



**SELECTED FINANCIAL INFORMATION**

Fiscal Year 2015  
(July 1, 2014–June 30, 2015)

**REVENUE**

Net Patient Service Revenue	\$ 9,739,379
Capitation Revenue	1,409,977
Contributions, Grants, Contracts and Other Revenue	10,297,057

**EXPENSES**

Salaries, Wages and Benefits	11,197,229
Operating Expenses	7,895,972
Provision for Depreciation and Amortization	1,110,687

<b>TOTAL ASSETS</b>	<b>32,527,960</b>
<b>NET ASSETS</b>	<b>15,056,140</b>

Source: Audit Report; Chicago Family Health Center, Inc. and Subsidiaries, Consolidated Financial Statements June 30, 2015 and 2014

As we enter our 38th year of operation, Chicago Family Health Center continues to strengthen its services, expand its reach, improve how patients receive healthcare and enhance how our employees deliver that care. Our organization has undergone many changes in the last year including new leadership across the organization. In fact, most of our current senior staff joined CFHC less than two years ago. Most recently we appointed a new Chief Medical Officer and added a Director of Behavioral Health, a new and exciting position for CFHC as we shift toward a more comprehensive model of care.

Although the overall structure for our healthcare system has, and continues to evolve, our mission and drive remain the same. We aim to nurture and maintain the health and wellness of individuals, families and communities who come to us when they are sick or in need of support services. We have not lost sight of the legacy and forethought that our founders established for us. We do, however, feel committed and entrusted with furthering the work that was started and reinforcing the foundation on which we have grown.

This past year we began our efforts to focus on quality and advance the mission of Chicago Family Health Center. Our Care Coordination team makes sure patients' needs are met beyond the medical exam. Our Behavioral Health Department expanded to address the mental health needs of our patients and integrating those services into the primary care model. We are also looking inward and promoting innovation among our staff to transform the patient experience through Dramatic Performance Improvement.

We are proud and excited for the momentum we have gained. Thank you for all that you have done to make this progress possible. With the support of strong partners we can have a healthy and lasting future serving the communities that need us most. We hope you continue to watch for and measure our progress in 2016, and encourage your sustained and generous support for years to come.



*Barrett Hatches*  
Barrett Hatches, Ph.D.  
Chief Executive Officer



*Nora Reyes*  
Nora Reyes  
President, CFHC Board of Directors

**BOARD OF DIRECTORS**  
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**CHIEF OFFICERS AND SENIOR STAFF**  
CHIEF EXECUTIVE OFFICER  
Barrett Hatches, Ph.D.

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Dee LaGioia, RN

CHIEF FINANCIAL OFFICER (INTERIM)  
Zakeya (ZIZI) Atia, MBA

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James Valek, MD, FAAFP

SR. DIRECTOR OF PRACTICE MANAGEMENT  
John Carey, MBA

DIRECTOR OF BEHAVIORAL HEALTH  
Melissa Duplantis, Psy.D.

DIRECTOR OF DEVELOPMENT AND COMMUNICATIONS  
Stephanie Wilding, MPA

**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.

**VALUES**  
Commitment · Respect  
Integrity · Compassion  
Quality · Patient-Focused

**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.

*Who* **WE ARE**

*How* **WE INNOVATE**



**“INTEGRATED CARE is about the *whole person*. At CFHC we know that mental health is integral to people’s overall wellbeing, quality of life, and medical care outcomes. OUR GOAL is for patients to rely on us as their medical home for their physical and emotional health”.**

— Melissa Duplantis, Psy.D., CFHC Director of Behavioral Health

<b>CHICAGO FAMILY HEALTH CENTER 2015 Healing Hands Celebration Contributors</b>	<b>EVENT SPONSORS</b>	<b>INDIVIDUAL DONORS</b>
<b>\$1 to \$99</b> John Carey Virginia Arroyo Ronald E. Vallo Derrick Crabtree Erin Merritt Theresa Rosemann Patricia Vasalla	<b>\$250 to \$999</b> Francis Tham Gail Peakes Anna Cancalho Torin Edmond Fulton Nolen Leon Walker	<b>\$1,000 to \$5,000</b> Kathryn McJannet James Pfister Barrett Hatches
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<b>GIFTS IN KIND</b> Bob Campbell Photography Boba Restaurant Group Rev Mark Brummel The Chicago Cubs Chicago White Sox Charities, Inc. Imagetec Dee LaGioia Lentace Entertainment You Restaurants Gene Siskel Film Center Music Box Theatre Oak Terrace Resort and Spa Radisson Blu Aqua Hotel Chicago Rosebud Restaurants The James Chicago Zanies Comedy Nite Club	<b>\$1,500 to \$9,999</b> The University of Chicago Medical Center \$1,500 to \$9,999	<b>FOUNDATIONS</b> The Lloyd A. Fry Foundation Grant Healthcare Foundation
	<b>GOVERNMENT GRANTS AND CONTRACTS</b>	<b>Federal</b> National Institutes of Health U.S. Department of Health and Human Services Bureau of Primary Health Care
		<b>Local</b> City of Chicago Department of Public Health



