



ANNUAL REPORT

FY2025



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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Designed by: Katharine Quintanar

CEO Letter

Dear FSA Community,

As I complete my second year as CEO of Family Service Association of Greater Elgin Area, I am proud of our progress and energized for what lies ahead. FY25 has been a year of meaningful growth focused on improving outcomes for the individuals and families we serve. We continued to strengthen our core services, with a focus on child and adolescent mental health and crisis intervention. These programs remain critical to supporting families during their most vulnerable moments.

We have also invested in our greatest asset, our staff. By enhancing training and workforce support, we are preparing our team to meet the increasing complexity of client needs with confidence and compassion. Because when our team is strong, our impact grows.

Looking forward, our vision is to build an even stronger agency that is responsive, resilient, and rooted in meaningful partnerships. We are committed to lifting up families who are often overlooked and ensuring our workforce has the tools to make a lasting impact.

Thank you for your continued trust and support. Together, we are building a healthier, more connected community.

With Gratitude,
Janeth Barba, LCSW
Chief Executive Officer

FSA's Governing Board of Directors

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.

Katelyn Mucci Segura, President

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Edward Hunter, Treasurer

Julisa Alonso, Secretary

Mark Rizzo

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Tony Rigano

Claudia Serrano

Janeth Barba, Chief Executive Officer (CEO)

Tameron Keeffe, Chief Clinical Officer (CCO)

Thank you

Client Story

Pathways to Success Story

Before joining Pathways to Success, 9-year-old Sam didn't have many hobbies or ways to express himself.

He was still figuring out who he was. The one thing he truly loved was running. But living in a rural area with no access to parks or programs, Sam often ran in parking lots or grassy areas near the highway just to release his energy. It worried his dad deeply, but with a limited income, safer or structured activities weren't within reach. Sam takes medication to manage his mental health and was referred to Family Service Association of Greater Elgin's Pathways to Success program through his care. The program supports children and families with high treatment needs by providing care coordination, individualized support, and flexible services—many not covered by traditional insurance. Participation is voluntary and centered on each family's goals.

For Sam and his father, Pathways was life-changing.

Through the program, Sam was introduced to Equine Therapy—an experience his father says revealed a new side of him. "I have not seen him filled with so much joy, ever," he shared. "His smiles and laughter were amazing." Working with animals gave Sam peace, connection, and happiness.

Pathways also helped the family purchase a treadmill, giving Sam a safe and consistent way to run. "He uses it every day," his dad said. "He loves to time himself and see how fast he can run—safely, of course." No more running near highways—now Sam enjoys his favorite activity at home.

Sam also joined a gymnastics program, where he's building strength and confidence. "Being part of this has given Sam a huge boost of self-esteem. These are skills he's learning to carry into every part of his life," his father shared.

Recently, due to a medication backorder and a long wait to see his doctor, Sam has gone without his prescription. It's been challenging, but the activities and support from Pathways have helped his family through the uncertainty. "Without these resources, life would be much harder for our little family," his father said.

A key part of that support is Estefania, Sam's care coordinator. "She's been an absolute blessing," his dad shared. "She connects with Sam in such a special way. She makes sure he knows he matters—and that she's someone he can always count on."



Donor Appreciation

Donors in order of amount donated:

IHC Construction Companies LLC, Dave and Sandra Kaptain, Segucci Home Team, Steven and Betty Rauschenberger, Dave Rock, Katherine Morrow, Scott and Pam Budd, Realm of Tech, Justin Budd, Bernadette May, Dan and Barbara Sergi, Tish Calhamer, The Renaissance Foundation, Mansi Patel, Janeth Barba, ComEd, Salem Wheeler, Amanda Rankin, Charities Aid Foundation of America, Mark Rizzo, Matt Rock, Steven LaForge, Premium Web Tech, Lore Baker, Olsen Accounting & Business Services Inc, Valerie Price Swan, Steve Baustian, Panna Patel, Linda Welz, Stephanie O'Malley, Elizabeth Quintanar, Katharine Quintanar, Tameron Keeffe, Angela Briggs, Julie Young, Jenifer Crazythunder, Kylie Fitzgerald, Hannah Kavanagh, Christopher Nelson, Sarah Welz, Julio Guadarrama, Julisa Alonso, Estefania Contreras, Estrella Ramirez and Family, Erin and Ryan Saylor, Gina Clinton, Sandybel Hernandez, Courtney Littlejohn, Raquel Doyle, Tyra Ann Benson, Maureen Manning, Dianha Ortega-Ehreth



