



# Family Services

Strengthening People—Building Community



## 2015 Annual Report

*Client Stories*

*A Message from Our Leadership*

*Who We Are*

*How We've Grown*

*Thank You to Our Donors*



life-changing

hopeful

supportive

journey

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Dear TriCity Family Services:

Without my family being involved in the Family-Based Treatment for Eating Disorders (FBT) program, I don't think I would have made so much progress in just a few months. I have become a stronger, healthier, and much more balanced person. I am able to recognize un-healthy thoughts and not act out on them. I am 100% dedicated to the recovery process and I am hopeful for the future.

I have realized that I don't need an eating disorder to make decisions for me and I have switched my perspective from me versus food to me versus the eating disorder.

FBT has radically changed my life. I would hate to think about where I would be today if I didn't get involved in the program. I am so thankful for FBT and I feel truly blessed that I am a part of it. It definitely works!

Sincerely,

An Adolescent FBT Client

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encouraging

successful

transforming

# Letter from the Board President and Executive Director

Dear Friends:

One of the greatest benefits arising from the ritual of preparing the agency's Annual Report is the discipline it imposes upon us to push the pause button, to shift our focus from all that we are doing - from the endless number-crunching, report-writing, planning, and putting-out of fires - to appreciating where we have been and what we have accomplished. On the heels of a year that seemed unusually "task saturated", we are especially grateful for the opportunity to pull our noses away from the grindstone and take note of the fruit of our labor and the blessings that carried us through the past twelve months.

From the outset of FY 2015, major operational and administrative projects consumed the time and energy of numerous board members and staff: completing an arduous re-accreditation process; adapting to the State's new rollout of Medicaid Managed Care; transitioning to a new IT provider; managing two state audits; implementing a grant-funded capital improvement program; and launching a new four-year strategic planning process. Although anticipated and accepted as part of running the business of the agency, the volume of these projects caused much concern, at least within management, about the extent to which resources were being pulled away from our regular mission-centered activities - staff training and development, program evaluation, and, most importantly, service delivery and the fundraising we needed to do to support those services. Contracting out these projects was not an option; neither was it realistic to recruit volunteer assistance. The only option was to bear down and keep our noses to the grindstone.

Perseverance paid off and as the year progressed major projects were completed and administrative headaches subsided. Those of us who dared to lift our noses from the grindstone and take notice of all that had been accomplished during our period of preoccupation with major projects were both amazed and incredibly gratified. By the close of FY '15 the agency had:

- ✓ Generated a 23% increase in the number of individuals served in its Counseling Programs
- ✓ Experienced continuing growth in its new Family-Based Treatment for Eating Disorders Program
- ✓ Launched a beautiful new website
- ✓ Enriched its partnerships with schools and other area providers
- ✓ Increased and improved its marketing efforts
- ✓ Maintained its community networking commitments
- ✓ Secured an endowment to help ensure the future of its Wilderness Challenge Program
- ✓ Succeeded in matching the Endowment Fund Challenge Grant offered by the Community Foundation of the Fox River Valley
- ✓ Held the most successful Annual Gala & Benefit in its history!

Yes, it is a testament to the strength and resilience of this agency to have accomplished so much in the midst of so many "necessary distractions". However, we recognize that our strength and resilience come from the members of our organizational family - our skilled and dedicated staff; our amazing volunteers who lead, and give, and roll up their sleeves in so many ways; and you, our generous and steadfast supporters who enable us to continue our mission of service. Thank you all for joining together to help carry on the important work of TriCity Family Services...while the grindstone keeps turning!

Gratefully,



Jason Schneider  
President



James R. Otepka  
Executive Director



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*Human Resources Committee*

Sandi Pajak

*Human Resources Committee*

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Anne Stephans  
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Mary Ann Rosenfelder  
*Social*

Stephanie Sacca  
*Adopt-a-Family Easter*

Kari Bartel  
*Staff Appreciation*

# Our Mission

TriCity Family Services (TCFS) is a private, not-for-profit human service agency serving the community members and organizations of central Kane County. The agency is dedicated to strengthening people and building community through the provision of quality, affordable counseling, youth crisis intervention, prevention, and early intervention services that promote sound mental health and effective family functioning. As a community-based agency, TCFS promotes service excellence, honesty, hopefulness, personal responsibility, and respect for others.

