Transforming Heartfelt Healthcare

STRENGTHENING THE SAFETY NET FOR VULNERABLE CHILDREN

ANNUAL REPORT FY2017/2018
From our leadership

Dear Friends,

The past year has been one of tremendous productivity for the OPRF Infant Welfare Society and its Children’s Clinic, even while we also undertook a significant initiative to ensure that the Society and the Clinic continue to flourish in the years ahead during these times of great change.

We completed a new three-year strategic plan focused on approaches to financial stability, building awareness of our work, continuously improve the delivery of our services and update our governance for today’s realities. We also paid considerable attention to understanding the modern needs and wants of our membership with an eye to expanding beyond the Oak Park and River Forest communities.

The Children’s Clinic has seen an increase in medical and dental patient visits thanks to greater clinic access, marketing and scheduling efficiencies. As a result, we are close to outgrowing our space and began evaluating a building to purchase within the vicinity of the children we currently serve. We were awarded an Innovation Grant to conceive a means to conduct behavioral health screens during a child’s dental visit. This pilot turned out to be enormously successful and led to an investment of additional social work social hours to offer dental patients much needed behavioral health support.

Our Portable Dental program has expanded. We are scheduled to visit 34 schools during the academic year and anticipate conducting dental exams, cleaning and fluoride sealant treatments for 2,000 children. Finally, we are in the early stages of exploring strategic partnerships that would strengthen our financial position and support our growth in patients and services.

Since the year closed, we have also won overwhelming support from our members to proceed with a plan to purchase a building to be our long-term home – a move that is a huge step forward. No-one knows what the future holds. However, we do know that our unwavering commitment to ensuring the health and well-being of children in need continues with bigger plans than ever.

Warmest regards,

Debbie Blanco, President OPRF IWS
Peggy LaFleur, Executive Director OPRF IWS
Heartfelt Healthcare builds a safety net

Heartfelt Healthcare means providing a medical home of comprehensive primary care services. It's Medical, and it's also health education and helping the family navigate social services. It's Dental, and it's also behavioral health and mentoring health professionals. Treating the whole child takes a community of partners and volunteers. It’s why we have strong relationships with organizations such as Pillars, New Moms, Collaboration for Early Childhood Development, Hephzibah Children's Association, GRACE Food Pantry, DCFS, UIC College of Dentistry, local hospitals, dentists and pediatricians – and many others.

We deal with a vulnerable population and, for many of our patients, our services are a safety net. That’s why it really matters what services we offer – and how we deliver them. Dental services for underserved children is the #1 unmet need in Illinois. The Clinic’s services provide a safety net with extended coverage through our portable dental program and the expansion of pediatric dentistry for children with special needs. We place a heavy emphasis on prevention to ensure children know how to take care of their teeth. Restorative care ensures children are pain and disease free.

During a well child visit, patients are screened for mental health and developmental issues. A new innovative program has extended this to screen dental patients for behavioral health problems. When we diagnose problems, solutions include short-term interventions, referrals to other agencies and aid with basic living needs.

Our primary focus is ensuring a child’s continued well-being through preventive healthcare and education. We are committed to providing the highest quality and comprehensive services in our clinic and throughout the communities we serve. Our dental team visits schools to provide care while our health education coordinator teaches preventative care in the classroom and community.

The Clinic embraces student health practitioners in its work and philosophy. In the past year, 42 students completed rotations at the Clinic, including 20 fourth year dental students and 9 pediatric dental residents from the University of Illinois at Chicago. The students consistently rank us as their favorite training site.
“Anyone who does anything to help a child is a hero to me.”

– Mr. Fred Rogers

For over five years a family from Oak Park with two adopted children, both with special needs, have received medical and dental care at the Clinic. We provide the benefits of our Medical Home, a model of compassionate and coordinated care recommended by the American Academy of Pediatrics. Help has included chronic disease management, connection to behavioral health treatment plus assistance to help the family with respite care and early childhood educational programming.