In Kind Support Provided by:

Gail Borden Library
City of Aurora
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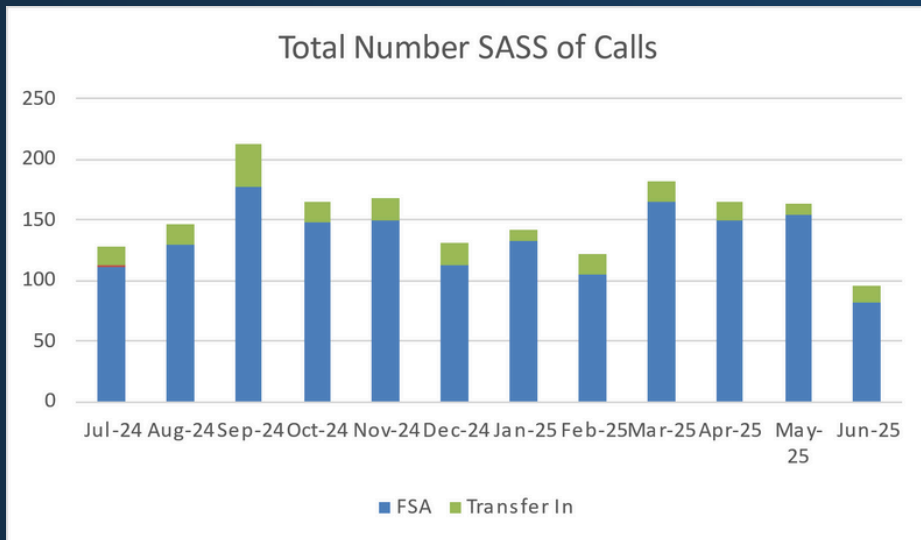
Grantors:

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INC Mental Health Alliance
First Congregational Church of Elgin
Elgin Township
Kiwanis Club of Elgin
DeKalb County Community Foundation

“Regardless of whether you donated \$1 or \$1 million to Family Services Associations in 2025, 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 2025 generosity.”

Crisis Services

SASS, MCRT, CIU, MHJJ



Mental Health Juvenile Justice (MHJJ)

- Served 40 clients in FY2025 and has been presenting on Firearm Restraining Orders and Safe Storage practices

Two Mobile Crisis Response Programs:

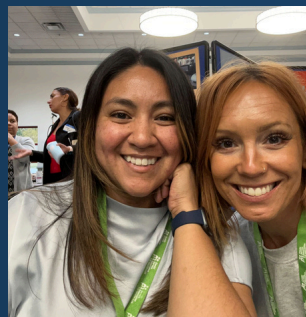
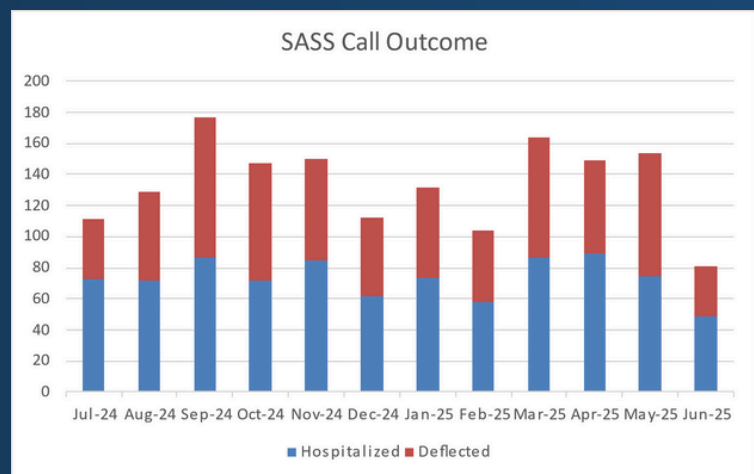
- Screening, Assessment, and Support Services (SASS)**
 - 1,610 SASS assessments completed
 - One of FSA's SASS therapists provided Eye Movement Desensitization and Reprocessing (EMDR) services to agency clients
- Mobile Crisis Response (MCRT)**
 - 95 MCRT assessment services completed