# Our Vision

Building upon our distinctive competency as a provider of **family-centered mental health treatment** and wellness services, we envision a future in which TriCity Family Services will:

- Be recognized as the provider of choice for individuals, couples, and families at all income levels seeking high quality, affordable, outpatient mental health services delivered **across the family life cycle**;
- Continue to assume a leadership role in treating **children's mental health disorders**;
- Continue to partner with schools, law enforcement, and other local providers, maximizing the use of existing resources and **collaborating** in the design and delivery of needed mental health services;
- Continue its traditions of creating and delivering programs designed to **prevent** the occurrence of substance abuse and mental health problems and **promote individual and family wellness**;
- Partner with the local medical community in **integrating the delivery of physical and mental health care**; and
- Assume a primary role in working with local employers to create and maintain healthy work forces through the delivery of innovative **employee assistance services**.

# 2014-2015 Programs & Services

For nearly 50 years, TriCity Family Services (TCFS) has been Kane County's leading provider of counseling and other mental health services to clients of all ages and all income levels.

Our experienced team of professional therapists provides the residents of central Kane County and other neighboring Chicagoland communities with counseling, Family-Based Treatment for Eating Disorders, emotional wellness workshops and support groups, and employee assistance programs.

As a community-based, non-profit agency, TCFS accepts most major insurance plans, offers sliding-scale fee adjustments, and does not deny services based on an inability to pay.

TCFS is committed to helping our clients strengthen themselves, their families, and their communities.

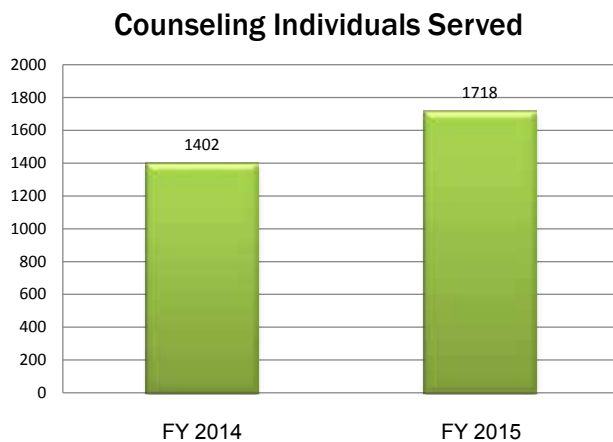


# Counseling

Counseling is the core of our work at TriCity Family Services.

We offer family-based counseling for children, teens, adults, and seniors for a variety of issues faced throughout the family life-cycle. In addition, we offer a variety of service options to meet specific needs, including individual, couples, family, and group counseling; case management; psychiatric services; and urgent assessments.

Our highly skilled and licensed therapists are committed to providing compassionate and confidential services that empower individuals and promote family wellness.



**The number of individuals served by our Counseling Services increased 23%**

*I am able to get through situations without getting so worked up about it and I can deal with my emotions better, resulting in a happier me.*



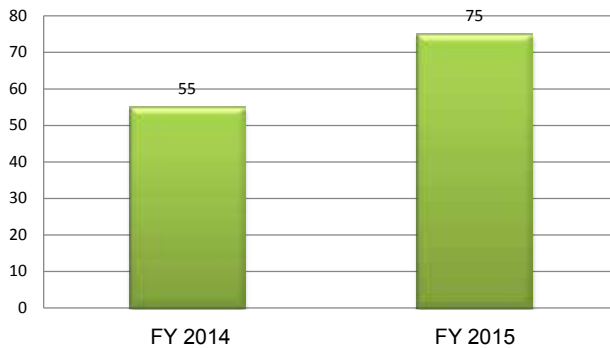
# Family-Based Treatment for Eating Disorders

Our unique, practical, evidence-based outpatient approach recognizes parents as the best resource for their child's recovery, and uses a team model that includes the therapist, the family physician, family members, and other partners to achieve success. FBT empowers parents to take an active role in resolving their child's disordered eating and restoring weight to a healthy range. This program helps families dealing with:

