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,

Lisa Schergen, Executive Director
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.

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

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
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

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
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?

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

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

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.

“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

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

<table>
<thead>
<tr>
<th>Color</th>
<th>Description</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Light Blue</td>
<td>Entire organization</td>
<td>6,744</td>
</tr>
<tr>
<td>White</td>
<td>All clinical clients</td>
<td>2,243</td>
</tr>
<tr>
<td>Red</td>
<td>Health education students</td>
<td>4,501</td>
</tr>
</tbody>
</table>

### 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

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian</td>
<td>5%</td>
</tr>
<tr>
<td>Black or African American</td>
<td>9%</td>
</tr>
<tr>
<td>White or Caucasian</td>
<td>67%</td>
</tr>
<tr>
<td>Hispanic or Latino</td>
<td>11%</td>
</tr>
<tr>
<td>Multi-racial</td>
<td>8%</td>
</tr>
<tr>
<td>Another category</td>
<td>&lt;1%</td>
</tr>
</tbody>
</table>

### GENDER

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>86%</td>
</tr>
<tr>
<td>Trans or gender non-conforming</td>
<td>14%</td>
</tr>
<tr>
<td>Male</td>
<td>48%</td>
</tr>
<tr>
<td>Trans or gender non-conforming</td>
<td>2%</td>
</tr>
</tbody>
</table>
97% 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

## SOURCES OF FUNDING

<table>
<thead>
<tr>
<th>Category</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee for service:</td>
<td>34%</td>
<td></td>
</tr>
<tr>
<td>Foundation grants:</td>
<td>26%</td>
<td></td>
</tr>
<tr>
<td>In-kind service:</td>
<td>16%</td>
<td></td>
</tr>
<tr>
<td>Individual &amp; corporate donations</td>
<td>12%</td>
<td></td>
</tr>
<tr>
<td>Other:</td>
<td>9%</td>
<td></td>
</tr>
<tr>
<td>Special events:</td>
<td>3%</td>
<td></td>
</tr>
</tbody>
</table>

## REVENUE

<table>
<thead>
<tr>
<th>Source</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foundation Grants</td>
<td>292,500</td>
<td>277,206</td>
</tr>
<tr>
<td>Fees for Service</td>
<td>392,138</td>
<td>388,182</td>
</tr>
<tr>
<td>In-kind Services</td>
<td>189,980</td>
<td>196,813</td>
</tr>
<tr>
<td>Individual Donations</td>
<td>118,431</td>
<td>89,293</td>
</tr>
<tr>
<td>Corporate Donations</td>
<td>19,366</td>
<td>3,571</td>
</tr>
<tr>
<td>Special Events (Net Income)</td>
<td>28,853</td>
<td>16,128</td>
</tr>
<tr>
<td>Other Income</td>
<td>11,029</td>
<td>10,724</td>
</tr>
<tr>
<td>Revenue Released From Restriction</td>
<td>90,000</td>
<td>140,504</td>
</tr>
<tr>
<td><strong>TOTAL UNRESTRICTED REVENUE</strong></td>
<td>1,142,297</td>
<td>1,122,421</td>
</tr>
</tbody>
</table>

## EXPENSES

<table>
<thead>
<tr>
<th>Category</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Programs</td>
<td>980,104</td>
<td>977,015</td>
</tr>
<tr>
<td>Fundraising</td>
<td>89,692</td>
<td>72,794</td>
</tr>
<tr>
<td>Management &amp; General</td>
<td>26,828</td>
<td>27,051</td>
</tr>
<tr>
<td><strong>TOTAL EXPENSES</strong></td>
<td>1,096,624</td>
<td>1,076,860</td>
</tr>
</tbody>
</table>

## Net Assets

<table>
<thead>
<tr>
<th>Category</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change in Unrestricted Net Assets</td>
<td>45,673</td>
<td>45,561</td>
</tr>
<tr>
<td>Change in Temporarily Restricted Net Assets</td>
<td>(90,000)</td>
<td>(50,504)</td>
</tr>
<tr>
<td>Net Assets – Beginning of Year</td>
<td>466,945</td>
<td>471,888</td>
</tr>
<tr>
<td>Net Assets – End of Year</td>
<td>422,618</td>
<td>466,945</td>
</tr>
</tbody>
</table>
# STATEMENT OF FINANCIAL POSITION

For Fiscal Years ending August 31, 2017 and 2016

## ASSETS

<table>
<thead>
<tr>
<th>Asset</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and cash equivalents</td>
<td>440,880</td>
<td>456,887</td>
</tr>
<tr>
<td>Accounts receivable</td>
<td>10,313</td>
<td>32,254</td>
</tr>
<tr>
<td>Unconditional promises to give</td>
<td>1,370</td>
<td>1,690</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>22,783</td>
<td>23,004</td>
</tr>
<tr>
<td>Total current assets</td>
<td>475,346</td>
<td>513,835</td>
</tr>
<tr>
<td>Other assets</td>
<td>6,500</td>
<td>6,500</td>
</tr>
<tr>
<td>Property and equipment</td>
<td>13,580</td>
<td>18,209</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td><strong>495,426</strong></td>
<td><strong>538,544</strong></td>
</tr>
</tbody>
</table>

## LIABILITIES & NET ASSETS

<table>
<thead>
<tr>
<th>Liability</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts payable</td>
<td>288</td>
<td>751</td>
</tr>
<tr>
<td>Accrued expenses</td>
<td>46,709</td>
<td>40,888</td>
</tr>
<tr>
<td>Current liabilities</td>
<td>52,997</td>
<td>48,639</td>
</tr>
<tr>
<td>Deferred rent liabilities</td>
<td>19,811</td>
<td>22,960</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td><strong>72,808</strong></td>
<td><strong>71,599</strong></td>
</tr>
<tr>
<td>Unrestricted net assets</td>
<td>396,618</td>
<td>376,945</td>
</tr>
<tr>
<td>Board designated</td>
<td>26,000</td>
<td></td>
</tr>
<tr>
<td>Temporarily restricted net assets</td>
<td>0</td>
<td>90,000</td>
</tr>
<tr>
<td><strong>TOTAL NET ASSETS</strong></td>
<td><strong>422,618</strong></td>
<td><strong>466,945</strong></td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES &amp; NET ASSETS</strong></td>
<td><strong>495,426</strong></td>
<td><strong>538,544</strong></td>
</tr>
</tbody>
</table>

## 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.
CWHC sincerely thanks our 514 individual donors, who provided $105,421 of support in FY16, and our 78 volunteers, who donated 7,200 hours of their time.

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 1st
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

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 Mejía**
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