Crisis Intervention Unit (CIU)

- Expanded from 1 to 4 full-time Police Social Workers
- Completed 1,102 follow-ups in Aurora
- Served 2,182 individuals (1,270 "Notify CIU" + 912 "Mental Subject Transport")

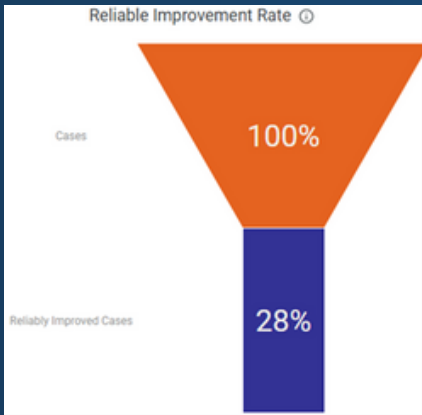
Violence Prevention

- Launched in FY25 with the focus on training the community on Mental Health First Aid and Firearm Restraining Orders.
- Trained 15 MHFA trainers via Kane County ARPA funds
- Delivered 11 trainings on Firearms Restraining orders to 154 participants



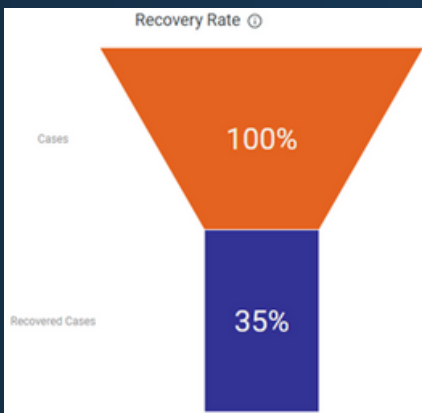
Therapy Services

Outpatient Therapy, School-Based Mental Health Therapy, Community Mentor Program, & Psychiatric Services



Outpatient Therapy Services (OP)

- Served a total of 455 clients in FY25
 - Total of 5,247 direct service hours
 - These services have resulted in the following measurable outcomes:
 - an 83% average Therapeutic Alliance
 - a 35% Recovery Rate (in the last year)
 - a 28% Improvement Rate (in the last year)



Community Mentoring Program (CMP)

- Provided community-based skill building supports to 25 clients
 - Provided 35 total skill building groups and workshops over the last year
 - Received a total of 131 referrals to attend these groups/workshops, and maintained a 53% average participation rate.
- Therapy Services teams utilized a variety of treatment modalities, including:
 - Non-directive play interventions (e.g., sand tray therapy)
 - EMDR (in progress through staff training)
 - Animal Assisted Therapy with Henri, FSA's therapy dog
 - Services tailored to transitional-aged youth



Therapy Services Continued...

Outpatient Therapy, School-Based Mental Health Therapy, Community Mentor Program, & Psychiatric Services

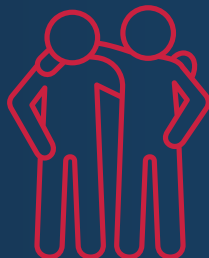
School Based Mental Health Program (SBMH)

- Strengthened our ongoing partnership and collaborations with 4 schools in D300:
 - Dundee Middle School, Carpentersville Middle School, Jacobs High School, and Dundee Crown High School.
- Additionally, the team continued implementing therapy services at 4 elementary schools in U-46:
 - Century Oaks Elementary School, Lowrie Elementary School, Huff Elementary School, and Channing Elementary School.
- The team supported the referrals for 84 students, attended 16 community events.



