

CHICAGO WOMEN'S HEALTH CENTER

FY2017 ANNUAL REPORT



DEAR FRIENDS,

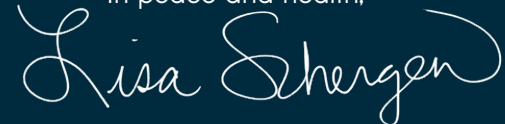
On behalf of Chicago Women's Health Center, I am proud to share with you this report of our 2017 Fiscal Year – a year of remarkable change for CWHC, for our communities, and for the context of our work.

This year, we heard from clients and students about the uncertainty and fears they were experiencing, especially around access to quality health care. CWHC was able to reassure them that our services, our sliding scale, and our affirming approach to care weren't going anywhere. Our response was made possible by the incredible response from across Chicago and beyond. Long-time and first-time supporters made clear the value they find in our services and the solidarity they feel with our mission.

Because of that support, CWHC could remain responsive to the emerging needs of our clients. For example: of clients with insurance, a quarter said they didn't understand their coverage and nearly a third were still *underinsured* because of high deductible plans. Continuing our commitment to provide accessible care as well as empowering health information, CWHC created new systems and trained staff to help people understand how to navigate their existing coverage, how to advocate for themselves with insurance companies, and how to utilize sliding scale and payment plan options to make care as affordable as possible. Further examples of program growth and adaptation fill the following pages.

On a personal note, I would like to share my deep gratitude for the welcome I received into my tenure as Executive Director. I sincerely look forward to working alongside you as we build on the progress of this past fiscal year.

In peace and health,

A handwritten signature in white ink that reads "Lisa Schergen". The signature is fluid and cursive, with a large initial "L" and "S".

Lisa Schergen, Executive Director



Lisa, pictured left, at CWHC's
5th Annual Revolutionary Health Care Event

MISSION

Our mission is to facilitate the empowerment of women and trans people by providing access to health care and health education in a respectful environment where people pay what they can afford.

VISION

We envision a world in which all people have access to comprehensive, affordable, and sensitive health care.

CONTENTS

Program Highlights

Clinical Services	1
Trans Health	2
Outreach & Education	3-4
Counseling	5
Alternative Insemination	6
Integrative Health	6

Clients & Students	7-8
--------------------	-----

Audited Financials	9-10
--------------------	------

Funders & Sponsors	11-12
--------------------	-------

Collective Members	16
--------------------	----

CLINICAL SERVICES

The Clinical Services Program provides collaborative health care with an emphasis on health education. CWHC's longest-standing program, services include gynecology care, primary care, and care for trans individuals.

In FY17, 2,786 Clinical Services appointments were completed for 1,933 individuals.

100% of clients report their provider respected their identity and beliefs.

100% of clients report their provider explained everything well.

97% of clients report that their mental health was addressed as part of their health and wellbeing.



“Today I learned about everything from anatomy to nutrition to preventative health and mental health care.”

– primary care client

My provider is respectful of my gender and perspective. They clearly wanted to make sure I'm comfortable, well-informed, and can trust the care I'm receiving.

- trans health client

TRANS HEALTH

Through Clinical Services, CWHC provides hormone administration in addition to co-managing primary care issues. Further, each of CWHC's programs offer trans affirming services to all trans-identified individuals.

99% of trans health clients would recommend CWHC's health care services.

100% of trans health clients report feeling comfortable in CWHC's waiting room and appointment space.

OUTREACH & EDUCATION

The OE Program facilitates the empowerment of young people to make informed decisions, to combat misinformation, and to be part of building safer school environments. The program's curriculum includes the anatomical and physiological impacts of puberty, pregnancy, and sexually-transmitted infections, as well as tools for assessing and addressing messages from peers and social media regarding self-esteem, body image, gender identity, sexual orientation, and healthy relationships.

In FY17, OE taught 679 classes reaching 4,501 individuals.

139 classes were taught in Spanish or bilingually in Spanish and English.

80% of OE's 44 school and community partnerships have been active for two or more years.

97% of participants report feeling respected by their Health Educator.



