What a roller coaster of a year!

When our fiscal year began last July 1st, we and everyone else were in the early throes of the Covid pandemic. We were learning how significantly people’s mental health was going to be affected by the unknown future, health fears, job losses, isolation from friends and family, and – for children and adolescents – the inability to go to school and continue a “normal” education and socialization with friends and classmates.

As the year progressed, the scope of the mental health effects of Covid became obvious. The number of new client referrals coming into Family Counseling Service shot up. At one point in April of 2021, our waiting list hit nearly 200 people. That was 200 people in our community asking for help that we needed to figure out how to provide. We were fortunately able to create new clinical positions, fill those positions, and reduce that waiting list back down to nearly zero by August. We welcomed new faces, developed new programs and services, and learned new technologies to more effectively serve those who needed us. While other businesses were closing their doors forever in the midst of the pandemic, we were able to grow.

Growth always means more partnership opportunities. Throughout this annual report, you are going to see and read about partnerships. At FCS, our partnerships are what make us successful. That can look like a lot of different things: the partnership between a client and their therapist; our partnerships with other non-profit, government, and business organizations; the partnership between us and every company and individual who donates to support the work we do.

By the end of our fiscal year on June 30th, we didn’t look like the same Family Counseling Service as when the year started in July. We have more employees, more locations, more partners, and more programs and services. Most importantly, though, we are serving more people. More people who are managing their depression and anxiety; more couples learning how to have positive, meaningful relationships; more families recovering from the effects of domestic violence; more children getting back into school and having successful education experiences.

This 2021-2022 fiscal year is already throwing MORE curveballs at us. With the help of our community and our amazing staff, we will handle them. All because Hope Starts Here.

Dr. Eric Ward
Executive Director
Family Counseling Service
There is an ever-increasing need for behavioral health services, and FCS has certainly felt that in the growth we’ve experienced this last year. The need to serve additional clients has grown tremendously, and with that need has come an expansion of our team. We have not only welcomed many new faces this year, but have also created brand new roles within our management team to accommodate this growth. We were ecstatic to welcome the individuals below in brand new management roles that were created this past year.

Jason Andrade
Vice President of Clinical Services

As Family Counseling Service continues to grow, the need for experienced, expert behavioral health leadership in our organization grows along with us. In September of 2020, after 5 years of recruitment efforts, FCS was able to hire Jason Andrade as the VP of Clinical Services. Jason joins us after working in behavioral health leadership for other organizations for more than 20 years, with his last 15 years spent in Kendall County, where he successfully developed partnerships between the mental health provider organization he worked for and the rest of the Kendall County community, including the Sheriff’s department, Kendall County Court Services, school districts and others. Originally born and raised in Aurora, Jason said “I am thrilled to return to my roots in Aurora, and to use both my experience and my connections in the Latino community to serve others as FCS continues to expand its services.” Jason’s relationships in Kendall County will prove valuable as FCS continues to expand its presence and the services we offer in the Kendall County area.
Dawn Byrne  
Director of Care Coordination

In March of 2021, FCS welcomed Dawn Byrne to the leadership team. With more than 20 years of direct service and leadership experience in behavioral healthcare, Dawn joins FCS to help develop and grow our programs that focus on providing ancillary support to clients participating in more traditional mental health care. This includes services like case management, independent living skill development, and coordination of care. Dawn’s experience with mental health programs that are based in the community has helped us expand our ability to reach and serve clients who are not typically best helped by office-based services.

Jim Marter  
Director of Information Technology

In this day and age, and particularly with the effects of Covid changing how we all work, FCS’s technology needs have expanded significantly over the past couple of years. In 2021, we welcomed Jim Marter, Director of IT to our FCS team. Jim has a wealth of experience with systems and network administration as well as programming. As we continue to expand our locations and our community-based work, Jim’s expertise will help us make sure that our existing computer systems continue to run smoothly and that our staff are able to provide on-the-spot care for clients who may not be in our office at the time they participate in services.

Christina Tiplea  
Director of Marketing

If you are one of the people who finds yourself thinking, “I’m not really sure what they do at FCS,” you will understand why we welcomed Christina Tiplea to FCS as our new Director of Marketing. An expert in marketing, and in particular digital marketing, Christina joins us with 12 years of experience helping organizations communicate with partners and individuals. Her efforts are focused on working with our program staff to help people in our community know what we do, how we can help, and how to access services.
Stephanie Lilly, MA, LCPC, RPT and Erin Carlson, MS, LCPC are working toward becoming certified in Synergetic Play Therapy® with an expected completion date of May 2022.

