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Annual Report

FY2023

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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

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CEO Letter

Dear Friends of FSA,

Greetings! Fiscal Year 2023 brought some significant changes to our organization. Over the past couple of years, our country has come to better recognize the importance of mental health. With this recognition, there are increased investments and increased expectations for the mental health system to rise to the increasing demand and changing landscape. FSA has taken our responsibility to serve our community very seriously and our organization has experienced unprecedented growth in the last couple of years while remaining acutely focused on maintaining the quality of our services.

We continue to expand our crisis services to meet the new demands of the 988 line which is a national hotline for anyone experiencing an urgent mental health need. We established a new program called Care Coordination and Support which is intensive care management for youth and their families that puts family voice and choice at the center of care. We embarked in new partnerships with the Kane County Regional Office of Education and the Kane County Juvenile Justice Center while we continue to invest in our partnerships with School District 300 and the Aurora Police Department.

Through all that expansion, we outgrew our space and FSA had to make the important decision to move. As of November 2022, we now call 1752 Capital Drive in Elgin home. We have a more functional and workable space in our new building. The move was stressful and exciting, but we are very happy in our new space! If you haven't seen it, please come on by.

2024 continues to bring some very exciting changes to our agency. We expanded our service area. We are making significant investments in our training programs and staff support. We are also investing in our agency's organizational structure for smooth operations.

Additionally, I will have my last day as FSA's Executive Director on February 6. Serving this agency, the people who entrust their care to us, and the dedicated staff has been my extreme pleasure. I have been surrounded by amazing community partners and colleagues. I am very grateful to our dedicated Governing Board for all their support. I am overjoyed to have Janeth Barba, LCSW assuming the Executive role of FSA. Janeth and I have had the pleasure of working together for the past eight years and she is going to continue FSA's important work without missing a beat. Thank you for making this one of the most fulfilling experiences of my life and allowing me the grace to lead.



Forever yours,
Bernadette (Bernie) May

Pathways to Success (CCSO)

Pathways to Success kicked off in December 2022 as part of FSA’s Care Coordination and Support Organization (CCSO) programming for our most vulnerable clients/families in Kane and DeKalb Counties. By design, this Wraparound model places family voice and choice as the driving force of our care coordination. This team-oriented, strengths-based approach is guided by the family and youth as they build their own network of natural and formal supports. The Pathways Program has grown significantly since its debut, having added our 9th care coordinator, with 2 more joining in January 2024. The team has been diligently coordinating resources and providers to establish one plan that the ‘Child and Family Team’ can work towards in support of the youth and family.

"Pathways has helped me feel more motivated to go to school and work on myself with people that care about me"
~Client

	FY23	FY24 Q1, Q2
	12/01/2022 - 06/30/2023	07/01/2023 - 12/25/2023
Total Clients Enrolled	32	73 clients/families
Total Service Hours	1,129 hours	2,489 hours
Total Child & Family Team Meetings	82 meetings	225 meetings
Total Hours in CFTMs	89 hours	239 hours
Total Clients Outreached	130	198 Clients/families
Total Outreach	636 outreach events	1605 outreach events
Total Hours Reaching Out to Clients/Families	36 hours	92 hours

Pathways to Success Cont...



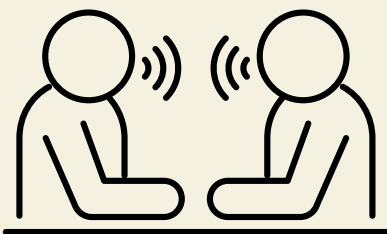
Pictured Left to Right: Jennette Siebens - Director of Pathways to Success, Christina Dewar, & Roxana Mendez - Managers of Care Coordination

In October 2023, FSA launched the start of our Community Advisory Committee to mobilize resources in the community and around our families. We stress the importance of collaboration between partners and stakeholders because of how embedded this program is in the community. As we gather parents and professionals from a wide array of experiences in the community, we're excited for the possibilities that this group can bring to these families as it takes shape!