- Anorexia
- Bulimia
- Binge Eating
- Disordered Eating

*At TriCity Family Services, we believe that eating disorders are treatable, and that everyone is capable of a complete and full recovery.*

**Family-Based Treatment for Eating Disorders Individuals Served**



**The number of individuals served by our FBT Program increased 36%**

*The monsters of an eating disorder are scary sometimes, but they can't truly hurt you. Even in my weakest moments, I have a network of support to fall back on because of FBT.*

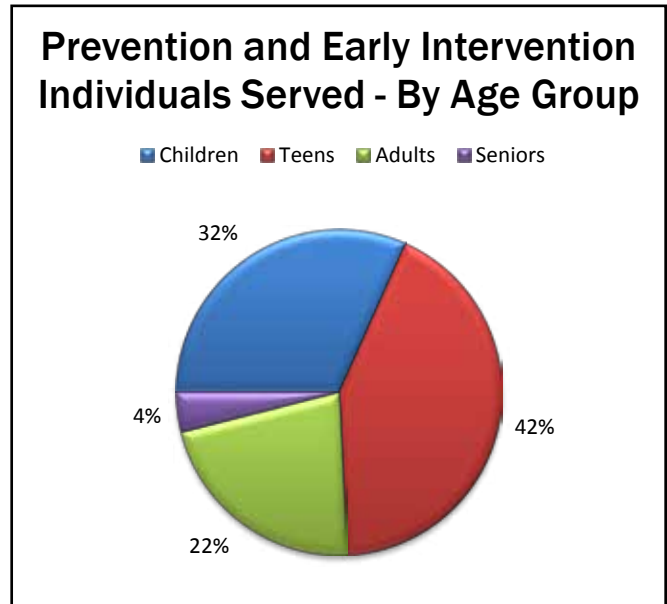




# Prevention and Early Intervention

TCFS offers prevention and early intervention workshops for children and teens that focus on anger management, conflict resolution, positive decision-making, and self-esteem development. For adults and seniors, various support groups meet regularly.

- Bridges – A workshop for children who are adjusting to their parents’ divorce or separation
- Caregiver Connections - Support and training for childcare providers
- Chick-Chat – An all-girl workshop for 4th, 5th, and 6th graders who want to develop a strong sense of self
- Family Connections – A multi-week program designed to build family communication skills, positive habits, and attitudes of respect transferable to the home, the school, and the community
- Grandparents Raising Grandchildren Group – A support group for grandparents who are the primary care providers for their grandchildren
- Lazarus House Parent and Family Group – Onsite support for parents and children living at the Lazarus House homeless shelter
- Lazarus House Women’s Group – Onsite support for female guests of the Lazarus House
- Single Moms Group – A support group for single mothers
- Smart Choices – An anger management workshop for youth
- Wilderness Challenge Program - A therapeutic canoeing and camping adventure for adolescents at risk of a difficult transition to high school
- Wilderness Challenge Follow-Up Group – Social activities for past Wilderness Challenge Program participants



*I am so happy I got to see a new side of me during this [Wilderness Challenge] trip.*

*The trip taught me to be a more patient person and how to be mentally strong, more focused, and come out of my shell.*

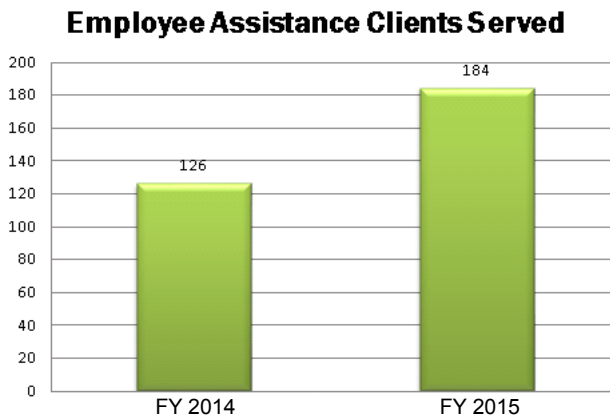


# Employee Assistance Programs

Since 1985 TCFS has partnered with employers to help employees achieve peak performance in the workplace and at home. Services we offer include training seminars, wellness workshops, and individual counseling sessions.

