

GROWTH | RESILIENCE | HEALING
2021 ANNUAL REPORT

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A WORD FROM THE CEO

The picture above is one that I took a few months back. I had gone to the beach early one morning for some quiet time, meditation, and prayer. And I wanted to share my takeaways with you from that morning. We have all gone through some dark days recently, but our sun rise is coming. It's not quite here yet...challenges remain. But just like any sunrise, before the sun breaks the horizon, before you see the sun crack the sky...you see the light. Good People, we're almost there...I see light!

To the staff with whom I have the honor to work beside, "Thank you for all you do!" There is no higher calling than to give of yourself in service to another. The service you provide will reverberate throughout all of history as you change lives for the better. It's not always easy, but you fight through anyway. Thank for your dedication. Thank you for your resiliency. Though the need is great, we were built for the task. We were made for this moment!



KERRI BROWN
PRESIDENT & CEO



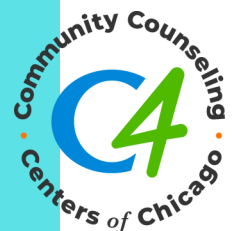
MISSION & HISTORY



Community Counseling Centers of Chicago (C4), a behavioral health advocate and social service provider, offers quality, comprehensive, customer-oriented services tailored to the diversity of its clients.

Since 1972, C4 has built strength in community by partnering with Chicago's most underserved populations, equipping individuals to recover from mental health needs and complex emotional traumas to achieve their vision of recovery on the path to healing and thriving.

C4 BELIEVES THAT PEOPLE RECOVERING FROM MENTAL ILLNESS AND EMOTIONAL TRAUMA ARE ABLE TO LIVE, WORK, AND THRIVE IN THEIR COMMUNITIES



THEORY OF CHANGE

OUR MISSION: Community Counseling Centers of Chicago, a behavioral health advocate and social service provider, offers quality, comprehensive customer-oriented services tailored to the diversity of its customers.

OBJECTIVES

1. Equip and inspire clients to heal in their homes and community
2. Increase staff capacity to provide services that reflect the best practices in mental healthcare
3. Practice least restrictive interventions with our clients, in their communities, to reduce rates of hospital-based care and police response

SHORT-TERM OUTCOMES

1. C4 will reduce barriers to care and mitigate the significant disinvestments experienced by the community through trauma-informed and culturally relevant, holistic treatment
2. C4 staff will demonstrate increased staff capacity to implement trauma-informed and culturally relevant practices
3. Individuals experiencing crisis will have the tools to regulate and recover

