OUR MISSION

TriCity Family Services is a private, not-for-profit human service agency serving the community members and organizations of Central and Southern 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, TriCity Family Services 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.
Dear Friends:

What a year it has been at TriCity Family Services! As you will see in the pages ahead, it was a year of growth and accomplishments. All of this despite the many challenges facing nonprofit community mental health centers across our county and beyond.

Our mission is to strengthen people and build community. We are so proud of the quality, affordable services we provide to all who seek to live their best lives.

We saw a 17% increase in the number of counseling sessions offered since last year. The number of counseling services for older adults increased by 36% in just one year, while we served 31% more cases in our unique Family-Based Treatment for Eating Disorders Program. These are but a few examples of the growth we are experiencing at the agency, showing that the need for mental health services is stronger than ever.

It also remains crucial for us to continue to raise awareness of the importance of mental health, and we are honored to do so with our clients, community partners, and you. As you read this report, you will see many inspiring examples of how the agency and our dedicated staff have made a difference in the lives of those around us.

Of course, none of these life-changing moments experienced by our clients would be possible without the loyalty and dedication of the amazing donors, sponsors, volunteers and community partners that support us. It is through your generosity that we are able to provide excellent care and hope to those who walk through our doors each day. We feel privileged to be a part of every client’s journey of wellness and new beginnings.

Thank you for helping us this past year in bringing about change, hope, collaboration and strength to the communities and people we serve. Please join with us as we set our sights on the coming year and plan for all the ways we can continue our mission with purpose, hope and respect for all.

Gratefully,

Laura Poss
Executive Director

Cheryl Johnson
Board President
### BOARD OF DIRECTORS

<table>
<thead>
<tr>
<th>Name</th>
<th>Title/Position</th>
<th>Company/Institution</th>
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</thead>
<tbody>
<tr>
<td>Cheryl Johnson, President</td>
<td>Retired Public Health Administrator</td>
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<tr>
<td>Diane Gibson, Vice President</td>
<td>Vanishing Ink Laser Aesthetics Center</td>
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<tr>
<td>Gail Krawczykowski, Secretary</td>
<td></td>
<td>Nielsen</td>
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<tr>
<td>Bill Connell, Treasurer</td>
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<td>Duchossois Capital Management</td>
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<tr>
<td>Punita Bahel</td>
<td></td>
<td>RR Donnelley</td>
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<td>Veronique Doesbili Saxe</td>
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<td>nVision Consulting Group</td>
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<td></td>
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<td>Rebuilding Haiti Now</td>
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<tr>
<td>Kelly Haab-Tallitsch</td>
<td></td>
<td>SmithAmundsen</td>
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<tr>
<td>Dr. Maggie Hoscheit</td>
<td></td>
<td>Mason, Faith &amp; Hoscheit</td>
</tr>
<tr>
<td>Shehnila Mahkri</td>
<td></td>
<td>Northwestern Medicine</td>
</tr>
<tr>
<td>Dave Randa</td>
<td></td>
<td>First National Bank of Omaha</td>
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<tr>
<td>Tom Russe</td>
<td></td>
<td>Sterling Bank</td>
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<tr>
<td>Jan Silverman</td>
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<td>Geneva Fit</td>
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<tr>
<td>Stephanie Wang</td>
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<td>Nicor Gas</td>
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<tr>
<td>Laura Wiskari</td>
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<td>American Water</td>
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### BOARD LEVEL VOLUNTEERS

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<tr>
<th>Name</th>
<th>Committee</th>
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<tbody>
<tr>
<td>Dudley Burgess</td>
<td>Quality Advisory Committee</td>
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<tr>
<td>Gail Fritz</td>
<td>Quality Advisory Committee</td>
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<tr>
<td>Linda Jones</td>
<td>Quality Advisory Committee</td>
</tr>
<tr>
<td>Sandi Pajak</td>
<td>Human Resources Committee</td>
</tr>
<tr>
<td>Mark Podl</td>
<td>Quality Advisory Committee</td>
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### ADVISORY COUNCIL

