

# ANNUAL REPORT FY21



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# Governing Board and Executive Director

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Tatiana (Tish) Calhamer, MLS - Secretary  
Dennis Graf - Treasurer  
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Julisa Alonso  
Bernadette May - Executive Director  
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## Agency Mission

Family Service Association of Greater Elgin Area (FSA) is dedicated to quality, accessible, holistic, equitable and client-centered behavioral health services.



# FSA Accomplishments for Fiscal Year 2021

1

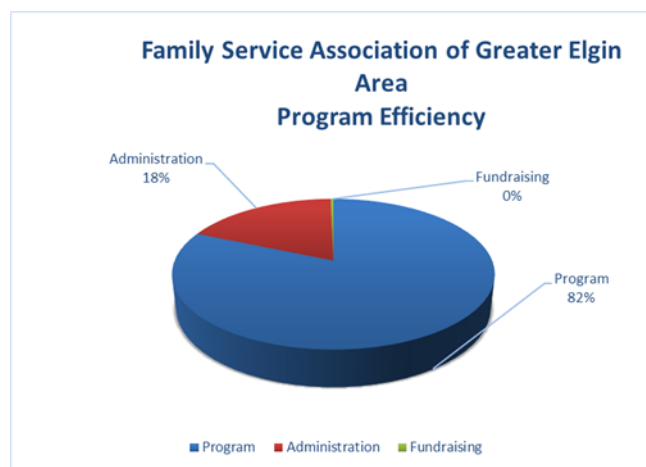
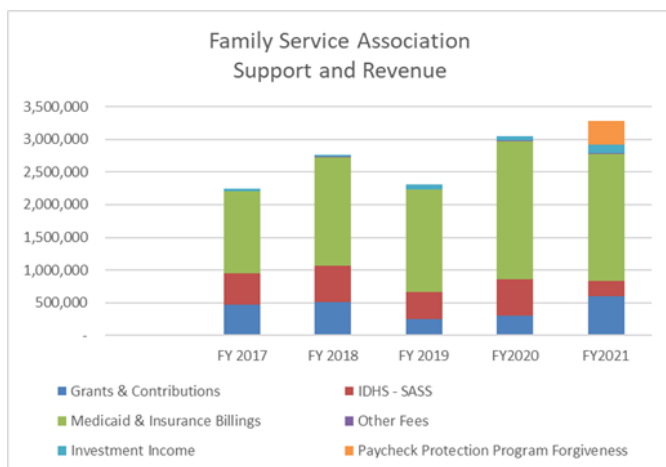
Served 2,462 unduplicated community residents, and 21,012 hours of face to face contacts.

2

Distributed just over \$50,000 in wraparound support to families including items such as desks, headphones, and laptops for remote learning; art supplies exercise equipment, and beds for wellness utility assistance and deposit assistance for home stability.

3

We completed and were eligible for expedited accreditation through our national accrediting body, Council on Accreditation. This means that we demonstrated our ability to meet best practices at a very high level. Only 15% of organizations, internationally, meet this standard.



FSA staff, leadership and Governing Board underwent a comprehensive strategic planning process to develop a new four-year strategic plan. At this meeting we also updated our mission, vision and values.

Please refer to the infographic here →



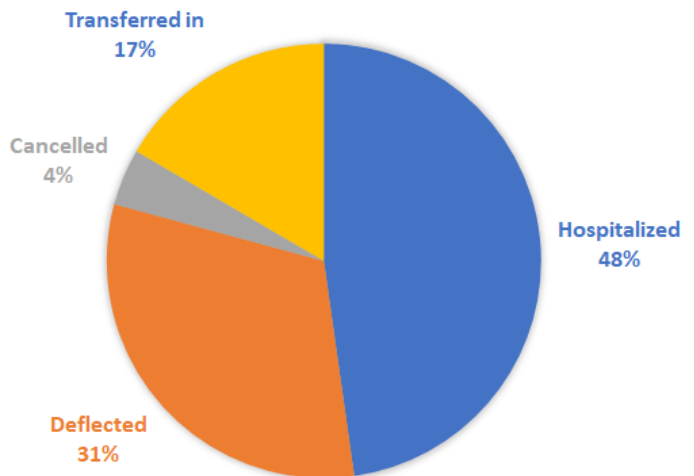
# ■ SASS/MOBILE CRISIS RESPONSE

Program performed **1,788** emergency psychiatric assessments on children/adolescents in Kane and Kendall Counties.

