

2021 ANNUAL REPORT



STRENGTHENING *the* **MENTAL HEALTH** *of our* **COMMUNITIES**



2021—YEAR OF RESILIENCE AND STRENGTH

LETTER FROM OUR EXECUTIVE DIRECTOR AND BOARD PRESIDENT

Dear Friends:

On July 2020, TriCity Family Services entered its new fiscal year facing continued challenges from the Covid pandemic, which persisted through June 30, 2021. Fortunately, with courage, adaptability, and a deep commitment to providing quality mental health services that are accessible and affordable to all ages and income levels, our community mental health center learned to make the best of difficult times by proceeding with caution and confidence.

Growth in our counseling program saw the total number of service hours steadily increase to 36,638. In order to meet this growing demand, we continued to hire new therapists and maintained our wonderful intern program. This year, we also witnessed a significant expansion in our Family-Based Treatment for Eating Disorders Program, which has now tripled in size.

So, twelve months after our last annual report, when the pandemic first began, what have we learned? We learned that there is an ever-increasing need for mental health services. We learned that staff, clients, Board of Directors, Advisory Council, Helpers with Heart, and this community are adaptable, no matter what comes our way. And, in spite of everything that remains uncertain, we learned that TriCity Family Services is able to continue meeting its mission by demonstrating that mental health truly does matter.

Gratefully,



Laura Poss
Executive Director



Gail Krawczykowski
Board President

2020-2021

BOARD OF DIRECTORS

Gail Krawczykowski, President
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American Water

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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
(Until July 20, 2020)

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Ed Brooks
Tom Brown
Dudley Burgess

Judy Burgess
Diane Gibson
Melinda Hinnens-Waldie
Rob Hollis
Cheryl Johnson
Charlie Kallstrom

Donna Lengle
John Lengle
Chris Mellin
Betsy Penny

MANAGEMENT TEAM

Laura Poss, MS, LMFT, LCPC
Executive Director

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

Rosie Gregor
Manager of Office Operations
(Started May 25, 2021)



RESILIENCY IN ACTION

Lingering effects of the pandemic continued to show but, by the end of our 2021 fiscal year on June 30, we witnessed impressive statistics and opportunities that prove just how far versatility and perseverance can take you.

“Like many others, we just kept getting knocked down whenever we were gaining ground this past year. The Adopt-a-Family Program was a huge blessing that made our Christmas so joyous! Your generosity also allowed me to relax and not stress as much to provide many gifts for my kids. Thank you!”

—Anonymous

Counseling has always been at the core of our work. This past fiscal year, much like the previous year, we expanded our psychiatric services and medication monitoring in order to meet the growing needs of our community. In total, we served 2,708 individuals across agency programs, with 36,638 total hours of service, reflecting a marked increase from the previous year.

Dramatic growth in our Family-Based Treatment for Eating Disorders Program, resulted in

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AGENCY HIGHLIGHTS (continued)



“Thank you all for everything you do for your clients and your communities. These last few years have been hard on everyone, and I know my family has relied heavily on your staff to get through. You are an invaluable resource!”

—Anonymous

triple the number of intakes. This evidence-based program has been invaluable to families in our area who, while working from home, have been able to witness the eating habits of their children and teens.

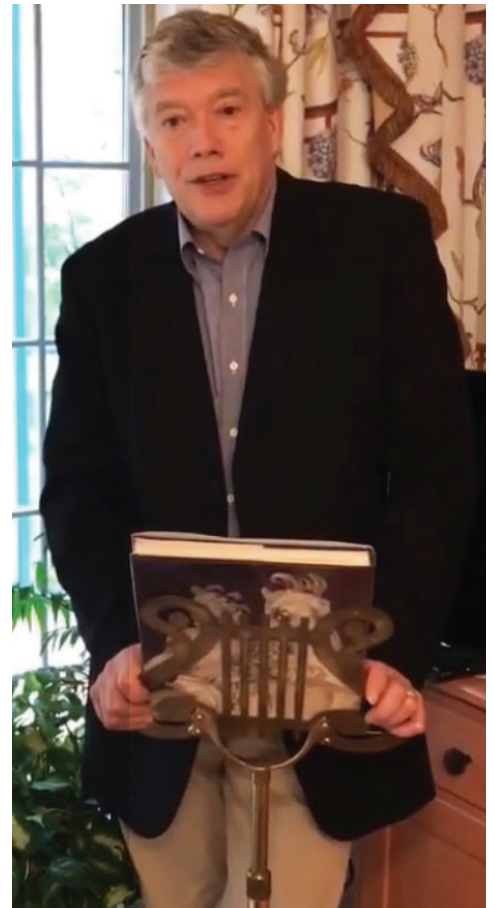
Our program allows parents and guardians to fully participate in the recovery of their child from a variety of eating disorder diagnoses with the help of our trained staff.