TCFS understands that every company has its own unique needs and budget. That is why we offer our services two different ways: as fully-inclusive EAP contracts, and as an a-la-carte Employer Assist Program.

Our workplace programs are delivered by experienced workplace counselors who know and understand the needs of employers, employees, and their families. We are committed members of the community, not just a voice on an impersonal “800” number, and our local presence means we are accessible and responsive to specific needs.



**The number of clients (employers) served by our Employee Assistance Programs increased 46%**

*It is a relief to have an outlet, or safe place, for concerns that are not life-shattering enough to receive intensive counseling. I am very thankful for the opportunity to have this EAP.*



# JULY 2014-JUNE 2015 FINANCIAL HIGHLIGHTS

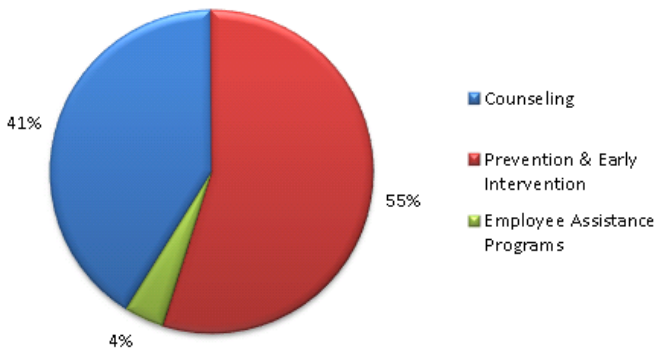
<b>INCOME</b>	<b>AMOUNT</b>	<b>% OF TOTAL</b>
Public Funding		
State	\$27,357	2%
Local	\$306,295	19%
United Way/Community Chests	\$51,851	3%
Private Funding		
Individuals	\$156,401	10%
Corporations/Foundations	\$158,556	10%
Churches/Community Groups	\$13,330	1%
Other Grants and Contributions	\$75,079	5%
Special Events	\$200,801	13%
Service Related		
Client Fees/Insurance	\$401,019	25%
In-Kind Clinical	\$36,702	2%
EAPs & Other Programs	\$146,754	9%
Miscellaneous	\$7,184	0%
<b>TOTAL</b>	<b>\$1,581,329</b>	<b>100%</b>
<b>EXPENSES</b>		
Personnel-Related Costs	\$1,409,828	80%
Facilities & Depreciation	\$176,821	10%
Other Operating Expenses	\$168,972	10%
<b>TOTAL</b>	<b>\$1,755,621</b>	<b>100%</b>

It is the position of the TriCity Family Services Board of Directors that when end-of-year revenues exceed expenses, those dollars will be devoted first and foremost to replacing lost reserves, and then to addressing the ever-increasing demand for agency services.

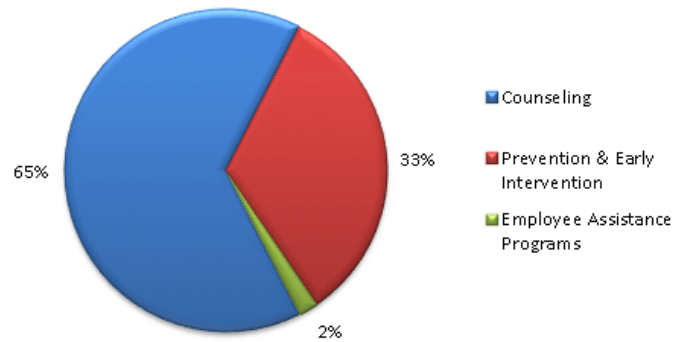
# JULY 2014-JUNE 2015 SERVICE STATISTICS

In Fiscal Year 2015, TriCity Family Services served 4,175 clients and their family members, generating a total of 26,843 hours of service.

