



# Strengthening the mental health of our communities

## 2020 ANNUAL REPORT



### OUR MISSION

Providing quality mental health services  
that are accessible and affordable.  
We support, encourage, validate,  
and respect all.



## OUR VISION

Strengthening the mental health of our communities

## OUR CORE VALUES

**COMPASSION** - Nurturing the emotional and mental well-being of all in our community through sensitivity and compassion;

**INCLUSIVITY** - Welcoming and embracing everyone in their own personal diversity, wherever they are on their journey in life;

**EXCELLENCE** - Setting the highest standards for ourselves and the agency. Excellence is at the core of everything we do, both internally and externally;

**INTEGRITY** - Conducting all interactions honestly and transparently;

**THRIVING** - A thriving and vibrant organization that is financially stable and employs excellent staff.

**LEADERSHIP** - Providing encouragement and direction in the agency and the community;

**COMMUNITY** - Fostering the spirit of fellowship with others

## LETTER FROM OUR EXECUTIVE DIRECTOR AND BOARD PRESIDENT

### ***Dear Friends:***

*This past year was, to say the least, an unprecedented one for TriCity Family Services and the rest of the world. What began in July 2019 as a busy but peaceful new financial year, presented unfathomable challenges in March 2020 with the arrival of the COVID-19 pandemic.*

*In February, our staff, board members and key community supporters came together to develop a new strategic plan, which helped steer us as we entered this uncharted territory.*

*Yet, through it all, we remained deeply committed to our mission, our clients, and our community as we restructured programs and services, reformatted fundraising events, and renewed our promise to be here for the mental health needs of Central and Southern Kane County.*

*From the very beginning, we swiftly adopted a telehealth platform to serve individuals and families, with no interruption to services. Our management team met weekly to discuss protocols to keep our staff and clients safe. Community members turned to us to help them deal with increased anxiety, depression, trauma, grief, and loss. In the face of this uncertainty, our staff remained devoted to providing the mental health services that were so desperately needed. Emotional Wellness Programs and agency fundraisers, including our Annual Gala, creatively pivoted into remote offerings. Numerous grants were written, including many that were introduced solely because of the health crisis.*

*None of this would have been possible without the amazing dedication of our talented staff and board members, and, of course, the support we received from all of you. Our heartfelt appreciation to you for standing with us during difficult times. We are forever indebted to this community for always believing in the work that we do. As we look forward, we understand the important work that lies ahead. Now, more than ever, we will remain a beacon of hope to those around us through the provision of compassionate, affordable mental health services.*