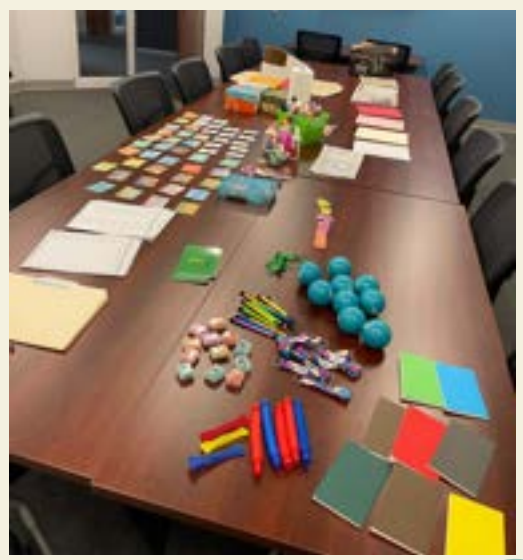
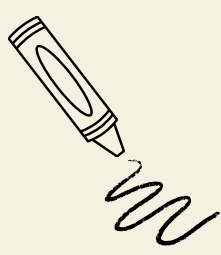
Outpatient Therapy Program

- Therapists provided a total of 4,735 hours of service to 446 clients and families in the last fiscal year
- The Outpatient Therapy Team, facilitated 4 Parent/Care Giver Support Groups.
 - The group was developed to build a peer support community and strengthen the role of a caregiver through validation, resources, comradery and psychoeducation in a therapeutic setting, while being facilitated utilizing Dichos Therapy.
 - “I came for my kids, and found something for myself”
 - “This helped me to be more open to understanding my grandsons as well as myself”
 - “Yo agradezco las herramientas que nos a brindado para el cuidado mental de nuestros hijas.”



Community Mentoring Program

- A total of 759 hours were spent building and practicing therapeutic skills, and establishing natural supports in the community with clients.
- 32 clients and families served in their home and communities.
- The Community Mentoring Program facilitated 9 different therapeutic groups and workshops
 - Groups included: Anger Management Skills, Life Skills, Self-Care, and Healthy Relationships
- Continued collaboration with the Juvenile Justice Center in St. Charles to provide Game Groups to support cooperation, teamwork, collaboration and pro-social activities amongst peers
 - “It can’t get any better”
 - “I feel like a winner”
 - 120 participants in these groups in the last year





School-Based Mental Health Program

- **1,124** Hours Individual and Family Therapy hours – **2,343** service hours for the whole fiscal year.
- **212** total clients served through SBMH
- **87** hours of consultation with school staff and treatment providers
- **45** hours of Group Counseling
- **59** students were provided with support for improving attendance
 - **40** referrals were from external sources (Elementary, Middle, and High Schools)
 - Worked with **38** referrals over the summer to engage students and build support in returning to the school environment
 - Held **9** weeks of summer socials, engaging at-risk students who struggle with attendance.
- **3** groups at the Elementary and Middle School focusing on anger management and positive social skills (approx. **21** students impacted)
- Parent Presentation at D300 Central Office: Managing Stress within your Student / Child (approx. **20** parents impacted)

“I would say that FSA has completely changed my life from an angry, scared person who couldn’t deal with my thoughts, feelings, or the things around me to someone who believes in themselves and has the mindset that every mistake/problem can be solved in some way. It doesn’t have to stop me from being me, or doing what I need to do to better my life. FSA has completely changed my life”.

– Hannah

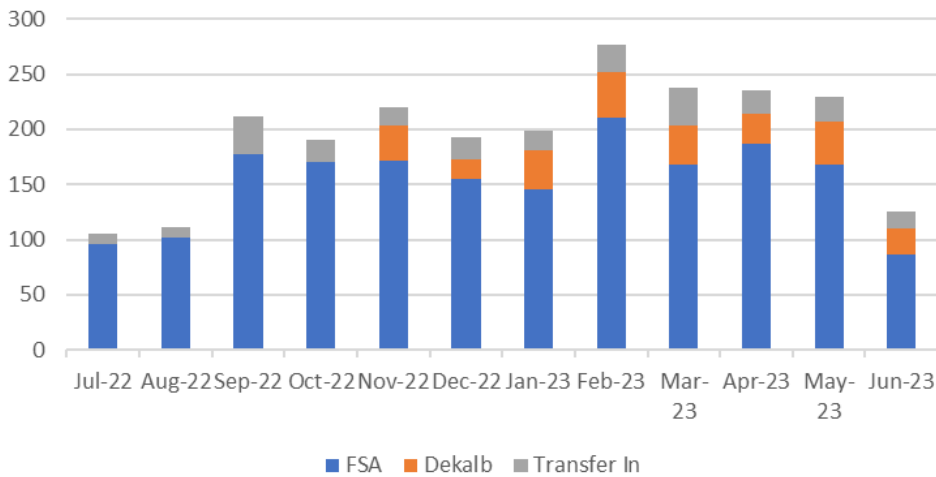


Crisis Services

SASS

- Due to becoming a Care Coordination and Support Agency (CCSO), FSA began providing follow-up services post-crisis response in Dekalb County.
- The SASS program completed 1,839 mobile crisis response assessments in Kane and Kendall County. FSA also followed up on 251 referrals from Dekalb County and 245 referrals of clients who were transferred back to FSA after being assessed in another county.
- FSA received 100% on uploading assessment documentation as requested by HFS.