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Bobbi Alderfer</td>
<td>Emma Cabusao</td>
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<tr>
<td>Ann Alexander</td>
<td>Diane Gibson</td>
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<tr>
<td>Cris Anderson</td>
<td>Melinda Hinners-Walldie</td>
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<tr>
<td>Ed Brooks</td>
<td>Rob Hollis</td>
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<tr>
<td>Tom Brown</td>
<td>Allison Johnsen</td>
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<tr>
<td>Dudley Burgess</td>
<td>Charlie Kallstrom</td>
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<tr>
<td>Judy Burgess</td>
<td>Donna Lengle</td>
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<tr>
<td>John Lengle</td>
<td>Lana Lerman</td>
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<tr>
<td>Chris Mellin</td>
<td>Betsy Penny</td>
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<tr>
<td>Vic Temple</td>
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</tbody>
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STAFF

ADMINISTRATIVE

Laura Poss, MS, LMFT, LCPC  Executive Director
Miranda Barfuss, CFRE  Director of Development
Sandy Jones  Manager of Office Operations
Eric Laskey  Business Manager
Michelle Rollins  Communications Manager

SUPERVISORY

Michelle Clark, MS.Ed, LCPC, NCC  Director of Emotional Wellness Programs
Laura Kowalski, LCPC  Manager of EAP Services
Jules O’Neal, LCSW  Clinical Director

CLINICAL

Rehna Becker, MSW, LCSW  Therapist
Christine Bruun, Ph.D.  Therapist
Emma Cabusao, M.D.  Consulting Psychiatrist
Sam Courtney, MSW  Therapist
Jennifer Dubose, LMFT  Therapist
Helen Elayan, LCPC  Therapist
Sara Gjorgjevik, LSW  Therapist
Fatima Hadi, M.D.  Consulting Psychiatrist
Steve Hoffmann, MA, LCPC  Therapist
Kelly Horn, MSW, LCSW  Therapist/FBT Coordinator

Lou Hutches, MA, LCPC  Therapist
Hannah Kramer, MSW, LSW  Therapist/WCP Coordinator
Simone LaMothe-Ayala, MS, LCPC  Therapist
Gail Mastio, LCSW  Therapist
Celina Mendez, MA, LCPC  Therapist
Beth Mooncrotch, MSW  Emotional Wellness Facilitator
Sheri O’Brien, LCPC  Therapist
Kathy Omsberg, BS  Intake Coordinator
Ryan Potempa, AMFT  Therapist
Elena Ramos, LPC  Therapist

Suellen Shively-Mack, LCSW  Therapist
Melissa Sofia, MSW, MS.Ed., LCSW  Emotional Wellness Facilitator
Bill Utz, MA, LCPC  Therapist
Cindy Weber-Han, M.Div, CRADC  Emotional Wellness Facilitator
Shannon Woods, MSW  Therapist
Danna Young, AMFT  Therapist
Sara Zimmerman, MA, LPC  Therapist

ADMINISTRATIVE SUPPORT

Tae Barbosa
Lisa Carlson
Denice Cortez

Mary Kay Dowling
Pat Heun
Molly Kozik

Lauren Lowitzki
Kay Truffelli

2019 ANNUAL REPORT
ANOTHER STRONG YEAR

Fiscal Year 2019 was another strong year for TriCity Family Services. In total, we served 4,924 individuals across agency programs, with 45,441 hours of service. We had 1,320 requests for service, an average of 110 a month and an increase from the year before.

We increased our counseling services once again this year. We had a 5% increase in the total number of people served in counseling and our clinical team completed 13,593 counseling sessions (a 17% increase). Child and adolescent counseling cases increased 10%, which indicates a continuing high demand for our effective family-based services.

Additionally, the number of Family-Based Treatment for Eating Disorder counseling cases increased 31%. This effective and unique program continues to show growth and promise for expansion.