In addition to counseling, our Emotional Wellness Programs witnessed a significant year thanks to flexibility, creative

programming, and collaboration. One-day workshops, Trek and Compass for 4th-6th graders, typically scheduled in-person, proceeded virtually and expanded to serve 6th-8th graders in True North Vision Board Workshop for Girls (all with curricula by Navigate Adolescence). Family Connections adapted to a

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AGENCY HIGHLIGHTS (continued)



virtual format that brought positive routines and social connections directly to families' dinner tables. Emotional Wellness Programs also introduced Preschool Story and Social Time, enhanced Preschool Sibling Harmony, and initiated a feelings book giveaway, allowing greater options to serve the social-emotional needs of local children.

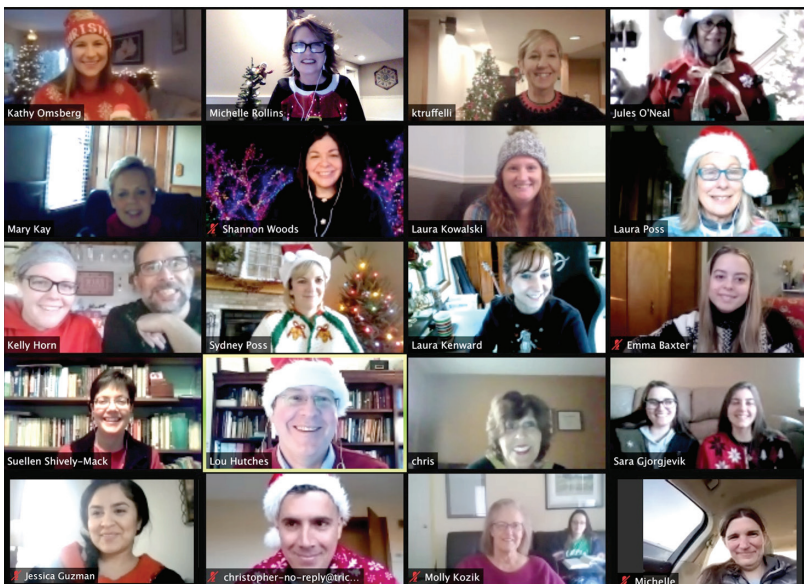
A much-anticipated return to the Boundary Waters Canoe Area Wilderness of Northern Minnesota saw graduating eighth, ninth, and tenth graders venture out in June for the 31st Annual Wilderness Challenge Program, following a one-year hiatus.



Special events brought out the best of both in-person and remote. Fifty-six golfers gathered at Prairie Landing Golf Course on September 14 for the inaugural Golftoberfest outing. One month later, long-time agency donors and supporters gathered at their respective homes for the William D. Barth Virtual Award Program, which was presented to Dr. John Mason. In

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AGENCY HIGHLIGHTS (continued)



March 2021, we honored Mike and Betsy Penny, The Richard H. Driehaus Charitable Lead Trust, and Geneva Women's Club with Golden Heart Awards during the No Place Like Home Virtual Gala. And in early May we hosted the 2nd Annual Virtual Green Means Go, as much as we had hoped to be able to run, walk, and support Mental Health Awareness in person. We also introduced two new fully-remote trivia nights, one in November and the other in May, emphasizing the importance of laughter to help manage stress.

Throughout the year, our Adopt-a-Family Program continued to astound with the generosity of countless community partners, beginning with the Berkshire Hathaway Starck Realtors Team and its Annual Backpack Drive, which supported our client schoolchildren at every grade level. Advancing into the busy holiday season, our families in need were blessed by the spirit of the season. Families at Thanksgiving (152 adults, 151 children) were gifted with turkey gift cards, donated by Ginsberg Chiropractic, and bountiful baskets of food and gift cards. For Christmas, families (167 adults, 167 children) received baskets of holiday cheer, while Easter baskets spread hope to families (130 adults, 151 children) in the spring.