Synergetic Play Therapy® is a research-informed model of play therapy blending the therapeutic power of play with nervous system regulation, interpersonal neurobiology, physics, attachment, mindfulness, and therapist authenticity. SPT believes that the therapist’s ability to engage in mindfulness and model regulation of their own nervous system is the foundation for clients to learn how to manage their own nervous system. We are excited to see how this will allow us to better serve our youngest clients.

Cherie Borkorm, APN completed her educational training and earned her Board Certification as a Psychiatric Nurse Practitioner. This is a great post-master’s degree accomplishment consisting of intensive classroom training and an on-site practicum experience. Cherie’s certification is for across the life span, addressing children, adolescents, adults, and seniors. This certification reflects Cherie’s dedication to safe and effective psychiatric treatment for all those in need.

We appreciate the dedication from our staff to always be learning and improving so that we can serve our clients to the absolute best of our ability.

As a training organization, FCS focuses heavily on professional development and adheres to the values of “we teach, we learn, we develop expertise.” For Students and new Clinicians, FCS provides weekly clinical supervision, consultation, and advanced training opportunities with the focus of each clinician obtaining the highest level of licensure or specialization applicable. FCS is dedicated to providing quality personal and professional services for everyone the organization serves.

Many of our Clinicians live out these values to their fullest by obtaining some of the highest credentialing in our field.

THE STAFF AT FCS ARE LIFELONG LEARNERS

“Commit yourself to lifelong learning. The most valuable asset you’ll ever have is your mind and what you put into it.”
- Albert Einstein
Our new Care Coordinator Program was established in May 2021

Care Coordinators provide person-centered intervention designed to promptly and effectively engage the individual in need of behavioral healthcare and guide them through the treatment process. This includes the provision of comprehensive case management and community support services to address the multi-faceted needs of housing, food, medical issues, family education, well-being planning, and ongoing behavioral health support. We ensure access to necessary primary care medical, homeless prevention and intervention, legal advocacy, employment assistance, victim advocacy, and necessary level of mental health and/or substance use treatment.

Benefits of Care Coordination:

<table>
<thead>
<tr>
<th>Engagement</th>
<th>Clients are more engaged in treatment and less likely to drop out of services.</th>
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<tbody>
<tr>
<td>Reducing barriers</td>
<td>When barriers to treatment are encountered, the Care Coordinator works with the client and their treatment team to eliminate them so the client is able to focus on their mental health treatment.</td>
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<tr>
<td>Communication</td>
<td>Improved communication with the client and between departments to ensure we are all working together to meet the client’s treatment needs and wrapping services around them.</td>
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Client Perspective

“The FCS staff are helpful, honest and caring. My team are my angels. Heather, Shay, Trish and Dawn have been so easy to work with and I’m glad they are on my team.

I feel so supported in all aspects of my life. Care coordination has been helpful because it is so hard to find safe, affordable housing. Having someone to work on this with me makes all the difference. It’s been hard, but I’m thankful that I have FCS to support me.” – Sherry
We Acquired More Space to Expand Our Oswego Office

In 2019, FCS opened a satellite office at 84 Templeton Drive in Oswego because we ran out of space for staff and clients in our 18,000 sq. ft. location in Aurora and wanted an additional location to make it more convenient for those living further south of our Aurora office. We quickly filled the Oswego space as well and found ourselves looking for additional space to continue to expand our mental health services. While we were looking elsewhere, the owners of the building in Oswego – who were our neighbors in the space next to us – sold the building and moved out. We approached the new owner, Dr. Chris Bailey, about FCS expanding into the space next to us, and he agreed!

We are currently in the process of building out and connecting the two spaces, which will more than double the amount of space we have to provide behavioral healthcare services in Oswego and the rest of Kendall County.
Our psychiatry department is proud of the external partnerships we have cultivated and grown this last year. We are excited to have the privilege of partnering with these fantastic organizations:

- **360 Youth Services**
  - Increased our psychiatric service hours to this organization.

- **Family Service Association of Greater Elgin**
  - New collaboration that involves twelve service hours per week to this organization.