### ***Gratefully,***



**Laura Poss**  
Executive Director



**Gail Krawczykowski**  
Board President

# 2019-2020

## BOARD OF DIRECTORS

**Gail Krawczykowski, President**  
Nielsen

**Veronique Saxe, Vice President**  
nVision Consulting Group

**Stephanie Wang, Secretary**  
Nicol Gas

**Bill Connell, Treasurer**  
Duchossois Capital Management

**Diane Gibson**  
Vanishing Ink Laser Aesthetics Center

**Kelly Haab-Tallitsch**  
SmithAmundsen

**Dr. Maggie Hoscheit**  
Mason, Faith & Hoscheit

**Cheryl Johnson**  
Retired Public Health Administrator

**Ian McPheron**  
Aviva Investors America

**Dave Randa**  
First National Bank of Omaha

**Tom Russe**  
Sterling Bank

**Jan Silverman**  
Geneva Fit

**Laura Wiskari**  
American Water

## BOARD LEVEL VOLUNTEERS

**Alyssa Armato**  
Human Resources Committee

**Punita Bahel**  
Human Resources Committee

**Dudley Burgess**  
Quality Advisory Committee

**Gail Fritz**  
Quality Advisory Committee

**Linda Jones**  
Quality Advisory Committee

**Sandi Pajak**  
Human Resources Committee

**Mark Podl**  
Quality Advisory Committee

## ADVISORY COUNCIL

**Bobbi Alderfer**

**Ann Alexander**

**Cris Anderson**

**Ed Brooks**

**Tom Brown**

**Dudley Burgess**

**Judy Burgess**

**Emma Cabusao**

**Diane Gibson**

**Melinda Hinnens-Waldie**

**Rob Hollis**

**Allison Johnsen**

**Charlie Kallstrom**

**Donna Lengle**

**John Lengle**

**Lana Lerman**

**Chris Mellin**

**Betsy Penny**

**Vic Temple**

## MANAGEMENT TEAM

**Laura Poss, MS, LMFT, LCPC**  
Executive Director

**Miranda Barfuss, CFRE;**  
**Michelle Rollins**  
Director of Development\*

**Michelle Clark, MS.Ed, LCPC, NCC**  
Director of Emotional Wellness Programs

**Sandy Jones**  
Manager of Office Operations

**Laura Kowalski, MS, LCPC**  
Manager of EAP Services

**Eric Laskey, MBA**  
Business Manager

**Jules O'Neal, MSW, LCSW**  
Clinical Director

**Michelle Rollins**  
Communications Manager

\*Miranda Barfuss was Director of Development until Jan. 2020. Michelle Rollins assumed the role in March 2020.

## AGENCY HIGHLIGHTS



William D. Barth Awards Dinner 2019

## RENEWING

Fiscal Year 2020 was unlike anything we had ever witnessed as an agency. Through all of the chaos and uncertainty, we proved to be a pillar of strength for this community. TriCity Family Services concluded the year with the strong backing of its donors, staff, Board, Advisory Council, and the community-at-large. In total, we served 3,677 individuals across agency programs, with 31,831 total hours of service.

In order to meet the growing needs of our community members, we expanded our psychiatric services and medication monitoring.

“Deciding to come to TriCity Family Services has been life changing.”

—Olivia

The number of Family-Based Treatment for Eating Disorder cases increased by 28% during Fiscal Year 2020, with 46 intakes (27 opened). During the pandemic, with restrictions in place for working, learning and gathering, more families were able to witness their children’s eating behaviors, which resulted in tremendous growth for this unique program.

Our Emotional Wellness Programs introduced two new groups in Fiscal Year 2020. The Caregiver Support Group, a weekly support group for residents in a caregiving role, was provided to Greenfields of Geneva. And, through the support of the Fox Valley United Way, we were able to expand our programming to parents of preschoolers by presenting a number of interactive presentations. With the generous funding of the Caerus Foundation, we were able to purchase new camping equipment for the Wilderness Challenge Program that will last for years to come. Unfortunately, the beloved program had to pause its 31st voyage in June 2020 when group gatherings were placed on restrictions. No matter the challenges and roadblocks, our agency of first responders answered the calls swiftly and efficiently, and continued to advocate for mental health during such an unprecedented period.

*(continued)*

## AGENCY HIGHLIGHTS (continued)



Merry Christmas ... in July



Trivia Night 2019



Fashion Show 2019

The Employee Assistance Program provided presentations to local organizations on topics ranging from mental health education, self-compassion and winter blues. Training opportunities on mental health challenges present in the school increased this past year as therapists shared their knowledge and experience with school staff during institute days. Following the onset of the pandemic, an opportunity with the St. Charles Chamber of Commerce allowed for a mindfulness presentation addressing how employers and employees should combat mental health challenges of the pandemic.

## RESPONDING

Through the first half of our fiscal year, we were able to host events the way we had intended ... live and in the company of people. We introduced a brand-new fundraiser, Christmas in July, on July 13. Several months later, we celebrated autumn with two always-popular agency events, Trivia Night at Batavia Moose Lodge (September 14) and the Fall Fashion Show at Club Arcada (September 24). And in October, the William D. Barth Award Dinner reunited former Barth winners and long-time donors to honor its 2019 recipient, Loy Williams.

A new year promised new beginnings and opportunities to advance our mission. We welcomed 2020 with a Mental Health Forum featuring Congresswoman Lauren Underwood. Then, in February, we spread our purple hearts across Kane County for Eating Disorders Awareness Month, distributing goody bags to health care providers, schools, dentists, and area businesses.