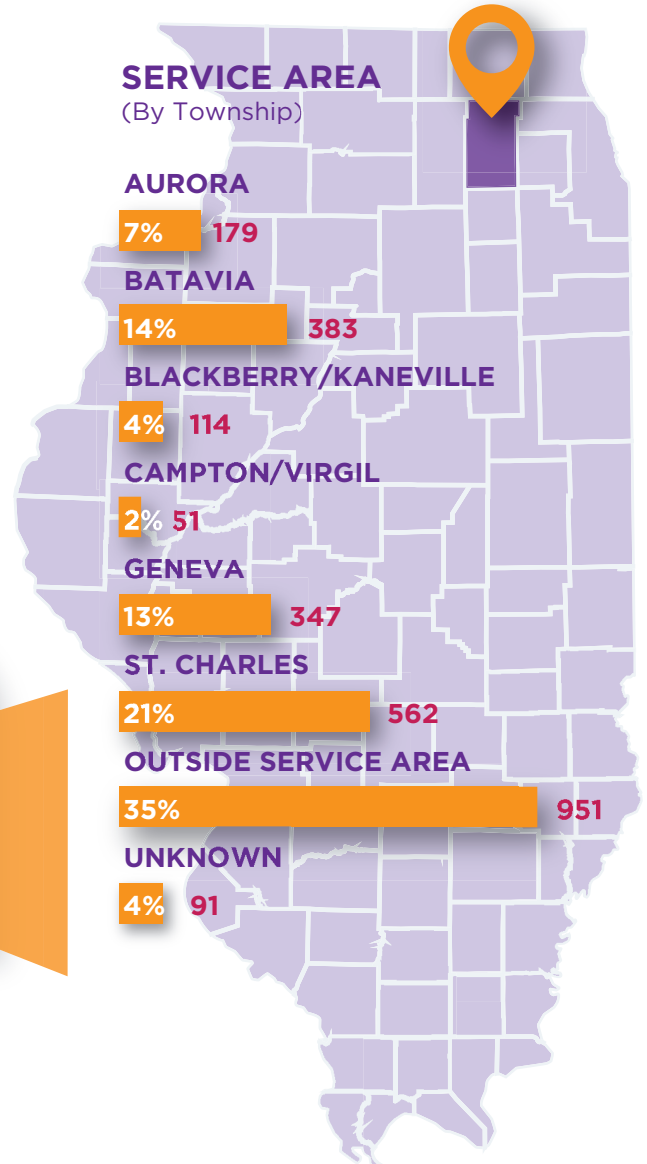
The continued resilience and professionalism of our staff has been tremendously appreciated. Staying connected and engaging in light-hearted activities has helped boost morale. We also know that community supporters are vital to our organization. Thank you for all that you do to support our mission!