SASS Call Volume FY2023



Crisis Stabilization:
13 referrals in FY23

FSP

- As part of being a CCSO, FSA began providing FSP services to Dekalb County.
- FSP had 38 enrolled clients for Kane, Kendall, and Dekalb County in FY23.

WALK-INS	PHONE/VIDEO RESPONSE	IN-PERSON RESPONSE	IN-PERSON W/ CO-RESPONSE
11	23	16	13 81%

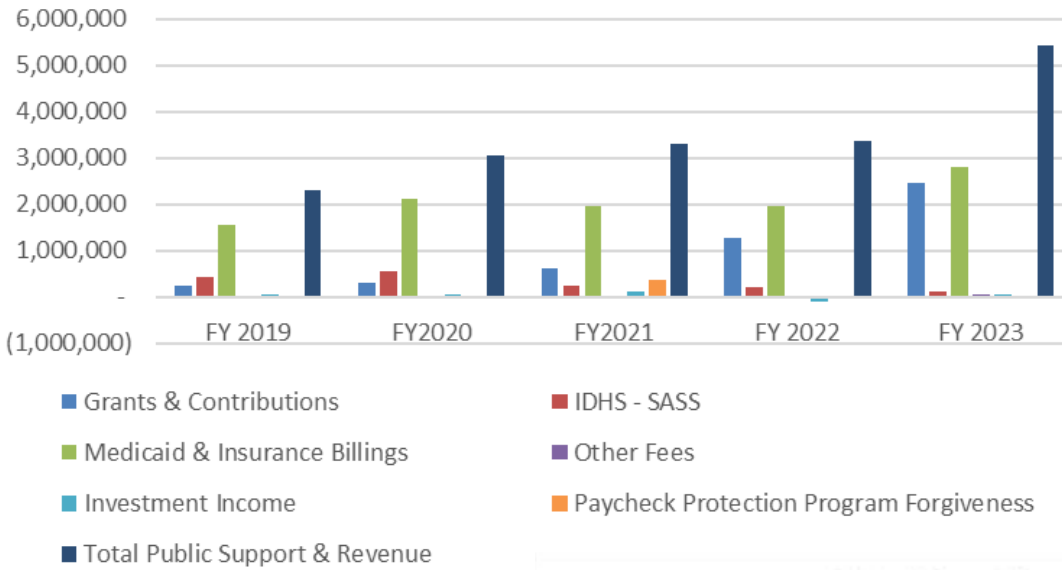
590 Crisis Cares

- Engagement Specialists co-responded to an additional 734 crisis calls with SASS.
- Started providing walk-in hours at Carpentersville Fire Department in October 2022