The arrival of March, coming in like the proverbial lion, introduced us to an unexpected vocabulary: Coronavirus. Personal Protection Equipment. Quarantine. Social distancing. E-learning. Zoom.

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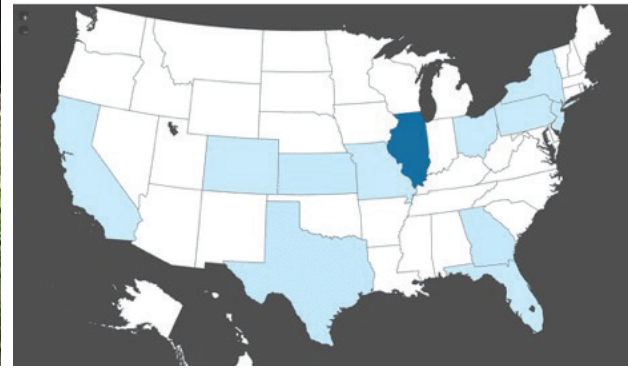
## AGENCY HIGHLIGHTS (continued)



Practicing self-care during Mental Health Month



Green Means Go ... even if it's done virtually



The much-anticipated Emerald City Gala, the agency's largest annual fundraiser, was postponed in March, one week prior to the event taking place, later pivoting to a remote opportunity at the end of the fiscal year. The event was supported by nearly 400 community members and raised close to \$80,000.

In May, Mental Health Awareness Month, we reminded everyone about the significance of practicing self-care, particularly during a global pandemic that elevated levels of anxiety, depression, grief, and isolation. Local business and government leaders, as well as our own clinical team, helped launch a social media campaign demonstrating that "Mental Health Matters."

Additionally, our inaugural Green Means Go 5K, scheduled to be an early May outdoor run, was completely restructured into a virtual race. The fundraiser wound

*(continued)*

"Many challenges happened in my life during COVID, and I needed help sorting everything out. The TriCity Family Services team has been professional, friendly, compassionate, and supportive along the way. The journey is much easier to navigate with their help!"

—Anonymous

## AGENCY HIGHLIGHTS (continued)



Adopt-a-Family Program



Lauren Underwood Forum



Eating Disorders Awareness Month

up attracting participants from all across Illinois, as well as 12 other states, introducing a creative new option to raise awareness during troubled times, while also signaling a green light to stop the stigma surrounding mental health.

Throughout the year, our Adopt-a-Family Programs continued to astound us with the generosity of the community, setting records for most programs and exceeding expectations to help those in troubled times.

Long-time supporters, Berkshire Hathaway Starck Realtors, donated 120 backpacks filled with school supplies for kids of every grade level to kick off the 2019 school year.

During Thanksgiving, 63 of our families were helped by donors who contributed bountiful food baskets. This also included Thanksgiving turkeys for each family, generously provided by our friends at Ginsberg Chiropractic. The Spirit of Christmas Program was enriched by the kindness of donors who spread a little extra cheer to 84 client families in need. And our Easter Adopt-a-Family Program supported 59 families.

“We did not ask for much this holiday season as we know how many other families are struggling through this pandemic and we didn’t want to further anyone else’s struggles. But your kindness and generosity help my heart know there is still kindness in the world and love to give!”

