014
In collaboration with the DeKalb County Health Department, Greater Family Health opens yet another health center in DeKalb, IL.

2014

June 2015
Together, with what was then known as Alexian Brothers Health System, Greater Family Health opens a location at 1515 E. Lake Street in Hanover Park, IL.

2015

August 2015
After over a year of careful planning, Greater Family Health opens a location at 300 McHenry Road in Wheeling, IL.

February 2017
Thanks to the generosity of the McHenry County Mental Health Board, Greater Family Health begins the provision of behavioral health services in McHenry.

2017

May 2018
Greater Family Health moves its 370 Summit location across the street to 373 Summit - a new, larger building.

2018

This growth was never pursued for its own sake, rather, it was a response to community need and guided by the organization's commitment to accessible, affordable, and high-quality care for all.

As Greater Family Health earned a reputation for high-quality, community-centered care, something interesting happened.

Other communities started to take notice.

One after the other calls from neighboring towns came in - not to send their residents to Greater Family Health, but to bring Greater Family Health to them.

New opportunities emerged to extend services beyond Elgin, allowing the organization to reach more individuals and families who faced barriers to health care access. Greater Famiy Health was honored to answer those calls.

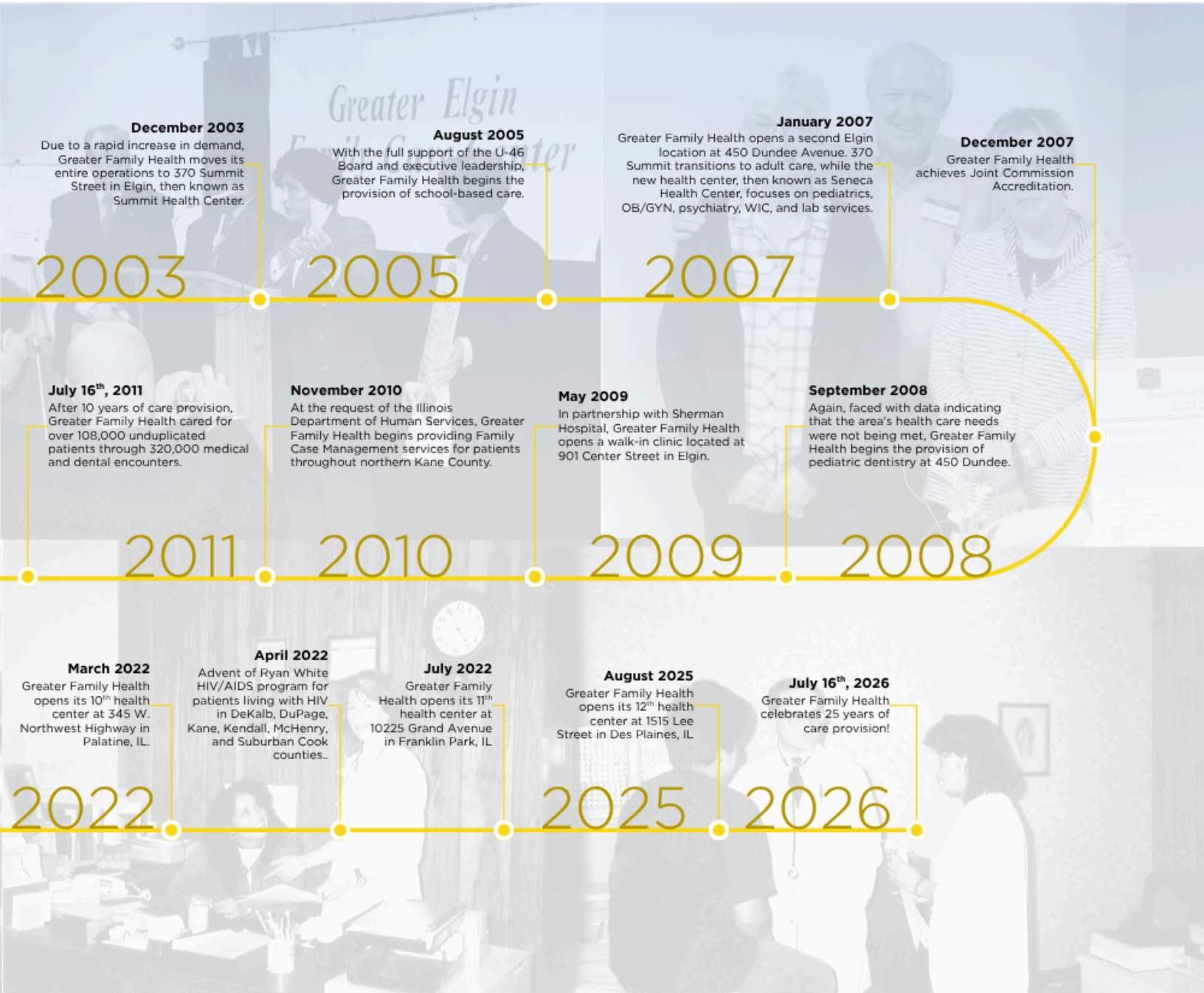
As a result of these new opportunities the 2010's saw the opening of 7 new health centers, 2 expansions of existing locations, and the move of 370 Summit Street to its current location at 373 Summit Street.