Of those assessments **1078** were hospitalized and **710** were deflected back to the community.

There were **324** additional youth transferred into the SASS program from other agencies in the fiscal year.

FSA SASS CLIENTS



## Family Support Program

36 clients enrolled

The Family Support Program is a coordination service for those families who have the greatest psychiatric needs in Illinois. This program allows for greater flexibility in how their Medicaid benefits are allocated so that services can be uniquely tailored to a youth and their family.

## Crisis Stabilization

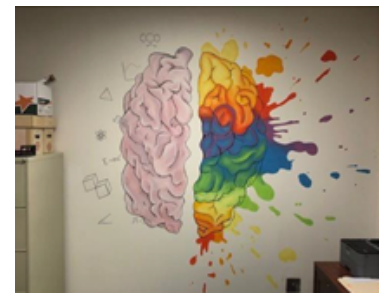
52 referrals in FY 2021

Provides 30-day supportive service to youth following a Mobile Crisis Response (SASS assessment) at times when they are most likely to re-enter a crisis.

# ❖ Mental Health Juvenile Justice (MHJJ)

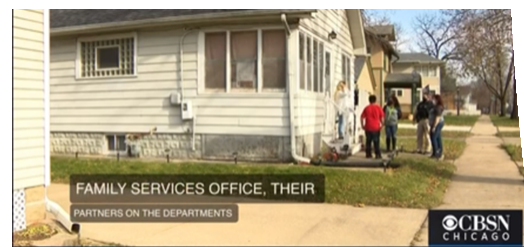
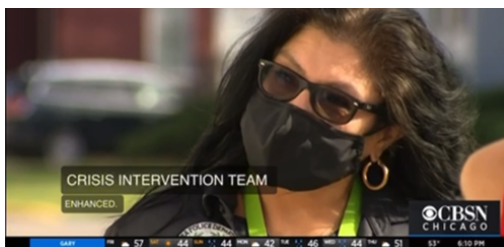
## 2021 Program Enhancements:

- ❖ MHJJ Partnership with the Juvenile Justice Center
- ❖ 2 MHJJ clinicians to cover Southern Kane and Northern Kane
- ❖ Increased referrals from court services, increased attendance in court
- ❖ MHJJ screener used to triage



## Crisis Intervention Team Enhanced (CITE)

- CITE program served 812 individuals
- Increased emphasis on co-response and home visits
- 2 CIT Officers and 2 PSW team approach
- Increased care coordination and focus on high utilizers





# ❖ Therapy Service Program



Developed a partnership with the YWCA to support students in remote learning during the pandemic.



The program provided Masters level internships and supported the professional development of 5 interns.



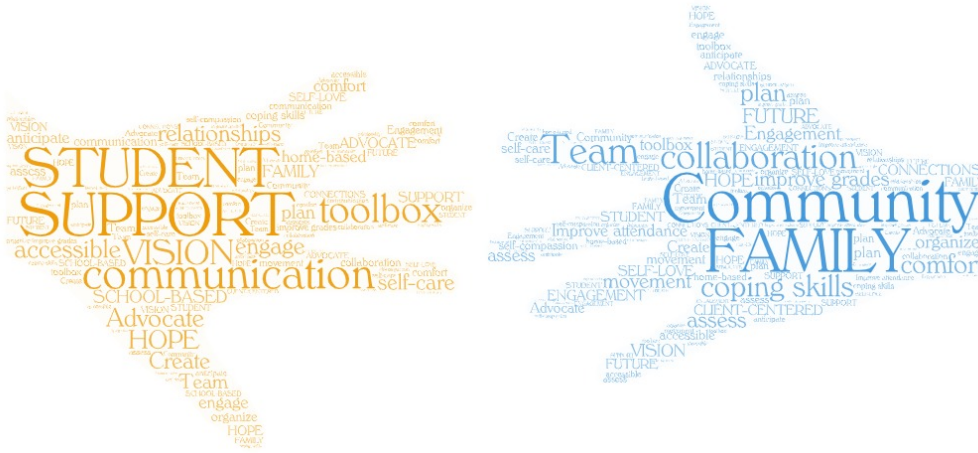
Awarded the 2021 PATCH Foundation Grant from the Painters District Council No. 30 to expand our Play Therapy Program. The grant funding will support the investment of training for our therapists, purchasing additional play therapy toys and workbooks for both therapist and client use.

The Outpatient Therapy Program served **619 unduplicated clients** and provided **6,780 hours of service.**



# ❖ School Based Mental Health Program (SBMH)

School Based Team serviced  
**162** unduplicated clients  
and their families with **4,913**  
hours of direct service.