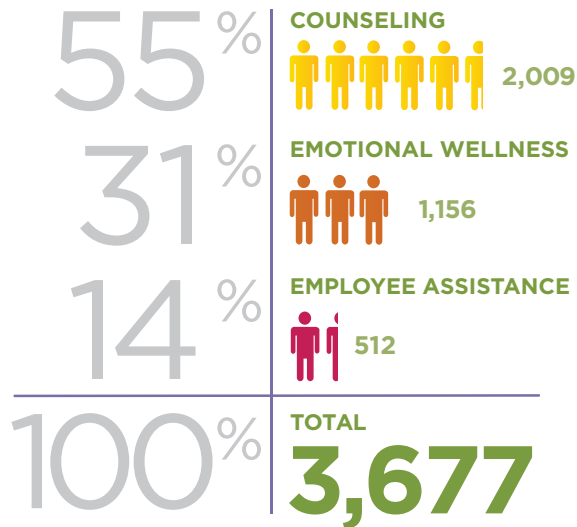
—Anonymous

# TRICITY FAMILY SERVICES IMPACT SHEET

## FISCAL YEAR 2020 SERVICE STATISTICS

# 13,877 COUNSELING SESSIONS

### INDIVIDUALS SERVED



### SERVICE AREA (By Township)

#### AURORA

9% 327

#### BATAVIA

17% 632

#### BLACKBERRY/KANEVILLE

3% 113

#### CAMPTON/VIRGIL

1% 52

#### GENEVA

16% 572

#### ST. CHARLES

21% 776

#### OUTSIDE SERVICE AREA

23% 849

#### UNKNOWN

10% 356

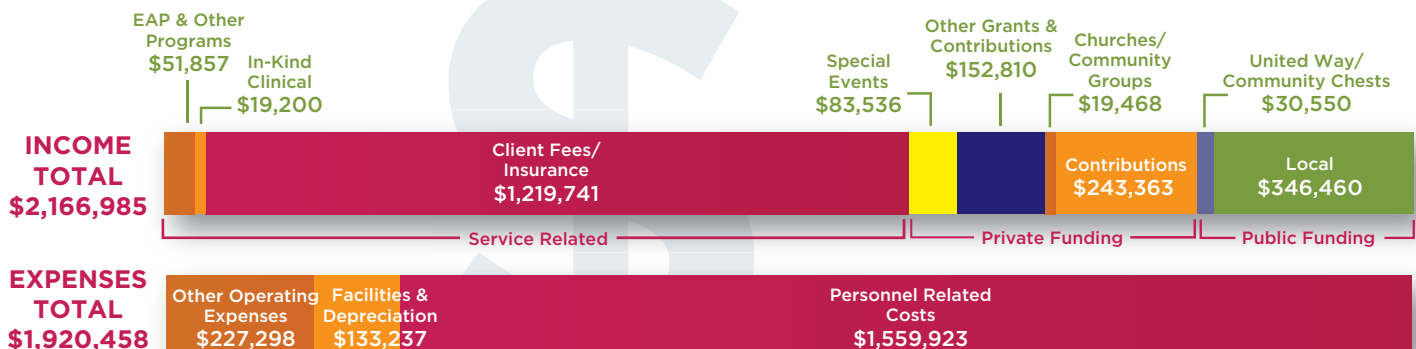
### HOURS OF SERVICE

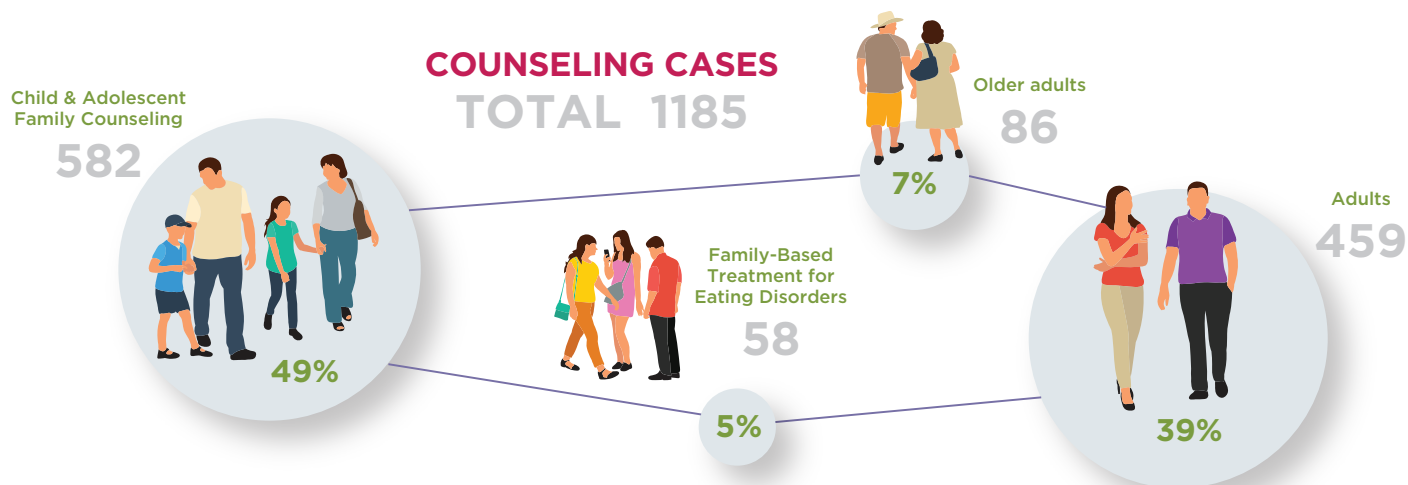


**1,143  
NEW  
INTAKES**

An average of  
95 per month

### MONEY IN/MONEY OUT





## EMOTIONAL WELLNESS PROGRAM ATTENDEES

(1156 attendees participated in the program groups listed below.)

COMPASS FOR GIRLS AND BOYS

TREK FOR GIRLS AND BOYS

WILDERNESS CHALLENGE FOLLOW-UP GROUP

FAMILY CONNECTIONS

LAZARUS HOUSE PARENTING GROUP

LAZARUS HOUSE WOMEN'S GROUP

SMART CHOICES ANGER MANAGEMENT

SINGLE MOM'S SUPPORT GROUP

COMMUNITY PRESENTATIONS

CAREGIVER SUPPORT GROUP

## ADOPT-A-FAMILY PROGRAMS

CHRISTMAS

169

ADULTS

185

CHILDREN



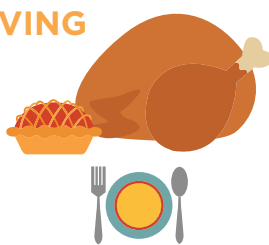
THANKSGIVING

145

ADULTS

126

CHILDREN



EASTER

115

ADULTS

136

CHILDREN



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WWW.TRICITYFAMILYSERVICES.ORG