The past 6 years were no different, with 3 additional health centers and multiple expansions and renovations of existing ones.

Behind every new location was significant work to ensure consistency, quality, and sustainability. Investments in operational systems, staff development, quality standards, and accreditation created a strong foundation for growth while helping ensure a high standard of care across every site.

Today, Greater Family Health operates 12 health centers across the northwest suburbs and serves more than 75,000 patients each year. While the organization looks very different than it did in its earliest days, the principle guiding every decision remains unchanged: growth should expand access to care without losing sight of the people and communities at the heart of the mission.

For an in-depth look at our history visit greaterfamilyhealth.org/history!





A LEGACY OF CARE

As Greater Family Health celebrates its 25th anniversary, it also recognizes the retirement of Dr. Mark Thompson, whose career has been closely tied to the organization's growth and mission.

Dr. Thompson joined Greater Family Health after serving as a missionary physician in the Congo, bringing with him a longstanding commitment to caring for underserved populations. The organization's mission aligned naturally with the reasons he entered medicine: providing quality healthcare to those who often face barriers to accessing it.

He saw Greater Family Health evolve from a small Community Health Center into one of Illinois' largest Federally Qualified Health Center systems. Throughout that period, Dr. Thompson remained focused on the simple principle that every decision should improve care for the people being served.

As both a physician and Medical Director, he helped guide the development of programs designed to meet the changing needs of patients. He witnessed the growth of behavioral health services, care management, and Patient Resource Specialists—programs that strengthened the organization's ability to support patients beyond the exam room.



Groundbreaking Ceremony for health center in McHenry, IL. 2011.



HRSA National Quality Leader Award Ceremony. 2019.

Dr. Thompson also played an important role in mentoring providers and helping sustain a culture centered on service and compassion. In reflecting on his years with Greater Family Health, he often pointed not to individual achievements, but to the shared commitment of staff, leadership, and board members who remained dedicated to the organization's mission.

His career coincided with a period of remarkable growth, but he consistently viewed that growth through the lens of patient care rather than organizational size. That perspective helped ensure that Greater Family Health's expansion remained grounded in its founding purpose.

As he retires, Dr. Thompson leaves behind a legacy reflected in the patients he cared for, the clinicians he mentored, and the systems of care he helped strengthen.

Greater Family Health is grateful for his 20+ years of service and the lasting impact he has made on the organization and the communities it serves.

THE NEXT CHAPTER

As Greater Family Health celebrates 25 years of service, we also recognize the challenges facing community health centers nationwide. Demand for affordable, accessible health care continues to grow, while financial and regulatory pressures threaten the resources that make comprehensive care possible.

One significant concern is the continued restriction of the federal 340B Drug Pricing Program by pharmaceutical manufacturers. These limitations reduce patients' access to discounted medications and diminish the savings community health centers rely on to support essential services that are often not reimbursed, such as care and case management, translation services, and patient resource navigation.

At the same time, upcoming Medicaid eligibility changes, including work requirements, may result in more individuals losing health coverage. Reduced access to insurance can delay needed care, worsen health outcomes, and increase the number of uninsured patients seeking services, placing additional strain on health care providers and the health care system as a whole.

Finally, while Greater Family Health has experienced substantial growth in patient volume since 2022, federal grant funding has remained unchanged despite rising operating costs and inflation. As expenses continue to increase, community health centers must do more with limited resources to ensure patients continue receiving the high-quality care they depend on.

Despite these challenges, Greater Family Health remains committed to its mission. As we look toward the future, community support will play an increasingly important role in helping us sustain and expand these services. Donations help fund critical programs that are not fully reimbursed, allowing our care teams to continue providing the comprehensive support our patients need to thrive. Together, we can ensure that quality health care remains accessible for generations to come.

To support the work of Greater Family Health and our dedicated clinicians, visit GreaterFamilyHealth.org/Donate or scan the QR code below.

COLLABORATIONS

For 25 years, collaboration has been at the heart of Greater Family Health's success. Our partnerships with nonprofits, health care providers, local governments, schools, and community organizations have allowed us to reach more individuals and families with the care and resources they need. As we celebrate this milestone anniversary, we honor the trusted relationships that continue to strengthen our mission and create healthier communities.

