

FY 20

7/1/19-6/30/20

ANNUAL REPORT



SamaraCare[®]

Choose Stronger

LETTER FROM OUR CEO

*“In any given moment, we have two options:
to step forward into growth or to step back into safety”*

- Abraham Maslow

Dear Friends,

The words of noted psychologist, Abraham Maslow, remind me that some of the choices we make are difficult and place us outside of our comfort zone, yet ultimately, they help us grow and reach our full potential. Despite the benefits, growth is often challenging and can make us feel uncomfortable and vulnerable. This is because growth asks us to venture into uncharted territory where our tools, skills and know-how may not be enough to get us over the finish line to meet our new goal.

FY20 was a year of challenges and growth unlike any other during SamaraCare's 49-year history. It was during this year that we entered uncharted territory making several important strategic decisions regarding SamaraCare's future. Most notably, on July 1, 2019 we merged with Winnetka-based Samaritan Counseling Center, a non-profit mental health provider with a similar mission and core values. The merger was not about getting bigger, it was about becoming stronger together and expanding our commitment to our clients and the communities we serve. Together, we continue to offer the option of spiritually-integrated care across all faith perspectives. In addition, we share a vision of providing under-resourced clients with affordable access to high-quality mental health services.

Furthermore, we completed a major capital expansion project at our Naperville headquarters and hired additional staff to meet the demand for increased mental health needs of children/adolescents and seniors. Finally, as an essential service provider during the pandemic, we pivoted to a remote telehealth platform in order to provide uninterrupted counseling services safely to our clients.

From the year's challenges, we've learned a lot and emerged stronger, wiser and better positioned to deliver our mission. Much of the credit belongs to our donors who when funding sources became more uncertain than ever before, generously and faithfully supported our organization during this unprecedented time. Thank you for standing with us during this time of transition and growth. We are grateful.

With gratitude,

Rev. Dr. Scott Mitchell, PsyD.
President & CEO



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OUR MISSION

SamaraCare helps people achieve their greatest potential by being compassionate and spirit-led counselors, consultants and advocates.

MENTAL HEALTH ACCESS PROGRAM

Many of our clients pay our standard fee using their health insurance. However, we are committed to providing affordable access to mental health services to under-resourced clients and advancing behavioral health equity. The Mental Health Access Program (MHAP) was created, in tandem with our mission, to offer reduced fees, using a sliding scale, to qualified clients who are uninsured, underinsured or who have extenuating financial circumstances. Program services are not free but based on ability to pay. Fees are determined by the applicant's household income and size as well as other financial limitations.

Total MHAP clients accessing care:
587

Total fee subsidies provided:
\$621,899

Fee subsidy per client:
\$1,180
= 7.15 clinical visits at no charge

Percent of client base qualifying for MHAP:
31%

Economic status of MHAP clients:
75%
≤ 80% of Median Family Income

31%
≤ 30% of Median Family Income

The MHAP program is supported largely by the generosity of the community including: individual donations; local government, corporate and foundation grant sources; congregational and social service club donations; and revenue from special events. **Please refer to our website for a full listing of donors giving \$250 or more.**

**A Special Thank You
To All Our Donors
Who Help Transform Lives**

OUR GOALS

1. To provide affordable access to quality mental health care services for individuals, couples and families facing financial limitations and hardships.

2. To improve the quality of our client's lives by facilitating growth and healing as well as helping them choose and maintain healthy relationships as they cope with life's stressors.

COMMUNITY IMPACT SUMMARY

Organizational Highlights

- Merged with Winnetka-based Samaritan Counseling Center on 7/1/19 and became a regional provider of mental health services.
- Completed the build-out and renovation of the Naperville counseling center to accommodate future expansion.
- Completed a 3-year Strategic Plan
- At the onset of the COVID-19 pandemic, implemented a telehealth platform to provide uninterrupted remote counseling services.

Clinical Highlights

- Total clinical hours of service: **18,461**
- Total clients served: **1,758**
- Total households served: **1,379**
- Total mental health screening visits: **640** ; completions: **396**
- Total number of therapists: **21**
- Percent of clients referred by former clients, friends and families: **42%**

Client Impact

SamaraCare measures the impact of its mental health counseling services through client improvement and client satisfaction surveys.

Client results were as follows:

- **85%** of those completing 10 or more counseling sessions increased their Global Assessment of Functioning (GAF) score.
- **94%** agreed they could deal more effectively with their symptoms and concerns.
- **92%** agreed they were able to accomplish what they set out to do.
- **98%** agreed they were better able to handle conflict and stress.
- **97%** agreed their counselor's interventions and interactions were helpful.

FINANCIAL SUMMARY