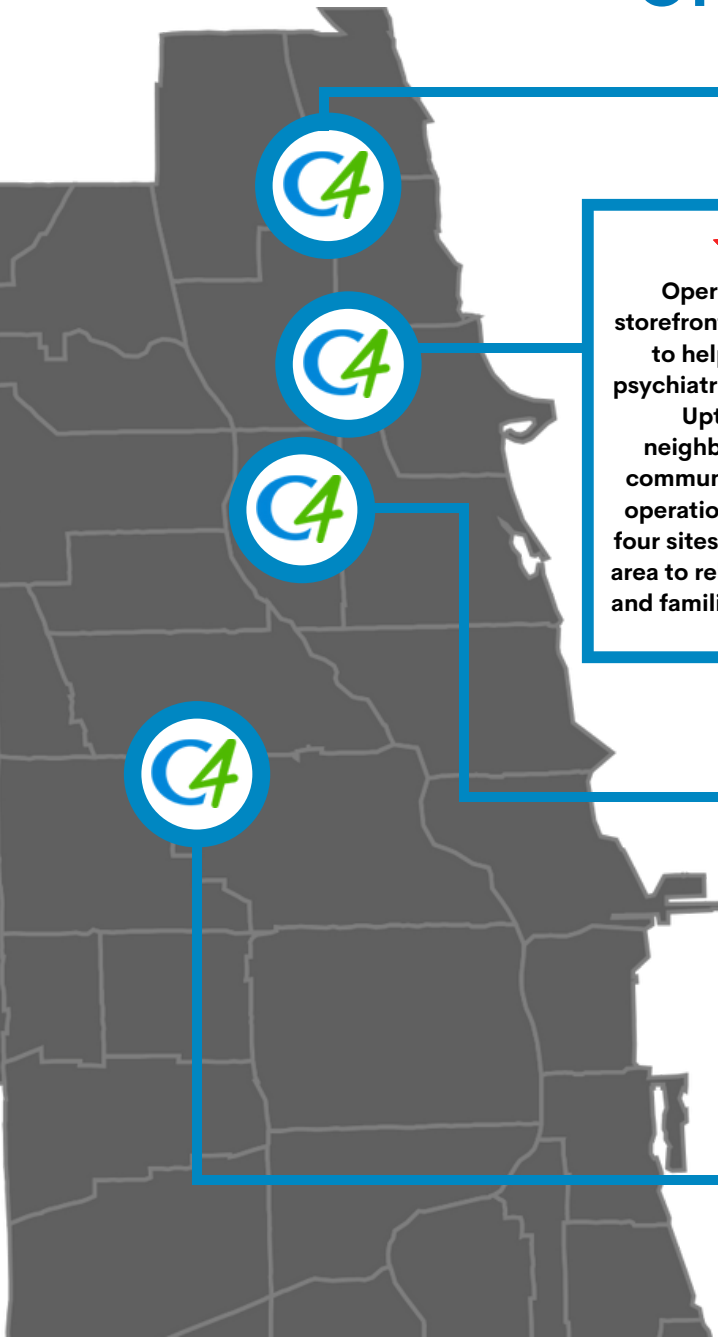
LONG-TERM OUTCOME & VISION

People recovering from mental illness and emotional trauma are able to live, work, and thrive in their communities.

C4 MAINTAINS ACCREDITATION THROUGH THE JOINT COMMISSION, THE NATION'S LARGEST ACCREDITING BODY IN HEALTH CARE. FURTHER, OUR COMMITMENT TO TRANSPARENCY AND QUALITY, IS ONLY SECOND TO OUR COMMITMENT TO INCLUSIVITY AS MADE EVIDENT BY OUR ACHIEVEMENT OF GUIDESTAR'S GOLD SEAL OF TRANSPARENCY. LASTLY, C4'S OFFICES ARE RECOGNIZED NHSC SITES AND SUPPORT QUALITY CARE FOR COMMUNITIES WITH LIMITED ACCESS TO CARE.



HOPE & HEALING ACROSS CHICAGO



Operating from a one room storefront, C4 was founded in 1972 to help people released from psychiatric hospitals into Chicago's Uptown and Edgewater neighborhoods stabilize in the community. Since that time, C4's operations have grown to include four sites with an expanded service area to rekindle hope for individuals and families on Chicago's north and west sides.



Today, C4 provides trauma-informed and community-based services in over 20 communities, connecting more than 7,000 children, adults, and families to services annually. Treatment is a partnership between the individual, C4 staff, other professionals, and a network of family and friends, when possible. This supportive atmosphere enables healing in a safe, trusted environment marked by professionalism and skill.



THROUGH KEY LOCAL PARTNERSHIPS, C4 ENSURES FULL CONTINUITY OF CARE. THESE INCLUDE:

- Bobby E. Wright Comprehensive Behavioral Health
- Chicago Children's Advocacy Center
- Chicago Department of Public Health
- Chicago Public Schools
- City of Chicago
- Community Behavioral Health Alliance
- Cook County Health
- Erie Family Health Centers
- Fifth Third Bank
- Genoa Healthcare
- Habilitative Systems, Inc.
- Hartgrove Behavioral Health System
- Heartland Health Centers - Chicago
- Humboldt Park Health
- Illinois Department of Human Services
- Illinois Health Practice Alliance
- Lurie Children's Hospital of Chicago
- PCC Wellness
- The Loretto Hospital

COMMUNITY & RAPID RESPONSE SERVICES

"Teamwork makes the dream work!"

BEATRIZ "BETTY" SALCEDO
CASE MANAGER

"I know that's a popular phrase that a lot of people use; however, personally that quote helped me get through some tough times...we are all a team and no matter where you go to, they are able to help." Betty's message is a reminder of what is possible when you have a resource you can rely on.



Support isn't always about lifting someone up - it is meeting them where they are to help them stand.

Seeking to avoid the trauma and harm of police and emergency intervention, C4 offers compassionate and innovative solutions to crises that reflect the best practices in mental health. Our services focus on building communities and networks that consider the whole individual, from stabilization, to recovery, to healing and thriving.

The uncertainty and challenge of the pandemic has continued to demand great strength from clients and staff alike: youth were asked to be pioneers in virtual learning, many adults counteracted layoffs with multiple part-time jobs, and C4's staff all served as leaders as we regrew our workforce. However, the demands of this time cannot be understated, and isolation, loss of loved ones, and anxiety resulted in increased need for mental health support across the city. In response to this need, C4 joined the Illinois Call4Calm to provide emotional support and local resources for those most challenged by the pandemic.