Health Educator Megan Selby with a menstrual care kit used for classroom demonstrations

Very informative for students; allowed space for them to ask difficult questions and feel safe.

- school partner

While OE's approach is in line with National Sexuality Education Standards, class sessions are also responsive to students' lived experiences and concerns. To guide discussion, Health Educators solicit anonymous "secret" questions from students.

Secret questions from FY17 included:

- Do emotions get complicated when you get older?
- How do you come out to non-supportive parents?
- Is there a difference between sex without asking and rape?
- Is it our hearts that feel love or is it our brain?
- How do you know when you want a baby?

COUNSELING

The Counseling Program offers mental health services from a feminist and person-centered perspective. Counselors provide support and insight into a client's experiences while maintaining an open environment that enables clients to be seen, heard, and understood in their full complexity.

In FY17, 2,201 individual or couples counseling sessions were completed for 143 individuals.

100% of clients report working in partnership with their counselor.

94% of clients report an increased understanding or ability to approach difficulties in their life.

CWHC has made a huge difference in my life. I am a better, healthier person because of you. Thank you so much!

- counseling client



“Fabulous place and fabulous care givers! Very communicative and willing to take time to explain and explore options. Health care experts who feel like partners in helping support my health.

– acupuncture client

ALTERNATIVE INSEMINATION

The Alternative Insemination (AI) Program assists women and trans people on their path to pregnancy in a comfortable, respectful environment. One AI client shared, “I appreciate the transparent, collaborative, and respectful approach of CWHC.”

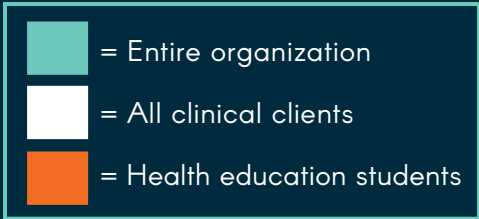
In FY17, AI provided 83 consultations and provided inseminations to 100 individuals and couples.

INTEGRATIVE HEALTH

The Integrative Health Program (IHP) offers acupuncture, bodywork, and massage – providing access to alternative healing modalities that are often unavailable to lower income individuals.

In FY17, IHP provided 285 appointments for 97 clients.

FY17 CLIENTS & STUDENTS



PEOPLE SERVED
6,744
2,243 | 4,501

INCOME & INSURANCE

48% of clients earn less than 200% of the Federal Poverty Level (\$24,120 for an individual).

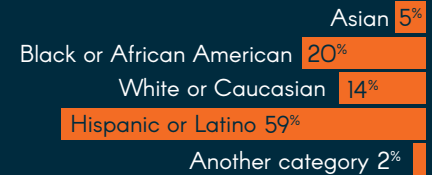
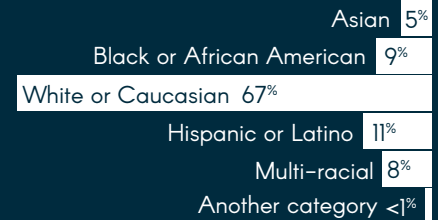
74% of students are from low-income households across Chicago.

37% of clients are uninsured.

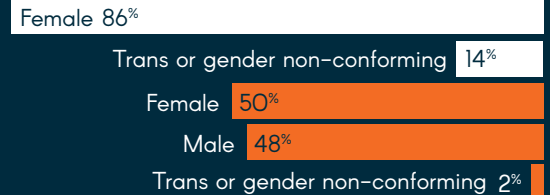
27% of clients with insurance are still underinsured due to high deductible plans.

25% of clients with insurance report they do not understand their insurance coverage.

RACE & ETHNICITY



GENDER



GEOGRAPHY

86% of clients live in Chicago,
94% live in Cook County.

97% of school and community partners were located in federally designated medically underserved areas of Chicago.

AGE

Clients: ages range from 18–68 with an average age of 32

Students: 92% are youth whose ages range from 4th Grade to college-age

CLIENTS

92% of clients report feeling able to make a healthy change after their visit, including:

- I am ready to manage my depression and anxiety, and improve my well-being.
- I feel empowered to change my bad habits without feeling shame about them.
- Being in such a positive place makes me feel more open to health care on a regular basis.