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## **SINCEREST THANKS TO OUR PUBLIC FUNDERS, FOUNDATIONS, AND CORPORATE PARTNERS IN CARING**

### **PUBLIC FUNDERS:**

Batavia United Way  
City of Geneva 708 Mental Health Board  
Fox Valley United Way  
Geneva Community Chest  
INC Board  
St. Charles 708 Mental Health Board

### **FOUNDATIONS:**

American Water Charitable Foundation  
Walter and Edith E. Best Foundation  
Blue Cross Blue Shield of Illinois  
Caerus Foundation, Inc.  
Chicago Capital Charitable Gift Fund  
Chicago Community COVID-19 Response Fund  
Community Foundation of the Fox River Valley  
The Richard H. Driehaus Charitable Lead Trust  
The Walter S. and Lucienne B. Driskill Foundation  
Dunham Foundation  
The Andrew and Alice Fischer Charitable Trust  
Hansen-Furnas Foundation, Inc.  
Juvenile Protective Association  
Kane County Cougars  
Kane County Riverboat Fund  
The Knapp Fund  
Gerald A. and Karen A. Kolschowsky Foundation, Inc.  
B. Richard and Elsie M. Lindholm Foundation  
Norris Foundation  
Oberweiler Foundation  
Michael Phelps Foundation

### **CORPORATE PARTNERS IN CARING: (PACESETTERS):**

ALDI  
FONA International  
First National Bank of Omaha

### **CORPORATE PARTNERS IN CARING: (SUPPORTERS):**

DHJJ  
Doran Scales  
Mason, Faith & Hoscheit  
Fox Valley Orthopedics  
K. Hollis Jewelers  
Kloberdanz Oral Surgery  
Nicor Gas  
St. Charles Bank & Trust