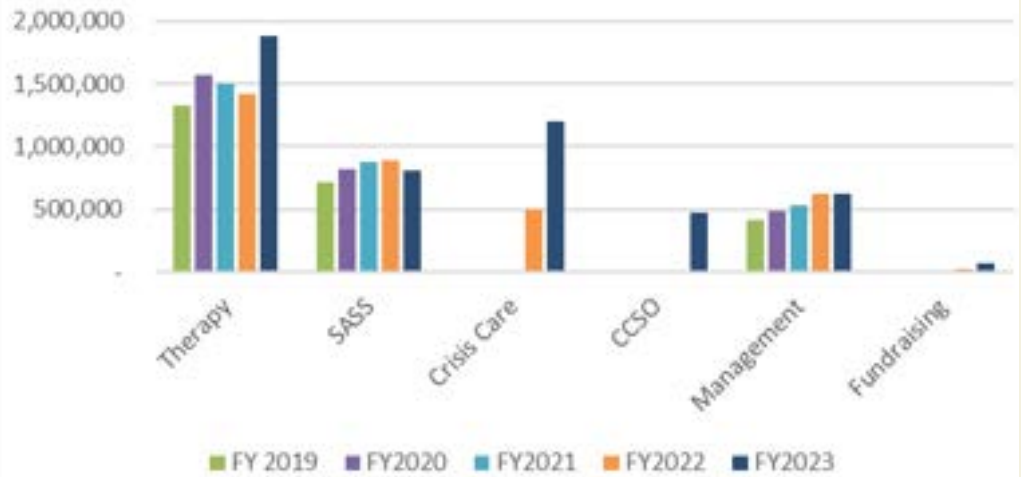


Revenue/ Expenses

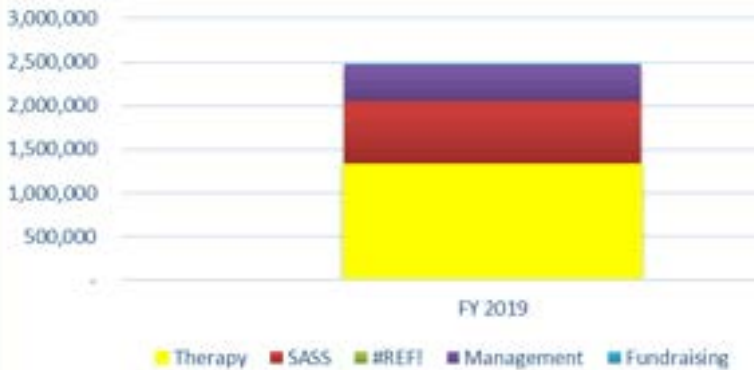
Funding Sources



Total Functional Expenses



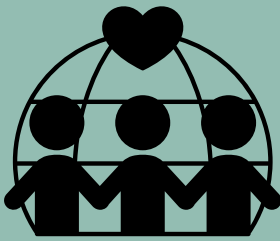
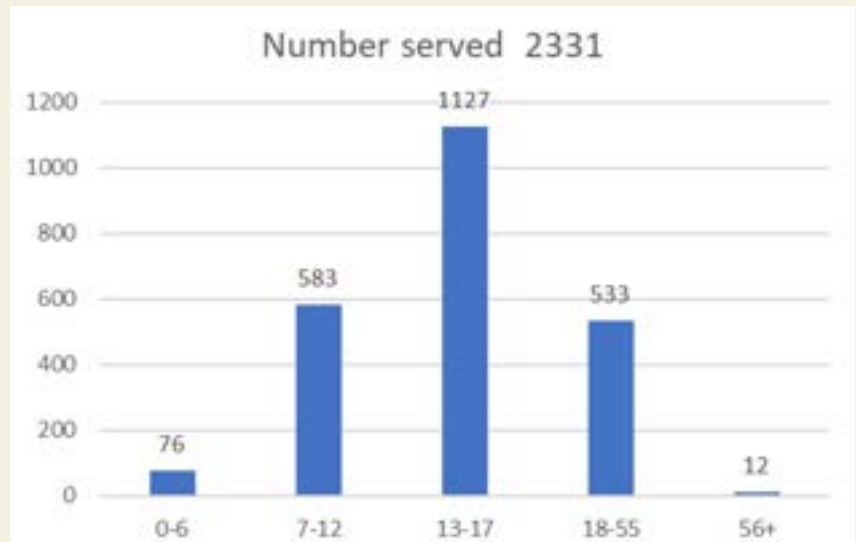
Family Service Association of Greater Elgin Area Expenses by Program



Quick Stats



Total Clients Served
2,331
individuals & family



Total Hours of
Service Provided
15,295



Staff Growth
5%



++ ++ ++ ++ Equity Work

Value of Learning

FSA values diversity, equity and inclusion where all individuals feel included, safe, accepted, and valued. FSA's internal equity committee provided three group-supported opportunities for staff to learn more about each other's cultures, traditions and backgrounds.



Highlights

- We hosted 'A Taste of Home Lunch' potluck for individuals to share what they grew up eating. We held a session around perception bias and steps to create more self-awareness to continue serving our communities through an equitable lens.
- FSA hosted two group sessions designed around the Intercultural Development Inventory where individuals could work on their Intercultural Development plans, and support their own growth on their journey towards multiculturalism.
 - This work helps us all better understand successes and challenges as we continue to engage with diversity, equity, inclusion, and justice-related issues.



Governing Board

Thanks to our Governing Board for serving the agency. Thank you for bringing your passion, intellect, insight, experience, and resources to the table. Thank you for giving us the tools to serve our clients, lead our organization, and impact change in our community.

