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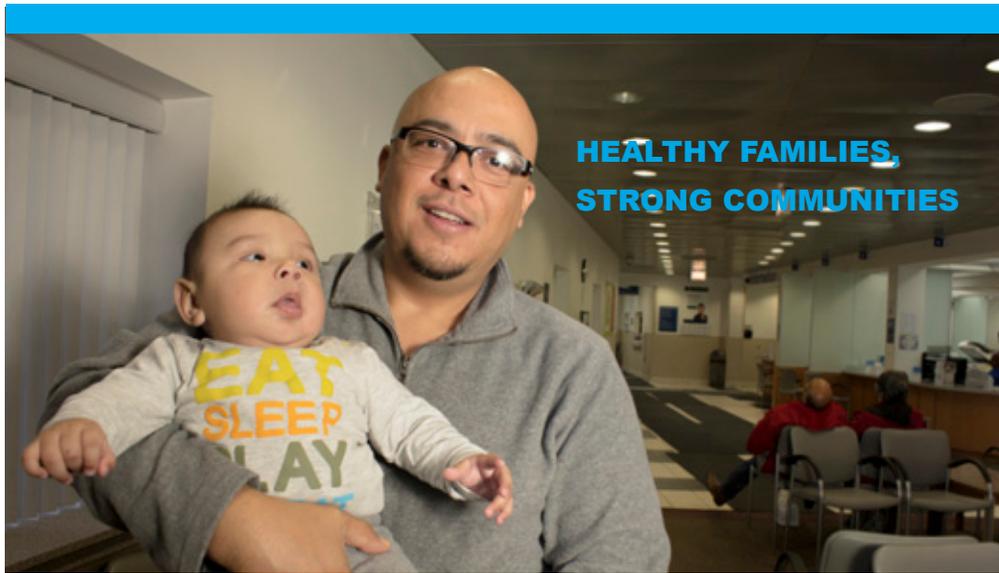
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**HEALTHY FAMILIES,
STRONG COMMUNITIES**

Dear CFHC Supporter,

Chicago Family Health Center (CFHC) wrapped up an exciting and productive FY2016. This year was a launching pad for establishing our long-term vision for the organization, including expanding our impact in Chicago, improving the health of our communities and investing in the future of our organization. We worked diligently to revamp our Human Resources Capacity to develop our current talent as well as recruit and retain qualified personnel to add to our pool of professionals. We also began to lay the foundation for critical expansion projects that would increase access to care in communities we serve. We saw the conclusion of the Dramatic Performance Improvement (DPI) Collaborative, a year-long enterprise that put us on the path to truly transform service delivery to optimum levels, improving not only the patient experience, but building teamwork and eliminating silos among our employees.

Our ambitious three-year Strategic Plan will allow us to become the largest provider of choice for comprehensive healthcare on the south side of Chicago and we are confident and encouraged that, with your support we can work together towards achieving our common goal of promoting healthy families and building strong communities. We continue to move forward constantly working to provide better care for patients, create opportunities for staff and positively affect individuals, families and neighborhoods.

FY2016 also gave us the vision and foresight to begin planning for FY2017 with endeavors such as achieving Joint Commission Accreditation, capacity building and celebrating our 40th anniversary. We are grateful for the support, insight, and expertise that you generously share with our CFHC community. Your partnership allows us to continue to make a difference in the lives of the close to 30,000 patients who come to us for care each year.



Barrett Hatches, Ph.D.
Chief Executive Officer



Nora Reyes
CFHC Board Chairman



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A Year to Excel and Evolve

In FY2016 Chicago Family Health Center initiated many projects that will advance the mission and goals of the organization for years to come. These include:



TRANSFORMING THE PATIENT EXPERIENCE

CFHC concluded its Dramatic Performance Improvement (DPI) Collaborative, a one-year initiative focused on improving the patient experience through structure, intensive staff training and workflow changes. The impressive results included a 40% reduction in cycle time (the total time a patient appointment lasts) and a 46% decrease in the patient no-show rate. The DPI Collaborative was made possible through partnership with Coleman Associates and the generous support of the Lloyd A. Fry Foundation.