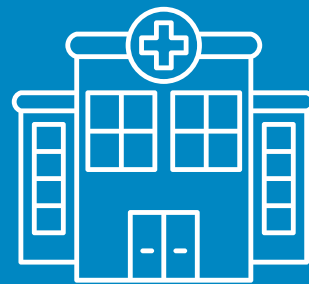
IMPACT SNAPSHOT

6000+

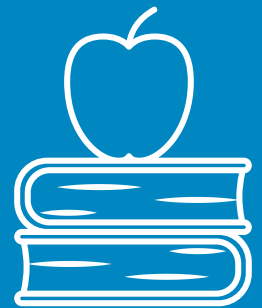
C4 has served the Chicagoland community as the largest provider of Screening, Assessment and Support Services since the program's inception in 1989. This past fiscal year, our teams provided a community-based solution to distress, responding to over four thousand requests for support.

38

Trauma can happen to anyone, and so can healing. Our skilled clinicians provided safe and effective services in nearly 40 different communities across Chicago and the surrounding suburbs.



21



215

C4 provided crisis response services to 21 hospitals and 215 schools in Chicago.

YOUTH & FAMILY SERVICES

"We spent the past year attempting to befriend the discomfort that comes with a once-in-a-lifetime experience of going through the same life-altering moments that your clients are going through. It was an important reminder of our shared humanity."

DIANA CASTAÑEDA
DIRECTOR OF YOUTH & FAMILY SERVICES

WHAT MAKES FAMILY THERAPY SUCCESSFUL AT C4?

Our focus is on treating intergenerational trauma. We help individuals, families, and systems understand themselves and their relationship to each other through the lens of intergenerational trauma. It is through that understanding that healing can begin to replace blame, shame, and the instinct to replicate unhealthy cycles.



The *Nurturing Game* is one of our most popular family therapy games. Board and card games offer youth and caregivers opportunities to express themselves in a therapeutic setting while having fun.

826

In FY21, C4 provided 826 children, adults, and their families with access to individualized and evidence-based behavioral health services to support their individual vision of healing and recovery

44%

Fourty-four percent of Chicago children experienced an increase in at least one mental or behavioral health symptom during the pandemic compared with before the pandemic

The entirety of Chicago was affected by the pandemic, but structural racism was the driving factor behind the disproportionate crises across healthcare, food and housing security, education, and mental health for our BIPOC clients.

To address the growing mental health needs in school-aged children, C4 continues to develop partnerships with Chicago Public Schools in west side neighborhoods to provide trauma-informed therapy to students and families in both school and community-based settings.

C4 seeks to increase resiliency, enhance protective factors, and achieve individual and comprehensive community wellness through a collaborative approach. Our vision is a Chicago where all will have the access, care, and tools to recover from mental illness and trauma to live, work, and thrive in the community.

ADULT & SPECIALIZED SERVICES

"COVID-19 was, by far, the biggest challenge facing Specialized Services. When other mental health programs and social service agencies were pulling back case management services and staff were sheltering in place, the programs at Broadway carried on with minimal disruption. Every service and treatment intervention continued. Virtually every single one was provided directly to clients with robust COVID precautions in place. Heroes truly did and do work here!

RON SUMPTER, DIRECTOR OF SPECIALIZED SERVICES



A quilt created and sewn by one of C4's clients in our art and expressive therapy program

THERE IS NO WRONG DOOR AT C4

162

C4's Drop-In Center is a non-clinical environment where individuals with lived experience with mental illness can realize their agency and create a plan of recovery with the support of their peers. By investing in equipment, tools, and training to mitigate the spread of COVID-19, we were able to foster community and keep our doors open in spite of the pandemic for 162 clients.

500

In FY21, C4 staff administered close to 500 vaccinations. Continued psychiatric services, comprehensive COVID-19 prevention measures, regular testing, and robust administration of vaccinations all worked together to help the agency's most vulnerable clients stay psychiatrically stable and physically safe during one of the most stressful times our country has known.

DONORS

JULY 01, 2020 - JUNE 30, 2021

ALL OF US AT C4 WOULD LIKE TO EXTEND OUR DEEPEST GRATITUDE TO THE GENEROUS INDIVIDUALS, FAMILIES, FOUNDATIONS, & CORPORATE DONORS WHO SUSTAIN OUR MISSION. TOGETHER, WE BUILD STRENGTH IN COMMUNITY.