Amanda Rankin, *President*

Dennis Graf, *Treasurer outgoing*

Edward Hunter, *Treasurer incoming*

Tish Calhamer, *Secretary*

Julisa Alonso

Lark Cowart

Katelyn Mucci-Segura

Martha Paschke

Mark Rizzo

Dave Rock

JoAnn Stingley

Vern Tepe

Bernadette May, *Executive Director*

Janeth Barba, *Clinical Director*

thank you

++ Donor ++ Appreciation ++

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

“Regardless of whether you donated \$1 or \$1 million to Family Services Associations in 2023, please know that those we serve deeply appreciated your generosity because it made a difference in their lives. A special thanks to the following donors for their 2023 generosity.”

Nausheen Ali, Katie Von Almen, Frances L Baker, Angela Briggs, Justin Budd, Scott and Pam Budd, Ronald Conley, Lark Cowart, Dianha Ortega-Ehreth, Ascension Saint Joseph Elgin, Donor Club of Elgin, PADS of Elgin, Society of Tribologists and Lubrication Engineers, Dan Fox, GoodCoin Giving Fund, Darley and Jaimie Giraldo, Tracie Hogel, Edward Hunter, Lauderdale Electric Inc., Suzann Jonson, Steven LaForge, The Real Katelyn Mucci LLC, IHC Construction Companies LLC, Miriam Lytle, Karen Maki, Maureen Manning, Bernadette May, Mark Nelson, State Senator Karina Villa’s Office, Mary Olsen, Panna P., Mansi Patel, Rick Poulton, J Ramirez, Amanda Rankin, Steven and Betty Rauschenberger, Mark Rizzo, Elizabeth Sales, Aurora University School of Social Work, Jo Ann Stingley, Valerie Price Swan, Realm of Tech, Eliseo Vasquez, Leticia Vasquez, Laura Zambrano

Our programs were supported by Grants from the following:

Hanover Township Mental Health Board

Elgin Township

Seigle Family Foundation

Dundee Township Mental Health Board

Grand Victoria Foundation

Department of Mental Health

Community Foundation of Fox River Valley

Illinois State Board of Education

Kiwanis Club of Elgin



In Kind Support Provided by:

Gail Borden Library

Village of Carpentersville

City of Aurora

Thank You

Dear FSA Community,

I am thrilled & honored to greet you as the new CEO of Family Service Association of Greater Elgin Area (FSA), a place that has been my professional home for the past eight years. I look forward to our journey together, filled with gratitude, passion, & a commitment to our mission. The opportunity to continue serving the community where I not only grew up, but also evolved professionally alongside remarkable partners is both a privilege & a source of joy. I want to express my gratitude to our stakeholders, supporters, and donors. Your unwavering commitment & support have been the base of FSA's success, & I am sincerely thankful for your contributions. Together, we've made a meaningful impact on the lives of our community's most vulnerable individuals & families. I am truly grateful for your commitment to FSA & the dedication to advancing mental health services for our youngest community members.

Together, we've faced the challenges of the mental health system & addressed the growing complexity of our clients' needs. The global pandemic threw unprecedented challenges our way, but through it all, FSA emerged stronger, creating a beacon of hope, celebrating our staff's successes & continually improving service delivery. FSA is not just a workplace; FSA is not just brick & mortar; it is a community of dedicated & trusted professionals who come together daily to provide quality care & support. The passion & commitment I witness from our staff & leadership team inspire me every day. I am confident in FSA's ability to overcome future challenges. Your continued support empowers us to invest in the future, aligning with our dedication to the best interests of our agency & the communities we serve.

I extend my deepest gratitude to Bernadette (Bernie) May, Executive Director, who faithfully served FSA since 2013. Her visionary leadership has been instrumental in shaping the organization & the area of Children's Mental Health Services in Illinois. I look forward to building upon her legacy & continuing the incredible work that FSA has accomplished under her guidance. I am humbled & grateful to follow in her footsteps. Looking ahead, my vision is anchored in the pursuit of excellence in our clinical services. I am committed to equipping our staff with the skills and training needed to address the complex mental health concerns our families face. Meaningful partnerships with other providers and organizations will enhance our impact, ensuring that FSA continues to deliver Quality, Accessible, Holistic, and Equitable services.

I am excited about the journey ahead and the positive impact we will create together.



*Sincerely,
Janeth Barba*



**Family
Service
Association**
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