TriCity Family Services' impact sheet

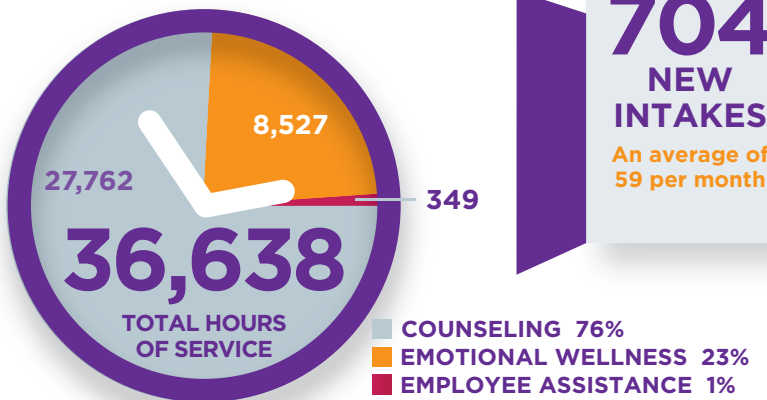
Fiscal year 2021 service statistics

18,496 COUNSELING SESSIONS

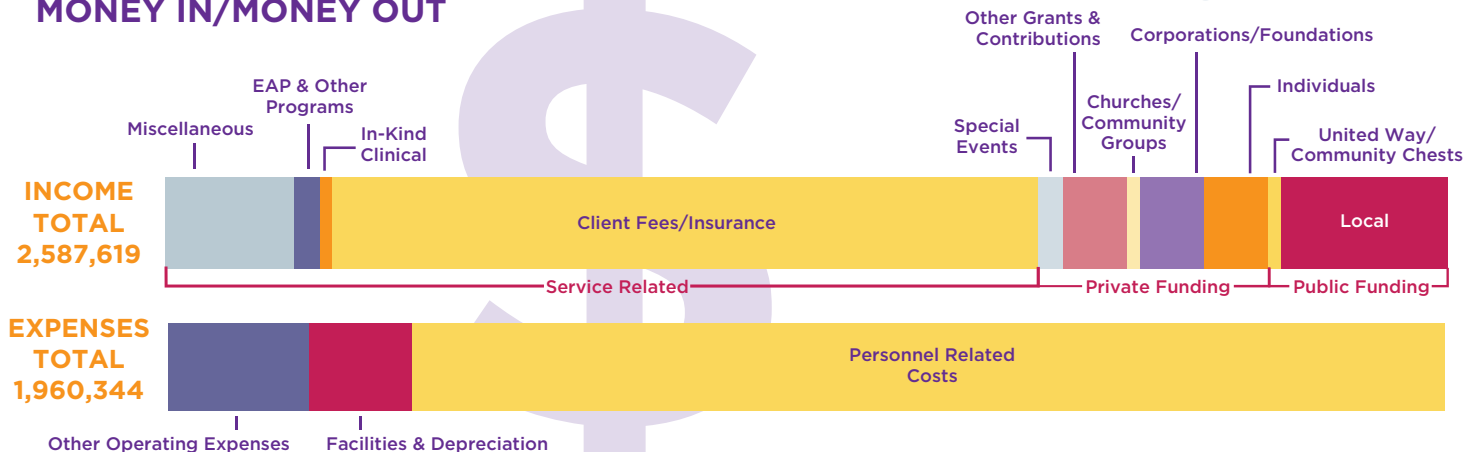
INDIVIDUALS SERVED

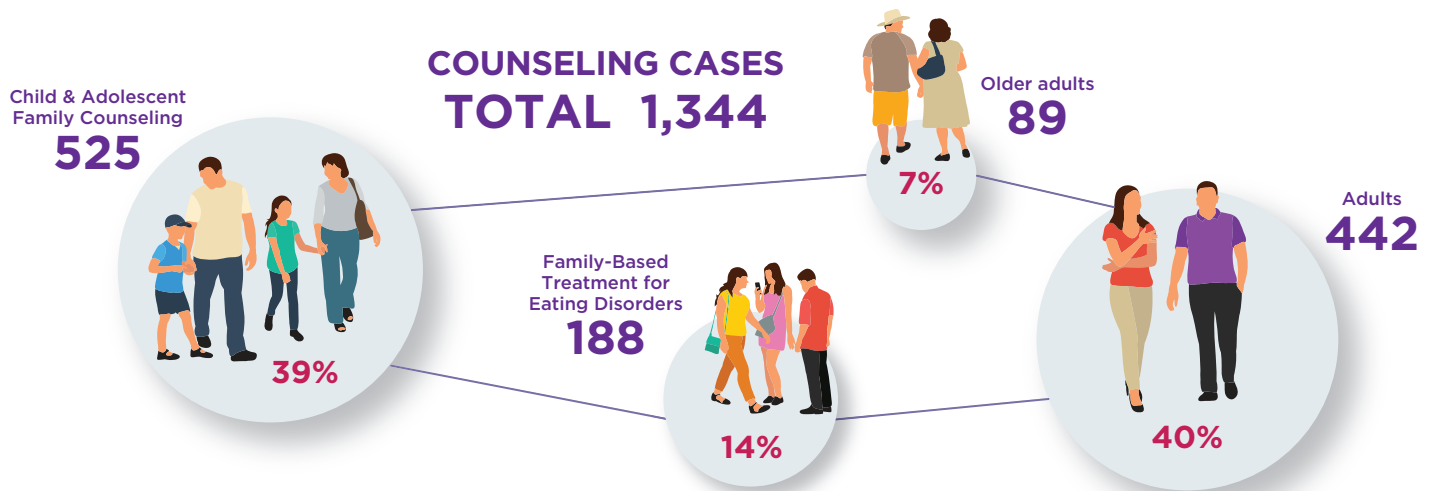


HOURS OF SERVICE



MONEY IN/MONEY OUT





EMOTIONAL WELLNESS PROGRAM ATTENDEES

COMPASS FOR GIRLS AND BOYS

TREK FOR GIRLS AND BOYS

TRUE NORTH VISION BOARD WORKSHOP FOR GIRLS

WILDERNESS CHALLENGE FOLLOW-UP GROUP/PEER LEADERSHIP

WILDERNESS CHALLENGE PROGRAM

FAMILY CONNECTIONS

SINGLE MOM'S SUPPORT GROUP

PRESCHOOL STORY AND SOCIAL TIME

COMMUNITY PRESENTATIONS

ADOPT-A-FAMILY PROGRAMS

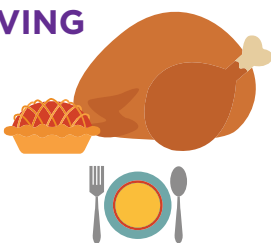
THANKSGIVING

152

ADULTS

151

CHILDREN



CHRISTMAS

167

ADULTS

167

CHILDREN



130

ADULTS

151

CHILDREN



TRICITY FAMILY SERVICES
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WWW.TRICITYFAMILYSERVICES.ORG



STRENGTHENING
the **MENTAL HEALTH**
of our **COMMUNITIES**



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

Walter and Edith E. Best Foundation
Blue Cross Blue Shield of Illinois
Caerus Foundation, Inc.
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

CORPORATE PARTNERS IN CARING: (Pacesetters)

ALDI
FONA International
First National Bank of Omaha

CORPORATE PARTNERS IN CARING: (Supporters)

DHJJ
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Mason, Faith & Hoscheit
Fox Valley Orthopedics
K. Hollis Jewelers
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