Advocate Sherman Hospital
Ascension
Cook County Health
DeKalb Community Unit School District 428
DeKalb County Health Department
District 300
Endeavor Health
Kane County Health Department
labcorp
MCDH
Northwestern Medicine
Saint Joseph Hospital

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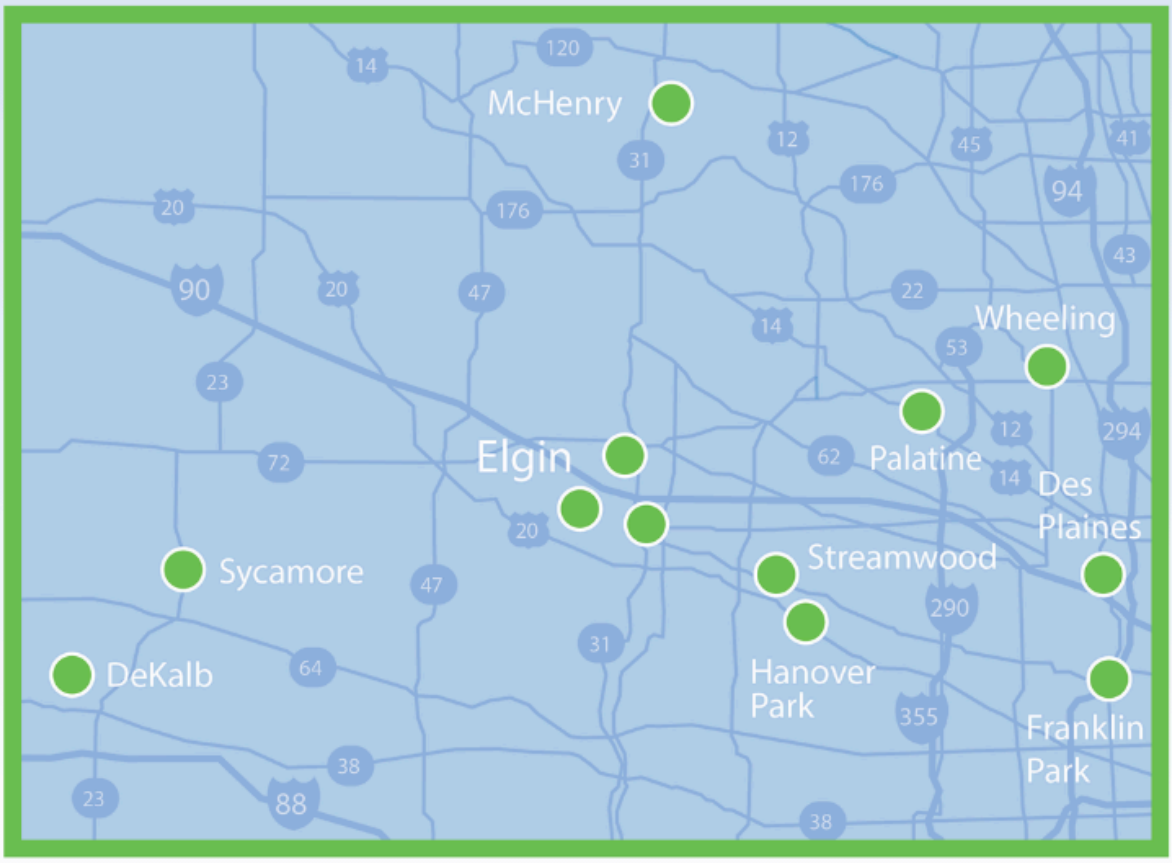

DeKalb
2550 N. Annie Glidden Rd.

Franklin Park
10225 Grand Ave.

Streamwood
135 E. Irving Park Rd.

Sycamore
165 E. Plank Rd.

Hanover Park
1515 E. Lake St. Suite 202

Palatine
345 W. Northwest Hwy

McHenry
3901 Mercy Dr.

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

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!

GreaterFamilyHealth.org
844.599.3700

COMMUNITY HEALTH CENTER FQHC QUALITY

IN FY2026...

243,569
Appointments Provided

462
Zip Codes Served

31
Illinois Counties Served



52,122
Clinical Depression Screenings Provided

75,229
Patients Cared For

1,183
Babies Delivered

8,027
Patients Received Dental Care

4,718
Patients 65+ Cared For

2,378
Patients Received Behavioral Health Care

883
Community-Based Appointments Provided

35.4% of Patients are 18 or younger

57.9% of Patients are women

74.9% of Patients are a racial or ethnic minority

41.8% of Patients are best served in a language other than English

94.5% of Patients are at or below 200% of the federal poverty level

28.2% of Patients are uninsured

Greater Family Health℠
Care to live greater.

FY2026 FINANCIAL SNAPSHOT

THE NUMBERS BEHIND GREATER CARE

WHERE REVENUE COMES FROM

51.06%	Medicaid
14.93%	Federal Grants
11.7%	340B Program
7.69%	Private Insurance
4.07%	Self-Pay
2.81%	Private Grants/Contributions
2.4%	Medicare
2.4%	Miscellaneous Income
1.61%	State Government Grants
1.33%	Local Government Grants

HOW RESOURCES ARE USED

55.53%	Salaries
11.29%	Benefits & Payroll Taxes
11.08%	Supplies
7.29%	Rent/Occupancy
7.08%	Professional Services
3.32%	Depreciation
1.91%	Technology Consulting/Support
1.1%	Misc. Expenses
1.07%	Repairs/Maintenance
0.33%	Outreach/Education

Greater Family Health's mission is to provide quality, affordable healthcare to all, regardless of their ability to pay. This mission is made possible by a variety of funding sources. Community donations provide another way to support accessible, affordable healthcare for all. Please consider donating today!

Scan Here!