*How to Make a Difference*

We thank our generous donors and supporters who each year make it possible for us to improve the health and wellness of more than 30,000 patients who call CFHC their Medical Home. Through our network of health center sites and programs we are able to connect Chicago area residents with a regular doctor so they can receive quality primary healthcare, dental services and other wrap-around care.

Donate now, or log on to learn more about our mission at:  
[www.chicagofamilyhealth.org](http://www.chicagofamilyhealth.org)



2015 ANNUAL REPORT

*Getting there* **TOGETHER**

QUALITY, COMPREHENSIVE, COORDINATED CARE.





## Where WE ARE

### 1 CFHC South Chicago

9119 South Exchange, Chicago, IL

- The largest CFHC site
- Opened in 1977
- 44,000 square foot facility (renovated in 2007)
- 33 medical exam rooms and 8 dental operatories
- 48,576 patient visits per year

### 2 CFHC East Side

10536 South Ewing, Chicago, IL

- Opened in 2009
- 6 medical exam rooms, 3 dental operatories
- 11,949 patient visits per year
- Experienced 4% increase in patients, reflecting the growing Latino population on the East Side

### 3 CFHC Pullman

570 East 115th Street, Chicago, IL

- Opened in 1987
- New facility opened in 2013
- 21,000 square feet of space
- 23 medical exam rooms, 9 dental operatories
- 22,596 patient visits per year

### 4 CFHC Roseland

120 West 111th Street, Chicago, IL

- First opened in 2006
- Current facility opened in 2008
- 12 medical exam rooms
- 9,322 patient visits per year

### 5 CFCH Chicago Lawn

3223 West 63rd Street, Chicago, IL

- Opened in 2010
- 12 medical exam rooms, 4 dental operatories
- 10,414 patient visits per year
- Staff fluent in Spanish and Arabic to serve its diverse patient population.



### Caring for the Whole Person

*Behavioral Health Integration (BHI) was made possible through a generous grant from the Health Resources and Services Administration (HRSA)*

Like millions of Americans, many CFHC patients suffer from depression, anxiety, bipolar disorder, substance abuse, pain management issues and other behavioral health conditions. The Behavioral Health Integration (BHI) program has allowed CFHC to integrate and expand these services by fully incorporating behavioral health into routine healthcare visits. Our team of professionals has grown to increase capacity and meet the needs

of patients from the time they arrive for their primary care visit, until they are seen by a Behavioral Health Therapist. If a patient presents with any behavioral health concern, medical Providers immediately link them with the Behavioral Health Therapist onsite for a brief diagnostic interview and to begin developing a coordinated healthcare plan. Collaboration between behavioral and primary health professionals is the crux of the integrated care model of behavioral health, and CFHC is at the forefront of establishing cohesive and personalized care for its patients.



### Transforming the Patient Experience

*Dramatic Performance Improvement was made possible through a generous grant from the Lloyd A. Fry Foundation.*

In order to improve our delivery of care and achieve stellar Patient Centered Medical Home processes innovation is key. The Coleman Associates Dramatic Performance Improvement (DPI) program involves creating an atmosphere of learning, innovation and team-based care that aims to transform the patient experience. There are employee teams based at each site with a system-wide support team called the "I-Team." The DPI movement is working toward decreasing patient wait times, reducing the no-show



### Building Better Care

Care Coordination helps provide holistic care to patients who may come in for a doctor's visit, but who are in need of more than just routine care. At CFHC, our Care Coordination Team is made up of dedicated nurses and care coordinators who work side by side with the care team to connect patients with needed resources. These can include social services, behavioral health and specialists across the continuum of care. The team works to assist and guide patients as they transition between the different levels of services they request or require, organize patient care activities and share information with all those involved in their care coordination plan.

Care Coordinators also ensure that the patients' needs and preferences are being heard and addressed by the appropriate team members and are being incorporated into an effective healthcare plan for them. CFHC Care Coordinators are assigned to all five health center sites and are an integral part of delivering high quality, high-value healthcare.