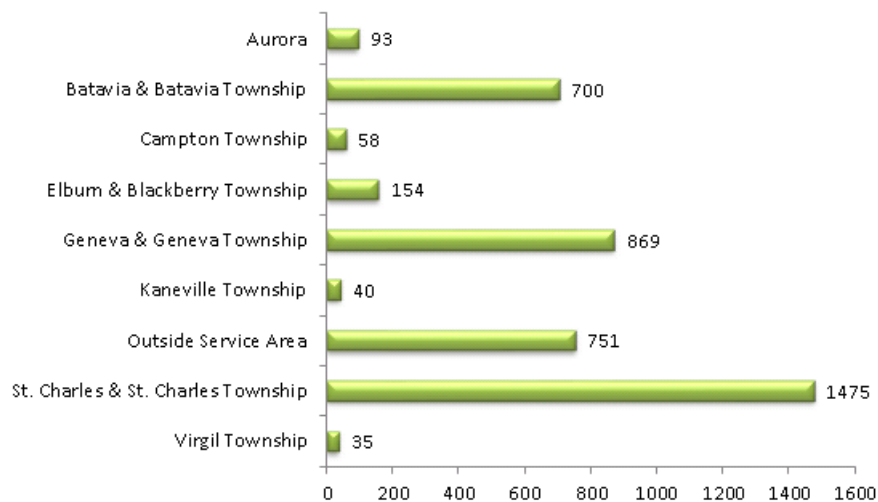
## FY '15 Individuals Served



## FY '15 Hours of Service



## FY '15 Individuals Served by Township



# Thank You To Our Donors...

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*In honor of Mr. and Mrs. William Connell*  
Mr. Craig Duchossois  
Mr. Richard L. Duchossois

*In honor of Jim DiCiaula*  
Mr. and Mrs. David L. Bianucci  
Mr. and Mrs. Steve Pagnotta  
Ms. Beth Server  
Ms. Cynthia Ullrich

*In honor of Physicians at Fox Valley Orthopedics*  
Ms. Mary O'Brien

*In honor of Dr. Charles Kallstrom*  
Mr. and Mrs. Kurt Ruthsmansdorser

*In honor of the wedding of Jim and Kathy (Livernois) Lamkin*  
Mr. Christopher Aiston  
Mr. and Mrs. John Brogan  
Ms. Pam Colby  
Mr. and Mrs. Mark Creedon  
Mr. and Mrs. Kenneth W. Ericson  
Mr. and Mrs. William T. Freeman  
Mr. Michael Griesbaum

Mr. and Mrs. Scott A. Hagemann  
Mr. and Mrs. Mark W. Koenen  
Ms. Annette Lamkin  
Ms. Linda Lamkin-Coletti  
Mr. Richard A. Livernois  
Mr. and Mrs. James M. McFarland  
Ms. Patricia Meehan  
Mr. Jeffrey Meyer  
Mr. and Mrs. George L. Pappas  
Mr. and Mrs. Michael J. Penny  
Ms. Susan Renard  
Mr. Kenneth Shanoff  
Ms. Linda Stack  
Mr. and Mrs. Terry Sterrick

*In honor of Jim Meister*  
Mr. David Rhoades

*In honor of Mackenzie G. Mills*  
Mr. and Mrs. Gregory T. Mills

*In honor of Mark and Lana Nolan's 40th Wedding Anniversary*  
Mr. and Mrs. Ray Carlini  
Mr. Roger Darby  
Mrs. Delores Burling  
Ms. Kathleen L. Halloran  
Mr. and Mrs. David J. Neisendorf  
Mr. and Mrs. Mark S. Nolan  
Mr. and Mrs. Michael A. Zierk

*In honor of Jim Otepka*  
Mr. and Mrs. Denis Ferguson  
Mr. and Mrs. John H. Lengle  
Dr. and Mrs. John Mason  
Mr. and Mrs. William P. Weible

*In honor of Jim Otepka and Greg Watson*  
Mrs. Rosalie Jones Link

*In honor of Carol Ponting*  
Ms. Janice Marsh

*In honor of Allyse Rehak*  
Mr. and Mrs. James Stombres

*In honor of the Royal Fox Bunco Group*  
Mr. and Mrs. William Connell

*In honor of Skink*  
Mr. and Mrs. Robert Szulczewski

*In honor of Greg Watson*  
Mr. and Mrs. John H. Lengle  
Mr. and Mrs. Joseph A. Wolfe



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