## SBMH focuses on:

- Maintaining collaborative relationship with schools during remote learning
- Treatment teams - improving collaboration & efficiency between programs, community and clients
- Made a large client-centered shift back to blended and in-person services



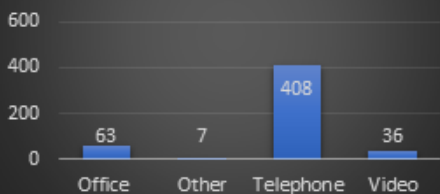
# Integrated Service Coordination (ISC)

- Participated in the launch of Integrated Referral and Intake System (IRIS)
- 99 surveys sent to families to gather their feedback on which services are most needed in the community

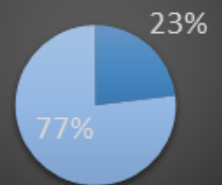
Our telehealth psychiatrist served unduplicated clients, and provided over hours of telepsychiatry support for medication maintenance.

- 429 total requests for services
- 516 hours of mental health assess
- 235 hours of case management
- 170 case consultations
- 928 psychiatric appointments

FY 21 Assessments by Service Delivery Method

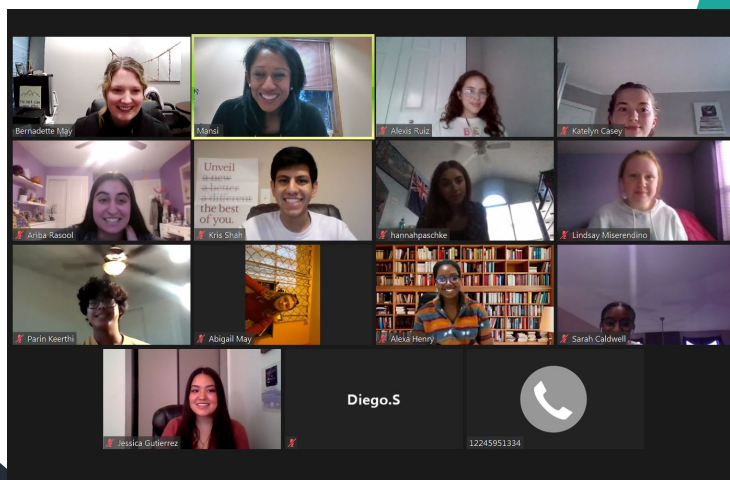


23% Psychiatric Evaluations  
77% Medication follow up



## FSA JUNIOR BOARD

Our first FSA junior board, started in October 2020, in the middle of a global pandemic. Nevertheless, they quickly organized their vision and priorities and delivered panel discussions in an effort to reduce the stigma around mental health and help parents talk to their children about mental health. They also engaged in conversation with state representatives to learn how decisions are made and how they can better advocate for mental health policies. Finally, they continued their advocacy bringing mental health awareness to the community and inviting others to share their story through art.

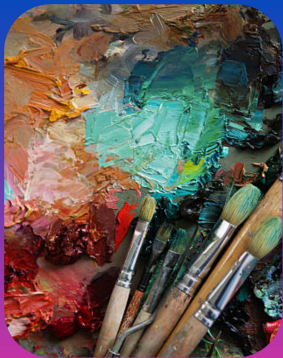




# ❖ Therapeutic Mentoring Program

Collaborated with 2 local agencies to provide expressive art interventions to kids:

- Side Street Studio Arts in Elgin
- Simply Destinee Youth Center in Aurora



Therapeutic Mentors served **51** unduplicated clients and their families in their homes and community and provided **1,055** hours of direct service.



The therapeutic mentors facilitated 9 groups and workshops



The program provided Bachelor's level internships and supported the professional development of 2 interns

**Our Programs Were Supported By Grants  
From The Following:**

**Aetna  
Blue Cross Blue Shield  
City of Aurora  
Dunham Fund  
EFS Foundation  
First Congregational United Church  
Grand Victoria Foundation  
Hanover Township Mental Health Board  
Health and Human Services (Federal)  
IHC Construction  
IL Children's Healthcare Foundation  
INC Board  
Kane County  
Kendall County 708 Board  
Kiwanis Club of Elgin  
LaForge Family  
Painter's District Council 30  
State of IL Department of Human Services  
United Way of Metro Chicago**

**In Kind Support Provided by:**

**Gail Borden Library  
Kane County Sheriff's Office**