STUDENTS

97% of students report increased knowledge on positive health seeking behaviors.

Students said the most important thing they learned was:

- How to care for yourself, and make choices for yourself.
- What consent is, and how important it is.
- To be confident in who I am, everyone is different and that is okay.

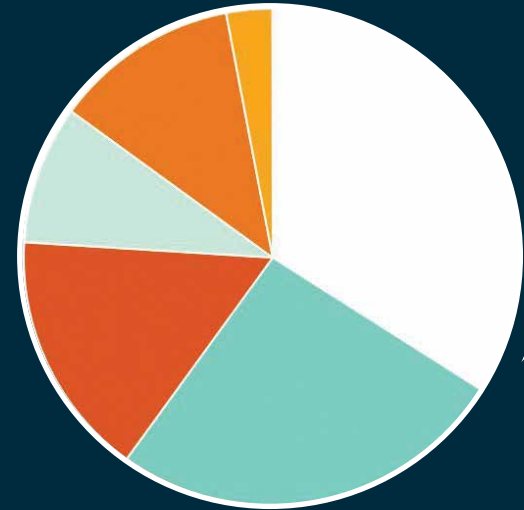
STATEMENT OF ACTIVITIES

For Fiscal Years ending August 31, 2017 and 2016

REVENUE	2017	2016
Foundation Grants	292,500	277,206
Fees for Service	392,138	388,182
In-kind Services	189,980	196,813
Individual Donations	118,431	89,293
Corporate Donations	19,366	3,571
Special Events (Net Income)	28,853	16,128
Other Income	11,029	10,724
Revenue Released From Restriction	90,000	140,504
TOTAL UNRESTRICTED REVENUE	1,142,297	1,122,421
EXPENSES		
Programs	980,104	977,015
Fundraising	89,692	72,794
Management & General	26,828	27,051
TOTAL EXPENSES	1,096,624	1,076,860
Change in Unrestricted Net Assets	45,673	45,561
Change in Temporarily Restricted Net Assets	(90,000)	(50,504)
Net Assets - Beginning of Year	466,945	471,888
Net Assets - End of Year	422,618	466,945

SOURCES OF FUNDING

- Fee for service: 34%
- Foundation grants: 26%
- In-kind service: 16%
- Individual & corporate donations: 12%
- Other: 9%
- Special events: 3%



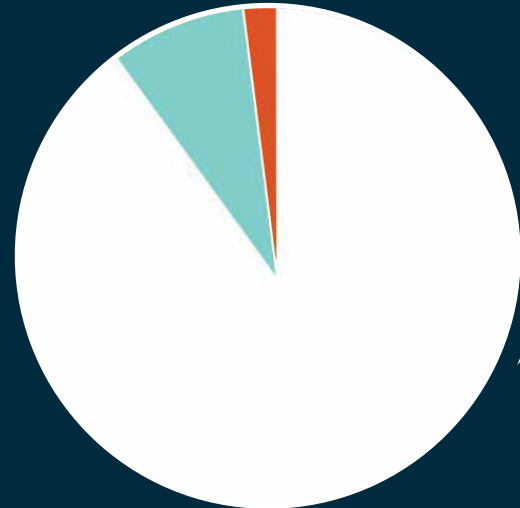
STATEMENT OF FINANCIAL POSITION

For Fiscal Years ending August 31, 2017 and 2016

ASSETS	2017	2016
Cash and cash equivalents	440,880	456,887
Accounts receivable	10,313	32,254
Unconditional promises to give	1,370	1,690
Prepaid expenses	22,783	23,004
Total current assets	475,346	513,835
Other assets	6,500	6,500
Property and equipment	13,580	18,209
TOTAL ASSETS	495,426	538,544
LIABILITIES & NET ASSETS		
Accounts payable	288	751
Accrued expenses	46,709	40,888
Current liabilities	52,997	48,639
Deferred rent liabilities	19,811	22,960
TOTAL LIABILITIES	72,808	71,599
Unrestricted net assets	396,618	376,945
Board designated	26,000	
Temporarily restricted net assets	0	90,000
TOTAL NET ASSETS	422,618	466,945
TOTAL LIABILITIES & NET ASSETS	495,426	538,544

USE OF FUNDS

- Program services: 90%
- Fundraising: 8%
- Management & general: 2%



SPECIAL THANKS

CWHC proudly recognizes the generosity and partnership of our foundation supporters.