\$500,000+

- Illinois Department of Mental Health

\$100,000 - \$499,999

- Ann & Robert H. Lurie Children's Hospital
- Chicago Department of Public Health
- Substance Abuse and Mental Health Services Administration

\$50,000 - \$99,999

- Lloyd A. Fry Foundation

\$30,000 - \$49,999

- Grant Healthcare Foundation

\$20,000 - \$29,999

- Chicago Community Trust
- Aetna

\$5,000 - \$9,999

- John Quigley
- Patrick Nichols
- Douglas Myers

\$1,000 - \$4,999

- Shir Limazati
- Yuk Ming Liu
- Margaret Sullivan
- Miriam Alschuler
- Jane Doe
- Peter Gotsch
- Steven Routburg



\$500 - \$999

- Evan Freund
- William Messner
- Elizabeth Fama
- John Franklin
- Sheila Appelgate
- Michael Anderson
- Patrick Dombrowski

\$100 - \$499

- Megan Mills
- Mikhail Fedyukov
- Deborah Cogan
- Douglas Eaton
- Meredith George
- David Shapiro
- Kaitlyn Cullen
- Marc Atkins
- Richard Weiland
- Joel Murray
- John Resing
- Dennis Peterson
- Marion Walsh
- Rob Wilkerson
- David Wells
- Susan Holbert
- Enid Baron

\$100 - \$499 cont.

- Angela Joiner-Jones
- Julie Biehl
- Michelle Gittler
- Maryanne Burgess
- William Houston
- Maryse Richards
- T. Jackson
- Lara Leigh LeVoy
- Judith Lauth
- Natalie Buchar
- John Levi
- Andrew Berman
- Douglas Winzelberg
- Eric Nelson
- Liz Shayani
- Deidra Byrd
- Manuel Chen

Up to \$99

- Michele Zindars
- Alexia Rivera
- Carol Derner
- Kearney Grambauer
- Debra Raimondi
- Timothy Lee
- Robin Toewe

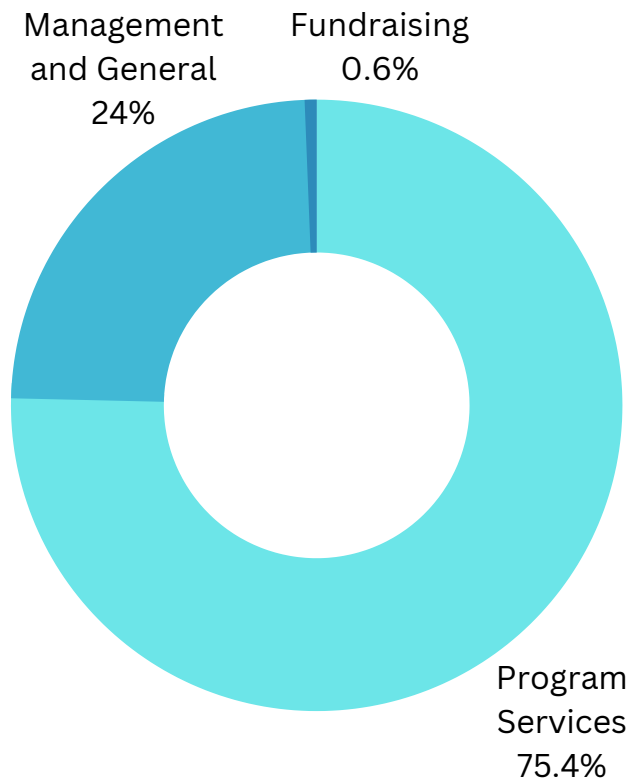
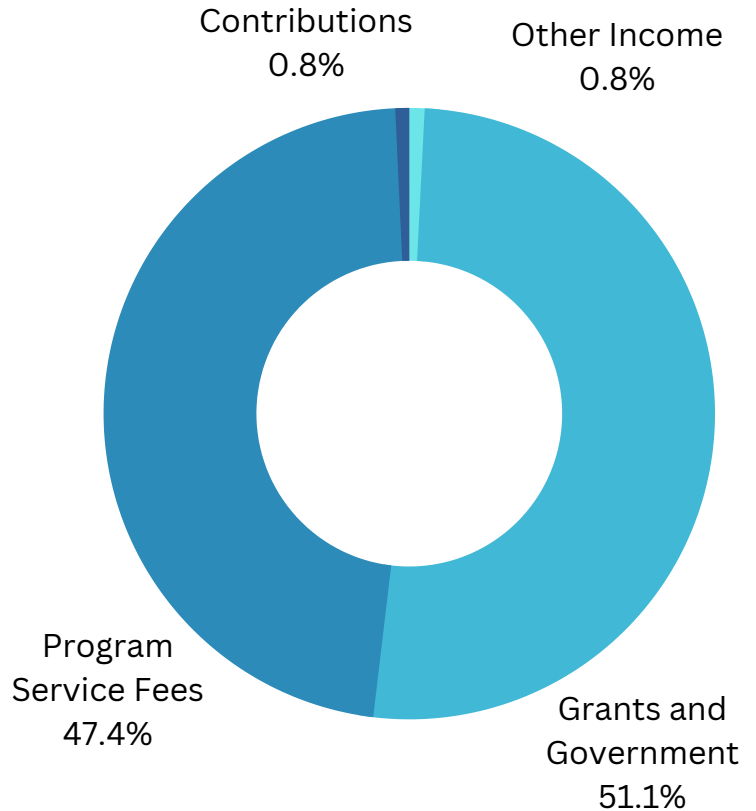
Up to \$99 cont.