During a behavioral health screening in a routine medical visit for 15-year-old Jackson, his mother expressed concern to the pediatrician. After the recent death of his father, Jackson had started acting in an aggressive and abusive manner, which the mother described as observed in his father. She shared that Jackson's behavior was troubling the entire family, but she felt unsure how to respond, knowing that the young boy was grieving. Dr. Stephanie Weller coordinated care with Denise Gonzalez, Director of Behavioral Health. A full assessment gave insights for a short-term intervention. Appropriate care was provided plus Jackson and his family were linked to behavioral health services.

Lizzie began talking to herself and tightly hugging her body during her dental appointment. The dental team, who received specialized training to recognize behavioral health concerns, noted the distress and referred Lizzie to Maria Allemana, a Clinic social worker. Maria discussed the concerns with Lizzie’s mom who revealed that Lizzie also displayed unusual behaviors at home. Lizzie was referred for mental health services which included a full psychiatric evaluation and sleep study.

Ten-year old Lucy has cerebral palsy and epilepsy. Initially, Lucy had to receive dental treatment under general anesthesia. Over time Dr. Jazmine Dillard, one of our Clinic pediatric dentists has gained an understanding of Lucy’s non-verbal cues and built a trusting relationship; helping to communicate and care for her in the Clinic setting, without needing to treat her at the hospital.

Liz began talking to herself and tightly hugging her body during her dental appointment. The dental team, who received specialized training to recognize behavioral health concerns, noted the distress and referred Liz to Maria Allemana, a Clinic social worker. Maria discussed the concerns with Liz’s mom who revealed that Liz also displayed unusual behaviors at home. Liz was referred for mental health services which included a full psychiatric evaluation and sleep study.

During Luke’s medical appointment, his mother shared worries that Luke, who is a twin, was falling behind on developmental milestones discussed during the visit. She commented that he does not have the words to communicate when he is upset and is extremely shy. Darla DelWitt, nurse practitioner, and Maria Allemana, Clinic social worker, were able to get Luke evaluated and early childhood interventions were warranted. Luke is receiving much-needed speech and developmental therapy. The mother expressed her appreciation, as she felt that our Clinic staff were the only people who listened to her concerns and provided help.

Ten-year old Lucy has cerebral palsy and epilepsy. Initially, Lucy had to receive dental treatment under general anesthesia. Over time Dr. Jazmine Dillard, one of our Clinic pediatric dentists has gained an understanding of Lucy’s non-verbal cues and built a trusting relationship; helping to communicate and care for her in the Clinic setting, without needing to treat her at the hospital.

Patient names have been changed for privacy purposes.
Be a Hero – Help Children in Need

Thanks to you and the members, donors, and volunteers of the Infant Welfare Society, children in need can receive Heartfelt Healthcare. Our community is wide, embracing a diversity of people and organizations. Contributions come in many ways.

WE WELCOME YOUR CONTRIBUTION!
Visit our website at oprfiws.org for details on how to get involved.

PRO BONO SERVICES: TALENTS & EXPERTISE

Pro-bono Expertise
Volunteers offer time, skills and expertise to help IWS in countless ways: video film production, facility planning, design, events, copying, music, publicity, marketing outreach, photography, and legal expertise.

In-Kind Contributions
Thanks to in-kind contributions, IWS can accomplish more. Donations of free creative services and reduced-cost printing, enabled IWS to update our Health Education Outreach van with a freshly branded “wrap” to increase visibility and promote the IWS Children’s Clinic.

PET THERAPY PROGRAM
“At a resident of Oak Park / I was looking for more ways to get involved in my community / When I saw the IWS Children’s Clinic was looking for certified therapy dogs for their Pet Therapy Program / I knew that Opie and I would be a great fit. Opie loves kids, and kids love him. It has been very rewarding to see the kids get comfort from Opie.”