- **Juvenile Justice Center**
  - Increased our psychiatric service hours to this organization and were awarded a contract for three years with the option of a renewal.

- **TriCity 50**
  - Increased our psychiatric service hours to this organization.

### Client Perspective

“When I began working with Family Counseling Service of Aurora, I knew that they were going to help me. I didn’t have any hesitations or fears about going into therapy itself. I did have concerns about prescriptions like anti-depression and anxiety medication. But as time went on, I began to notice how much those medications were helping me work through my past trauma.

I really liked that I had a team of people backing me. It’s not just about having them there but also that they were really positive and gave me the motivation to continue my healing process and celebrated every win or movement forward.

With my circumstances, there was a time when my Care Coordinator acted as a temporary therapist. I was in between therapists and she was there to listen. That’s all that I needed at that moment. There will be future steps that I will need to make where I will need her support.” – Lauren

### HOURS OF COUNSELING SERVICE

- **Aurora**
  - Older Adult Counseling: 1,533
  - Care Coordination: 6,277
  - Violence Intervention Services: 6,821
  - Psychiatric Services: 2,776

- **Oswego**
  - 4,973
INC Board, NFP generously gifted us $16,500 to purchase laptops so we can continue to expand our community-based services.

The gift of these laptops has provided us with a wonderful resource to be able to have more mobility. This has allowed our staff to work more efficiently and effectively in meeting with our clients beyond our walls and out in the community. This has been tremendous, especially for our school-based therapy program.

The Inc Board, NFP’s mission is to support mental, intellectual and developmental health and well-being for residents of the seven townships in INC’s alliance by responsibly using these local resources to fund, plan, coordinate, monitor, advocate, educate and lead collaborative efforts for a local system of care that provides services to any resident with mental health concerns, developmental/intellectual disabilities and/or substance use disorders.

Client Perspective

“I really enjoy working with Dawn through the Care Coordinator Program. I have made a lot of progress. When I started I was baseline suicidal and now I am happy!” - Aniyah

SERVING OUR COMMUNITY

- 48,548 Hours of behavioral health care provided to our community
- 1,710 Hours of quality training our Continuing Education Network provided
- 30 Number of schools served
THANK YOU TO OUR DONORS IN 2021!

Jerry Ambre
Neil & Danielle Anderson
Nicole & Keith Benziger
Julie & Mark Bird
Judy & Jim Bush
Jeff Butler
Lois & Dave Caldwell
Rob Castillo
Shawn Cook
Marion Dodd
Sandy Doneske
Joseph Fields
Cristie Fry
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Helen Hatchett
James & Mickey Hundley
Luanne Irvin
Tom & Pat Krave
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Will & Katie Melody
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Jim & Kathy Navota
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Neal & Mary Clark Ormond
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Nina Race
Judith Raclawski
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John Struck
Dave & Lynne Sullivan
Scott Tucker
Tom & Susan Voigt
Aili & Gary Wachtel
Richard Westphal
Stuart & Becky Whitt
David and Corinne Wieck
Linda & David Workman

CORPORATE DONORS

$2,342,817

Twelve Twenty-One Fund

Allied Partners
in Accounting and Consulting, Ltd.

Fifth Third Bank

Bright Funds

UNILOCK
DEIGNED TO CONNECT
COUNTIES SERVED
4,323 clients served last year

2021 CLIENT DEMOGRAPHICS

ETHNIC BREAKDOWN:
- White: 40%
- AA: 13%
- Latino: 37%
- Asian: 1%
- Other/Not Identified: 4%

AGE BREAKDOWN:
- 0-6: 13%
- 7-12: 22%
- 13-17: 19%
- 18-25: 26%
- 26-39: 13%
- 40-54: 13%
- 55+: 4%

INCOME LEVEL:
- Very Low: 56%
- Low: 9%
- Moderate: 8%
- High: 27%

GENDER:
- Male: 1,843
- Female: 2,480

KANE
DUPAGE
KENDALL
WILL
GRUNDY

Counts by Counties:
- Kane
- Dupage
- Kendall
- Will
- Grundy
A special thank you to our Board of Directors for your expertise, leadership, compassion, and generosity. The role you play in our organization is a critical one and we thank you for your service.

We look forward to your continued guidance as we move into 2022.