Psychiatric Services Program

- Delivered 671 completed appointments with a 72.69% attendance rate, including 62 new evaluations
- Maintained a no-show rate of 8.88%, significantly better than the national average of 15–30%.
- Engagement supported by proactive outreach, flexible scheduling, and urgent access for medication/safety concerns
- Achievements include:
 - Reduced evaluation wait times
 - Culturally responsive care
 - Active collaboration with FSA teams, schools, and agencies
 - Contributed to greater stabilization and continuity of care for youth



Pathways Program

Care Coordination & Family Support



Pathways	FY25
Total Clients Referred	252
Total Child/Family Team Meetings	559

Since launching in December 2022, FSA's Pathways to Success Program has grown to be the largest in Illinois—powered by 16 Care Coordinators supporting 252 referred clients in FY25. Our team has built strong partnerships with local agencies offering Therapeutic Mentoring, Family Peer Support, and Intensive Home-Based Therapy, enhancing the depth and reach of Care Coordination for families. This year, our leadership in program development and Wraparound facilitation was highlighted in two Regional Learning Collaboratives co-hosted with the University of Illinois Training Hub (PATH)—creating a vibrant space for collaboration, shared learning, and strengthened connections across neighboring service areas.



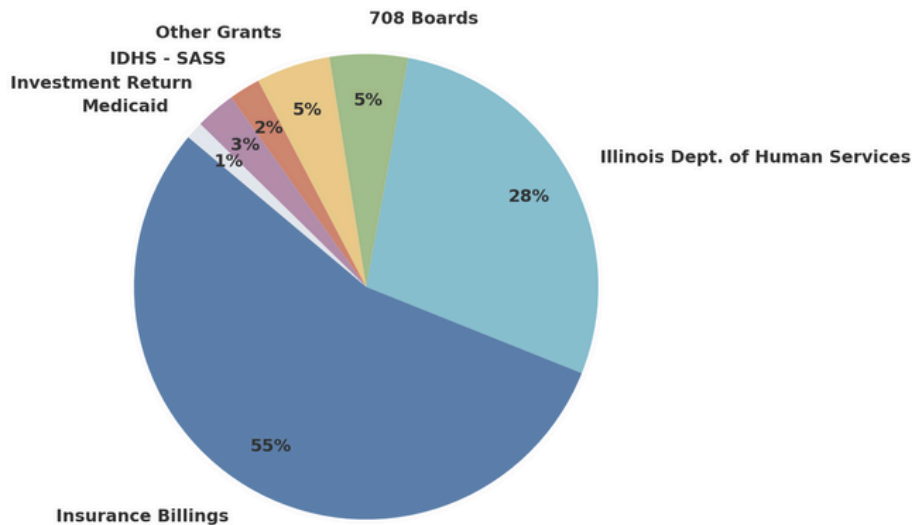
Participation in the Family Support Program has continued to rise over the past year, leading to the addition of a third FSP Coordinator in September 2024. Our dedicated team works tirelessly to connect families with community and residential services that strengthen clinical outcomes and foster lasting support. This year, FSP expanded its reach by partnering with specialty programs across Illinois—opening new pathways for families to access the care and resources best suited to their unique circumstances.

FSP	FY25
Unduplicated Clients throughout Kane & DeKalb County	112
Total Service Hours	1,129 hours

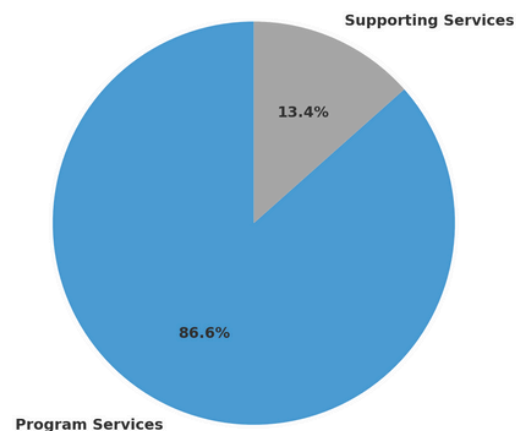


Financial Overview

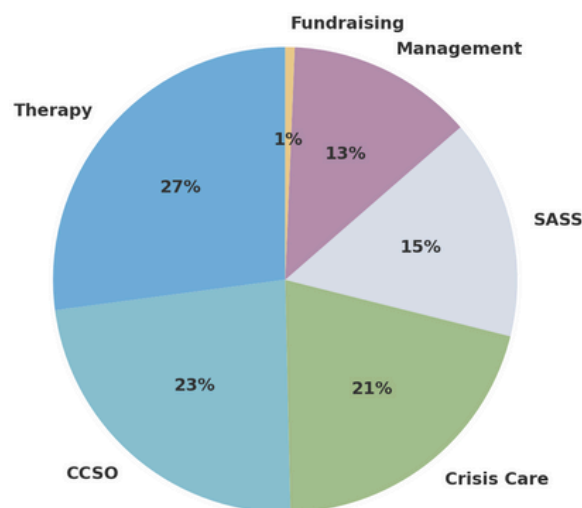
Funding Sources Breakdown (FY2025)