We also saw growth in our counseling services for older adults (clients who are 55 years+). We served 36% more older adult counseling cases this past year. This number has continued to increase noticeably year after year. Our older adult counseling cases have effectively doubled over the past five years.

Among all of these cases served and the thousands of individuals who have passed through our doors last year, our client satisfaction surveys continued to indicate that as a result of the therapy experience, our clients reported that they are (1) dealing more effectively with their needs and concerns, (2) improving their family and close personal relationships, (3) thinking and feeling (continued)
AGENCY HIGHLIGHTS (continued)

more positively about themselves, and (4) functioning better in their daily lives. While the need for our quality, affordable counseling services has continued to grow, and we have served more people in counseling, the **quality of our care has remained high**.

Another vital indicator of the high quality of our agency was the renewal of our accreditation this past year. It is a tremendous effort to undergo the reaccreditation process every four years, but we are pleased to report that the **Council on Accreditation** (the highest standard for human service organizations) has **enthusiastically renewed our accreditation**, as TriCity Family Services meets or exceeds all standards for service delivery, administrative processes, ethics and management.

In addition to counseling, our **Emotional Wellness Programs** also had a big year. Our dynamic one-day workshops for girls, Trek and Compass, both **expanded** this year when a **curriculum for boys was added to both programs**. This is a great development in serving the social-emotional needs of all children in our community.

Perhaps one of our best Emotional Wellness Programs, the **Wilderness Challenge Program**, embarked on its 30th voyage this past year. This annual 8-day therapeutic adventure has **changed the lives of hundreds of kids** throughout the last three decades. We celebrated that milestone with an open house for supporters, program alumni (or “Wilderness Challenge Survivors” as they are affectionately known) and the many volunteer adult leaders who have served this program over the years.

(continued)
PARTNERING WITH COMMUNITY

Our community programming partnerships were very strong this year. Our Director of Emotional Wellness Programs partnered with Geneva Public Library on two workshops—one on Preschool Sibling Harmony and one on Middle School Stress and Worry.

Our school partnerships also expanded as we provided suicide screenings at Thompson Middle School and spoke to all the P.E. classes at Geneva Middle School about eating disorders. In addition, we presented multiple sessions at the Batavia School District Teacher’s Institute Day.

It was an honor to receive a gift to establish the Michael T. Szot Memorial Fund this year. The fund supports Geneva adolescents, teens and young adults in accessing and engaging in the compassionate counseling services of TriCity Family Services.

In celebration of the generosity that has sustained this agency for more than five decades, we honored longtime supporters Bobbi and Jim Alderfer, FONA International and St. John Neumann Church with Golden Heart Awards at our Walk of Fame Gala on March 9. More than 360 attendees came to Pheasant Run Resort to celebrate in old Hollywood style, and raise more than $90,000 to support our work.

Additionally, we resurrected two beloved TriCity Family Services events last year, including a Fall Fashion Show and Trivia Night. Both events sold out, and together, raised $7,500 for the agency.

Throughout the year, our Adopt-a-Family Programs continued to astound us with the generosity of the community. First, to kick off the school year, our friends at Berkshire Hathaway Starck Realtors brought 120 backpacks filled with school supplies for kids of every grade level.

(continued)
Our Easter Adopt-a-Family Program was also the largest in recorded history, helping 47 client families. At Thanksgiving, 57 families were helped with bountiful baskets of food and Thanksgiving turkeys generously donated by Ginsberg Chiropractic. Finally, at Christmas time, we had 67 client families in our Spirit of Christmas Adopt-a-Family Program.

In May, which is Mental Health Awareness Month, we worked with Congresswoman Lauren Underwood to host a Mental Health Forum that included leadership from all of our area community mental health and substance abuse centers, as well as student support staff from our local school districts. We had a very honest and powerful conversation about the strengths of the mental health system in Kane County and the barriers our community members face in accessing care.