Jeff Schofield
IWS VOLUNTEER

FUNDRAISING EVENTS

HOLIDAY HOUSEWALK & MARKET
A wide array of community support creates a festive holiday fundraiser. From families who open their homes, sponsors, and artisan vendors, to housewalk attendees and market shoppers.

ECONOMY SHOP
IWS members build lasting friendships and connection by volunteering on projects like the management and staffing of the IWS Room at the Economy Shop, an Auxiliary fundraiser.

COMMUNITY & CORPORATE PARTNERSHIPS

CORPORATE SPONSORSHIPS
“MB is committed to building strong, vibrant communities and is proud to support Infant Welfare Society. Partnering with IWS for “MB on the Block”, our service day, is one of the ways we help the neighborhoods we serve.”

Susie Goldschmidt
MB FINANCIAL BANK – RIVER FOREST AND IWS MEMBER

COMMUNITY SUPPORT
Businesses, schools, individuals, and families help clinic patients with donations big and small. Recently, a local school held a book drive and donated hundreds of books to the Clinic’s Giving Library.

HOLIDAY GIFT PROGRAM
This year, in the weeks leading up to Christmas, members and volunteers will spread cheer by helping families in need by delivering gifts of winter clothing, toys, meals, and more.

Special Events
Cook & Read: members who are from area high-schools, host fun, activity-centric events. Clinic families enjoy the Back-to-School Health Fair & Backpack Giveaway and the Holiday Party with Santa.

GIVING LIBRARY
Better than stickers or lollipops: after each appointment patients can select a new or gently used book that is theirs to keep, creating home libraries. An all-volunteer committee organizes donated books and keeps our reading nook looking beautiful.

Giving Library

PET THERAPY PROGRAM

“As a resident of Oak Park / I was looking for more ways to get involved in my community / When I saw the IWS Children’s Clinic was looking for certified therapy dogs for their Pet Therapy Program / I knew that Opie and I would be a great fit. Opie loves kids, and kids love him. It has been very rewarding to see the kids get comfort from Opie.”

Jeff Schofield
IWS VOLUNTEER

COMMUNITIES AND VOLUNTEERS

PRO BONO SERVICES:

TIPLERKAHN H-media, video production

PARTNERSHIPS

Partnerships
Through collaborations, IWS can care for more children. In 2018 a new partnership with WTTW Public TV helped increase outreach numbers and expand Clinic marketing across the Chicago area.

Community Support
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HOLIDAY HOUSEWALK & MARKET
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COMMUNITIES AND VOLUNTEERS

STRATEGIC PLANNING
“We are positioning IWS for success in an increasingly competitive and costly healthcare industry. In September 2018 we adopted the 2018-2021 Strategic Plan which includes goals to transform IWS. Our vision of healthy children growing into healthy and productive adults guides us as we plan for our future.”

Suzi Schrader
IWS BOARD MEMBER

COMMUNITIES AND VOLUNTEERS

Thank you and the members, donors, and volunteers of the Infant Welfare Society, children in need can receive Heartfelt Healthcare. Our community is wide, embracing a diversity of people and organizations. Contributions come in many ways.

WE WELCOME YOUR CONTRIBUTION!
Visit our website at oprfiws.org for details on how to get involved.
All that we do now to deliver OUR HEROES THANKS TO HEARTFEEL Donor our donors who enable us for the next generation of We recognize and thank all Here's the list of those who

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aftermath of our loss. When we learned of the Infant dental visit can catalyze an intervention to redirect with behavioral health assessments, identify those mental health services to others was strong in the a child’s trajectory borders on alchemy. That it is delivered by existing, trusted medical providers seems the model of compassionate care.”
2017-2018 BOARD OF DIRECTORS

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Sarina Butler, (Circle 41)
Suzi Schrader, (Circle 41)
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Joy Fulton, (Circle 4)
Suzi Schrader, (Circle 41)