Expense Allocation: Program vs Supporting Services (FY2025)



Functional Expenses Breakdown (FY2025)



Summarized Financial Statements

Statement of Financial Position

	as of June 30,	
	2025	2024
Assets		
Current Assets	\$2,006,610	\$2,011,701
Property, Plant and Equipment, net	356,683	\$402,824
Other Assets	2,956,204	\$2,718,732
Total Assets	\$5,319,497	\$5,133,257
Liabilities		
Current Liabilities	\$464,629	\$551,955
Long-term Liabilities	1,468,185	1,648,040
Total Liabilities	\$1,932,814	\$2,199,995
Net Assets		
Without Donor Restrictions	\$3,281,683	\$2,828,262
With Donor Restrictions	105,000	105,000
Total Net Assets	\$3,386,683	\$2,933,262
Total Liabilities and Net Assets	\$5,319,497	\$5,133,257

Statement of Activities

	as of June 30,	
	2025	2024
Public Support and Revenue		
Total Public Support	\$1,741,192	\$2,635,446
Total Revenue	4,588,762	2,855,615
Total Public Support and Revenue	\$6,329,954	\$5,491,061
Expenses		
Program Service Expenses	\$5,086,184	\$4,645,060
Supporting Services:		
Management	752,283	746,556
Fundraising	38,066	49,841
Total Supporting Services Expenses	\$790,349	\$796,397
Total Expenses	\$5,876,533	\$5,441,457
Change in Net Assets	\$453,421	\$49,604
Net Assets, Beginning of Year	\$2,933,262	\$2,883,658
Net Assets, End of Year	\$3,386,683	\$2,933,262

May Mental Health Awareness 5k

We are excited to talk about this event presented for our community to bring awareness to mental health and engage in advocacy to eradicate stigma. Our goal is to strengthen individuals and families so that they can meet the challenges of modern life in positive and constructive ways. We believe that events such as our run/walk gives us the opportunity to engage with our community and create lasting impacts of having conversations, encouraging help-seeking, and building relationships with the people we serve. Our goals were to make this event memorable and fun and ultimately to continue to strengthen our efforts to support our community. FSA hopes you can join us every year in May as we continue to advocate for Mental Health and support our community's needs. We hope you'll join us next year!



UPCOMING DATE:
MAY 16TH, 2026



Participate in: Children's 100 meter Dash, T-shirt sales, face painting, etc...



Shout out to our
SPONSORS



WANT TO SPONSOR? CONTACT: [KQUINTANAR@FSAELGIN.ORG](mailto:kquintanar@fsaelgin.org)

What's Next: Looking Ahead to 2026

As we look ahead to 2026, Family Service Association remains focused on strengthening access to care, deepening impact, and investing in the systems and people that allow our staff to deliver high-quality, compassionate care more effectively.

- **Access & Pathways to Care**
 - Strengthening intake, referral, and care coordination so children and families are connected to the right services more quickly and with greater clarity.
- **Community-Based & Preventive Supports**
 - Expanding group services, psychoeducation, Mental Health First Aid training, and short-term interventions that promote early support and community resilience.
- **High-Quality, Coordinated Care**
 - Continuing to invest in trauma-informed clinical services, including psychiatric care, care coordination, and school-based partnerships that support youth and families across systems.
- **Smarter Systems & Technology**
 - Implementing FSA's new electronic health record, Netsmart/myEvolv, to strengthen documentation, outcome tracking, billing accuracy, and the overall client experience.
- **Strategic Planning & Growth**
 - Engaging in a new strategic planning process in 2026 to assess community needs, evaluate progress, and guide FSA's next phase of growth.
- **A Strong & Supported Workforce**
 - Investing in leadership development, clinical growth, and role clarity to strengthen collaboration, reduce burnout, and sustain our impact.



Celebrating 95 Years of Service

Honoring nearly a century of commitment to children, families, and communities while looking ahead with purpose and momentum.