In the 2018 Community Needs Assessment conducted in Kane County, 90% of respondents stated that mental health is a problem in the community and more than 60% responded that it is a major problem in the community. Mental health was rated the very top health issue that is a problem in Kane County. It surpassed every other health issue including substance abuse, heart disease, obesity, nutrition, cancer and diabetes. The accessible mental health services of TriCity Family Services are more needed now than ever before.
TRICITY FAMILY SERVICES IMPACT SHEET
FISCAL YEAR 2019 SERVICE STATISTICS

13,593 COUNSELING SESSIONS

INDIVIDUALS SERVED

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
<th>Number</th>
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</thead>
<tbody>
<tr>
<td>Counseling</td>
<td>44%</td>
<td>2,185</td>
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<tr>
<td>Emotional Wellness</td>
<td>45%</td>
<td>2,207</td>
</tr>
<tr>
<td>Employee Assistance</td>
<td>11%</td>
<td>532</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
<td><strong>4,924</strong></td>
</tr>
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</table>

HOURS OF SERVICE

- 1,320 NEW INTAKES for COUNSELING
  - An average of 110 per month

- 45,441 TOTAL HOURS OF SERVICE
  - Counseling: 27,965
  - Emotional Wellness: 15,927
  - Employee Assistance: 1,550

MONEY IN/MONEY OUT

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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<tbody>
<tr>
<td><strong>Total Income</strong></td>
<td>$2,025,597</td>
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<tr>
<td>Client Fees/Insurance</td>
<td>$1,045,664</td>
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<tr>
<td>Corporations/Foundations</td>
<td>$189,411</td>
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<tr>
<td>United Way/Community Chests</td>
<td>$33,750</td>
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<tr>
<td>Other Grants &amp; Contributions</td>
<td>$65,000</td>
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<tr>
<td>Other Operating Programs</td>
<td>$51,161</td>
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<tr>
<td>In-Kind Clinical</td>
<td>$13,992</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td>$1,891,595</td>
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<td>Personnel Related Costs</td>
<td>$1,517,279</td>
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<tr>
<td>Service Related</td>
<td>$30,676</td>
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<td>Public Funding</td>
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<td>Private Funding</td>
<td>$133,228</td>
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<tr>
<td>State Funding</td>
<td>$0</td>
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</table>

SERVICE AREA (By Township)

- Aurora: 11%
- Batavia: 16%
- Blackberry/Kaneville: 3%
- Campton/Virgil: 2%
- Geneva: 18%
- St. Charles: 28%
- Outside Service Area: 17%
- Unknown: 6%

Outstanding Service Related

- Corporations/Foundations
- United Way/Community Chests
- Other Grants & Contributions
- Other Operating Programs
EMOTIONAL WELLNESS PROGRAM ATTENDEES

160 COMPASS FOR GIRLS AND BOYS
68 TREK FOR GIRLS AND BOYS
32 WILDERNESS CHALLENGE TRIP
24 WILDERNESS CHALLENGE FOLLOW UP GROUP
71 FAMILY CONNECTIONS
24 LAZARUS HOUSE PARENTING GROUP
46 LAZARUS HOUSE WOMEN'S GROUP
21 INTERNATIONAL CHILD DEVELOPMENT PROGRAM
4 SMART CHOICES ANGER MANAGEMENT
6 SINGLE MOM’S SUPPORT GROUP

ADOP-A-FAMILY PROGRAMS

CHRISTMAS
133 ADULTS
159 CHILDREN

THANKSGIVING
113 ADULTS
152 CHILDREN

EASTER
117 ADULTS
96 CHILDREN

FY’17 – FY’19 COMPARABLES COUNSELING CASES

FY’17 871
FY’18 1188
FY’19 1238

42% INCREASE

TRICITY FAMILY SERVICES
1120 RANDALL COURT, GENEVA, ILLINOIS 60134
630.232.1070
WWW.TRICITYFAMILYSERVICES.ORG
SINCEREST THANKS TO OUR CORPORATE PARTNERS IN CARING DONORS

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Aldi
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Fox Valley Medical Associates

SUPPORTERS:
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