2018 COMMUNITY SERVICE AWARD
Westlake from Community is a key partner of the West’s Children’s Clinic since 2006. Not only has the Foundation supported general operating support for five years, but year after year the funds have been earmarked for specific projects to help the mission of the Infant Welfare Society. Westlake Health Foundation is focused on the health and well-being of our community. Community projects include:

- Children’s Christmas toy drive
- Justice for Children (Justice for Children Baskets)
- Health promotion at the Oak Park River Forest Community Center
- Health promotion at the Community Health Fair
- High School Health Fair Funding

Due to her dedication to the IWS mission with praise of her vision and leadership, Lynne was recognized at the 102nd OPRF IWS Annual Meeting. Lynne was recognized for her commitment to health and excellence at a time when emergency funds were scarce. As a result, she was invited to serve on the Executive Board of Directors and she has been instrumental in many important areas:

- Community health and wellness
- Staff training and development
- Volunteer recruitment and retention
- Board and committee work and leadership role model before and beyond our board members, thus playing a crucial role in the success of IWS.

2017-2018 STAFF EXECUTIVE LEADERSHIP

Executive Director
Peggy LaFleur, MBA, MHA

Medical Health Director
Stephanie Wolfe, MD

Counseling Director
Kathryn Haines, MD, (Circle 4)

Director of Development
Penny Egerter, (Circle 4)

Director of Volunteer Services
Sandy Black, (Circle 4)

Director of Auxiliary Services
Lynne Williams, (Circle 4)

Sarina Butler, (Circle 41)
Suzi Schrader, (Circle 41)
Joy Fulton, (Circle 4)
Debbie Blanco, (Circle 4)
Debbie Wholey, (Circle 41)
Suzi Schrader, (Circle 41)
Beth McBride, (Circle 14/32)
Nancy Wohlford, (Circle 31)
Mary Hirsen, (Circle 31)
Julianne Nery, (Circle 4)
Suzanne Holmes, (Circle 2)
Erin O’Donnell Clark, (Circle 2)
Penny Egerter, (Circle 1)
Janet Debits, (Circle 1)

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Geoff McClelland, (Community)
Phillip Jimenez, (Community)
Bruce Elegant, (Community)
Ann Anderson, (Circle 4)

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Lynne Williams, (Circle 4)

OFFICERS

Denise V. Gonzalez, MSW, (Circle 4)

Clinic Director
Denise V. Gonzalez, MSW

Oral Health Director
Wanda Laszcz, DDS

Director of Behavioral Health
Denise Y. Goranson, MSW

Chair
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Sarina Butler, (Circle 41)

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Debbie Blanco, (Circle 4)

Vice President
Joy Fulton, (Circle 4)

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Katie O’Brien, MBA, (Circle 4)

Saratoga Foundation will award a Service Award to Lynne Williams, (Circle 2) for her dedication to the IWS mission with praise of her vision and inspirational leadership. Since joining IWS in 2006, she has been instrumental in many important areas:

- Community health and wellness
- Staff training and development
- Volunteer recruitment and retention
- Board and committee work and leadership role model before and beyond our board members, thus playing a crucial role in the success of IWS.

The summary of financial information is derived from the financial statement of the Oak Park River Forest Infant Welfare Society, d/b/a The Children’s Clinic IWS for the year ending June 30, 2018. The summary of selected financial information is derived from the financial statement of the Oak Park River Forest Infant Welfare Society, d/b/a The Children’s Clinic IWS for the year ending June 30, 2017, which has been audited by Sassetti LLC. Copies of audited financial statements are available upon request. Sassetti LLC has issued an unmodified opinion on the financial statements for the year end June 30, 2018. The financial statements for the year end June 30, 2018, which has been audited by Sassetti LLC. Copies of audited financial statements are available upon request. Sassetti LLC has issued an unmodified opinion on the financial statements for the year end June 30, 2018.
Be a Hero—Help a Child in 2019

OAK PARK RIVER FOREST
Infant Welfare Society
Children’s Clinic • Portable Dentistry • Health Education

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info@oprfiws.org

Visit us online!