\$80,000 - \$30,000

The Crown Family | Nurse Practitioner Program
The Crown Family | General Operations
Polk Bros. Foundation | Outreach & Education Program
Ravenswood Health Care Foundation | Clinical Services Program

\$29,999 - \$10,000

The General Fund of Chicago Foundation for Women | General Operations
Anonymous Foundation | General Operations
The Blowitz-Ridgeway Foundation | General Operations
Harry S. Black & Allon Fuller Fund | General Operations
Phalarope Foundation | General Operations

\$9,999 - \$1,000

Anonymous Foundation | Fundraising Capacity Building
Washington Square Health Foundation | Clinical Services Program
Winnetka Congregational Church | Clinical Services Program
DEW Foundation | General Operations
Elizabeth Morse Charitable Trust | Outreach & Education Program
Skaggs Family Foundation | General Operations
Peoples Gas and Northshore Gas Community Fund | General Operations



CWHC sincerely thanks our 680 individual donors, who provided \$118,431 of support in FY17, and our 66 volunteers, who donated 7,225 hours of their time, totaling \$189,980.



CORPORATE SUPPORTERS

Thank you to all the businesses who supported CWHC in FY17!

Flowers for Dreams (pictured)
Early to Bed
Anonymous
The TaTaTop
Busy Beaver Button Company

Bodhi Spiritual Center
Catharsis Productions
Women & Children First
Michelle Starbuck Designs
Strange Cargo

1871 Chicagoland
Entrepreneurial Center
Feed Your Head Cafe
Painted Light Photos
Five Point Holistic Health

Range Chicago
Grateful Yoga of Evanston
Eye Vybe Records
Savvy Second and 1^{sts}



Chicago League of Lady Arm Wrestlers (CLLAW) match benefiting CWHC.

In FY17, over 40 events were held across Chicago to benefit CWHC.

The creativity, generosity, heart, and humor of these events – from tribute concerts and sad-love-song karaoke to craft sales and bar nights to both mud *and* arm wrestling matches – were truly incredible.

To those who organized, those who attended, and those who donated: know that your support has helped to ensure compassionate health care and health education remains accessible to women, trans people, and young people in Chicago. It also meant a lot to us. **Thank you.**

“We are proud to support you and had a blast doing so! It’s organizations like you that make us proud to be Chicagoans. With so much love and adoration – thank you CWHC!”

• event organizer

Every person I've met has been understanding, patient, and welcoming. I've struggled with insecurities my entire life, which often prevented me from getting health care. CWHC changed that.

- gynecology client



FY17 COLLECTIVE MEMBERS

*Board
**Staff

A.J. Barks**
 Mary Bowman**
 Scout Bratt**
 Cheryl Carvalho**
 Louise Champlin**
 Jacoba Cruz-Rodríguez**

Jubi Dutcher**
 Leslie Fiedler**
 Sarah Rebecca Gaglio**
 Lakeesha Harris**
 Sula Hitzeman*
 Lee Jacobs Riggs**

Jess Kane**
 Terri Kapsalis
 Rayja Karipineni
 Tina Lee**
 Sandra Maldonado**
 Megan Mellee**

Ariel Mejia**
 Harika Parige*
 Nicole Perez**
 Judy Popovich**
 Sangi Ravichandran*
 Betsy Rubinstein*

Heather Reitsma*
 Lisa Schergen**
 Megan Selby**
 Naimah Thomas**
 Molly Wilbers*
 Alicia Williams*

Stephanie Williams*
 Marissa Yelnick**
 Jess Young**



CHICAGO WOMEN'S HEALTH CENTER

chicagowomenshealthcenter.org

1025 W. Sunnyside Ave. #201

Chicago, IL 60640

p. (773) 935-6126

f. (773) 935-7145