- Maggie Neuder
- Matthew Alschuler
- Linda Dean
- Stanley Robin
- Isaac Daniel
- Martha Chaman
- Julia Bowen
- Michael Kreloff
- Gerald Rizzer
- Bradley Schwartz
- Susan Grossman
- Elliot Frolichstein-Appel
- Lynette Bonness
- Nancy Reinberg
- Alex Kane
- Robin Vargas
- Elyse Rasky-O'Connor
- Sam Lisuzzo
- Maria Rios

Financials

REVENUE

During FY2021, C4 earned \$11,396,482.46 in revenue, representing an almost 18 percent increase from FY2020 (see Table 1). The majority (51.1%) of C4's funding comes from grants and government agencies — between FY2020 and FY2021, C4 experienced a 286.6 percent increase in grant and government funding. Individual contributions and other sources of income make up the smallest portion of our revenue.



EXPENSES

During FY2021, C4 spent \$11,740,584, 13.3 percent more than in FY2020 (see Table 2). The vast majority (75.4%) of C4's revenue is spent on Program Services. In FY2021, C4 grew and invested in staff and incentivized community-based work through the Strength in Our Community Initiative (SOCl), which contributed to the 8.8 percent increase in Program Services spending. Despite an overall increase in expenses, C4 decreased the budget deficit by 49.7 percent from FY2020 to FY2021.

Financials

Table 1. Revenue FY2021 vs. FY2020

Revenue	FY2021	FY2020
Contributions	\$94,048.94	\$134,278.00
Grants and Government Agencies	\$5,959,124.20	\$1,541,502.00
Program Service Fees	\$5,257,623.43	\$6,266,170.00
Payroll Protection Plan Loan	NA	\$1,527,500.00
Other Income	\$85,685.89	\$207,185.00
Total Revenue and Other Support	\$11,396,482.46	\$9,676,635.00

Table 2. Expenses FY2021 vs. FY2020

Expenses	FY2021	FY2020
Program Services	\$8,848,795.00	\$8,130,277.00
Management and General	\$2,817,741.00	\$2,161,212.00
Fundraising	\$74,048.00	\$69,313.00
Total Expenses	\$11,740,584.00	\$10,360,802.00
Net Deficit	\$344,101.54	\$684,167.00

Senior Leadership & Board of Directors

Senior Leadership

Kerri Brown
President & Chief Executive Officer

Patrick Dombrowski
Chief Clinical Officer

Laurie Mullin
Executive Assistant to the Executive Officer

Steve Trolinger
Director of Information Systems

Katherine Maitha
Controller

Lara Pawlak
Vice President of People

Gerald Muñoz
Director of Development and Marketing

Board of Directors

Laurel Legler
Chairperson

James Hallberg
Vice Chairperson

Evan Freund
Treasurer

Jack Quigley
Secretary

Directors
Mimi Alschuler

Michael Anderson, M.D., MBA, FACEP

John Franklin, M.D.

Philip Handal

Brent Pruim, J.D.

Patrick Thompson, AIA, LEED-AP

Steven Z. Routburg

Board Member Emeritus
Joyce Dugan

On Leave from Board
Megan Mills, Ph.D.