CULTIVATING TALENT

In FY2016 CFHC embarked on a journey to revamp our efforts to recruit, develop and retain a strong workforce. In spring 2015, CFHC partnered with five pro-bono consultants to identify strategies for improving retention and recruitment across the organization, including improving overall staff satisfaction. Through this process, we have identified targeted opportunities to build a stronger workforce, who serves as the backbone of our mission. This opportunity was made possible through the generous support of the Taproot Foundation.



BUILDING SUCCESS

In FY2016, Chicago Family Health Center began growth projects that will expand access to care for the communities we serve.

- East Side Health Center: CFHC began expansion of its East Side location to more than double its square footage and the number of medical exam rooms and increase dental capacity. This expansion, which will be completed in 2017, will meet a critical need in the East Side community.
- South Chicago Health Center: CFHC secured a grant from Health Resources and Services Administration to complete a Clinical Optimization renovation project to relocate dental services to the first floor and grow from eight to 10 dental operatories. This renovation also expands key wrap-around services, including care coordination and the Women, Infant and Children (WIC) nutritional program.
- New Administrative Annex: In early 2017, CFHC will open an Administrative Annex near its largest site to facilitate the continued growth of patient care and wrap-around services at that location.

The Future is Now

CFHC completed a Strategic Planning process in FY2016, developing an effective roadmap for the organization over the next three years. This plan helps to shape the future of the organization, including expansion efforts and quality enhancement.



STRATEGIC VISION

CFHC will become the leader in adapting to the changing healthcare environment by advancing innovative thinking, collaboration and strategy at all levels of the organization.

GOALS



1. Expanded Impact

Expand CFHC impact in Chicago by serving as a trusted provider that treats the whole person for overall health and well-being.



2. Building the Workforce

CFHC will build and retain an engaged, committed workforce by increasing the skill sets of employees and creating opportunities for leadership development and advancement.



3. Commitment to Quality

Develop and maintain standards that ensure every CFHC patient can access high-quality, integrated care.



4. Investment in Technology

Improve clinical and operational efficiencies through effective implementation of information technology.



5. Enhanced Community Partnerships

CFHC will increase responsiveness to individual and community needs by establishing a standardized process to engage external partners in service provision.



6. Securing the Future

Strengthen the sustainability of the health center by creating diverse revenue streams, maximizing managed care opportunities and developing and maintaining operational processes.

We Are Still Growing

Our services are coordinated with a comprehensive approach to care for the whole person. We have nearly 250 employees including more than 25 medical and dental providers and behavioral health therapists.



of our patients live at or below 200% of the National Poverty Line



We serve approximately 30,000 patients annually



are under-insured



We offer quality, comprehensive healthcare that is coordinated and inclusive of medical, dental and behavioral health services



are un-insured



Patients receive integrated care for the whole person through our Care Coordination program

Mission, Vision & Values

Since 1977 Chicago Family Health Center has been providing access to quality healthcare where no patient is ever turned away regardless of their race, religion, gender, income or ability to pay.



2016 SELECTED FINANCIAL INFORMATION

Revenue

Net Patient Service Revenue	9,837,747
Capitation Revenue	2,109,138
Contributions, Grants, Contracts and Other Revenue	11,365,839

Expense

Salaries, Wages and Benefits	12,134,665
Operating Expenses	7,302,006
Provision for Depreciation and Amortization	922,641

Total Assets	34,795,187
Net Assets	18,009,552

MISSION

Chicago Family Health Center will promote health, work to prevent disease and provide treatment through the delivery of quality, accessible primary healthcare that is culturally sensitive, affordable, and responsive to community and individual needs.

VISION

Chicago Family Health Center will become the provider of choice for comprehensive primary healthcare by achieving excellence in quality, access for all who seek care and the improvement of the health of the communities we serve by utilizing innovative health solutions.

VALUES

Commitment • Respect • Integrity • Compassion • Quality • Patient-Focused

Donors

The support of our generous donors ensures that all of patients receive quality, coordinated primary, dental and behavioral health services as well as crucial support and wrap-around care in underserved communities.



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To learn more or to donate visit:

www.chicagofamilyhealth.org

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Chicago, IL 60628

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Chicago, IL 60628

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Chicago, IL 60629

Administrative Annex
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Chicago, IL 60617