

## Greetings from IWS Family Health!

Thank you for your continued investment in Chicago's next generation.



### How Donations Transform Lives: Mary's Journey

*In challenging times, a supportive community becomes essential. Meet Mary, a dedicated mother of five, whose children have been patients for over a decade. Her story exemplifies how your generous donations provide a tangible return on investment (ROI) in our community's well-being.*

#### A Mother's Hope

Mary, mother to five children aged 23, 15, eight, three, and two, dreams of a bright future for her kids. Though she didn't attend college, she completed high school through an online GED program and hopes all her children will be the first in their family to graduate from college.

#### A Struggle Uncovered

When Mary's 15-year-old son started school, he faced severe behavioral issues. He struggled with concentration, following commands, making friends, and sleeping. His uncontrollable outbursts and defiance made thriving in a traditional classroom setting nearly impossible. Mary, sensing something was profoundly wrong, turned to IWS Family Health for help. Dr. Paola Portela arranged for early childhood testing and diagnosed her son with a challenging mental health issue. With this diagnosis, he began therapy at IWS, and for over 10 years, her son has attended weekly sessions through the CACS department.

#### A Future Transformed

Mary shared, "IWS has taken a load off my shoulders. I want to thank every donor who contributed to the IWS year-end appeal. Ten years ago, I was terrified for my son's future, fearing he wouldn't grow into a healthy man able to support himself or contribute to the community. I feared he would be incarcerated. Today, after extensive weekly therapy from IWS Family Health, he has learned to manage his symptoms and is hopeful for his future. He plans to join his older brother at UIC to study electronics. He has friends, and his teachers praise his contributions in class. Ten years ago, I never thought this would be possible given the lack of services covered by my federal insurance and the distance to access them."

#### The ROI of Your Investment

Your donations to IWS Family Health bridge the gap for specialized care such as behavioral health, and speech and occupational therapy. Every dollar transforms lives. For Mary's family, the investment is evident in her children's thriving futures. Her son, once struggling, is now aiming to study electronics at UIC, and Mary has peace of mind knowing her children receive quality healthcare and support.

#### Thank You!

Your support creates a ripple effect on health, education, and opportunity for generations to come. Together, we make a profound difference, one family at a time. Thank you for being part of our community and investing in families like Mary's.

We are thrilled to welcome Heidi Ortolaza-Alvear as our new CEO! See our Calendar of Events to attend an in-person or virtual meet-and-greet with Heidi.

# Donor Spotlight: A Legacy of Family Giving

## Betsy Bennett and Claire Bennett



Claire Bennett and Betsy Bennett organize donations at the annual coat drive.

At IWS Family Health (IWS), our mission to provide integrated, quality, and preventive health care services to children and their families thrives on the unwavering support of our community. One of the most inspiring examples comes from the Bennett family, whose multi-generational commitment to philanthropy embodies the spirit of giving that sustains our work. We are honored to feature Betsy Bennett and her daughter Claire Bennett. Their story is a testament to the power of generational giving and its profound impact on our community.

### A Legacy of Compassion

Betsy Bennett has been a dedicated member of the Wheaton/Naperville Auxiliary Chapter for 16 years. Her journey with IWS began with a simple invitation from her friend Lynda Given and has blossomed into a lifelong commitment to our mission. Betsy's dedication is deeply rooted in her belief that "to those who have much, much is expected," echoing John F. Kennedy's timeless words.

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Reflecting on her years of service, Betsy shared, "I look up to the ladies in my chapter. We accomplish great things together. I am

constantly learning from them, and I am so proud of what we have achieved as a chapter and collectively with all the chapters. Together, we have done great things."

Betsy's contributions are numerous, including the creation of the summer reading program in 2010 for adolescent patients. Understanding that literacy is crucial to a child's development, Betsy was determined to support young patients in every way possible. Her daughter Claire, then a high school junior, assisted her mother by translating into Spanish for the children, showcasing the early roots of her commitment to IWS.

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## Claire's Continued Dedication

Inspired by her mother's dedication, Claire forged her own path of support for IWS. After completing her undergraduate degree at George Washington University and her master's degrees at Georgetown University, Claire returned to Chicago to build a successful career in corporate communications. She is now a Senior Manager at West Monroe and serves on the IWSFH governing board, where her communications expertise and guidance have been invaluable to the leadership. Additionally, she is a long-time member of the Associate Board Giving Circle, which recently provided TVs and therapeutic tools to enhance the experience for dental patients. Reflecting on her involvement, Claire said, "I am excited to see the growth and spirit of continual improvement at the clinic."

**"I hope my gift inspires others to include the clinic in their estate plans. I want the clinic to continue to reimagine and improve healthcare for its patients."**

hope my gift inspires others to include the clinic in their estate plans. I want the clinic to continue to reimagine and improve healthcare for its patients," Betsy shared.

Betsy's story is a powerful reminder of the impact that thoughtful estate planning can have. By including IWS in her estate plans, she is helping to secure the future of quality healthcare for children and families in our community. As Claire aptly puts it, "It's how I was raised, to always give back." This sentiment resonates deeply within our community, reminding us of all of the importance of giving back and ensuring that IWS can continue its vital work for years to come.



Claire Bennett and Betsy Bennett give winter coats to IWS patients.

## The Ultimate Gesture: Estate Planning

Betsy's commitment to IWS extends beyond her lifetime. She has made the ultimate gesture of including IWS in her estate plans, ensuring that her support will continue to benefit future generations. "I believe in the work the clinic does. I believe my daughter Claire will ensure my wishes are fulfilled. I

**"It's how I was raised, to always give back."**

## Join Us in Building a Healthier Future

We invite you to consider joining Betsy and Clare in their commitment to IWS Family Health. By including IWS in your estate plans, you can help ensure that our mission to provide comprehensive healthcare services to children and their families continues to thrive. Together, we can make a lasting impact and build a healthier future for generations to come.

For more information on how you can include IWS in your estate plans, please contact Denise Ashurst at 773.782.5068 or [AshurstD@iwsfamilyhealth.org](mailto:AshurstD@iwsfamilyhealth.org). Thank you for your continued support and dedication to IWS Family Health. Together, we can achieve great things.



## We Love Our Donors!

Fiscal Year 2025 is off to an incredible start with a \$600,000 pledge from our 112-year partner, the Auxiliary. We're excited to welcome both Northwestern Medicine and the CBOT Foundation as new members of our community and are deeply grateful for their generous gifts of \$25,000 and \$5,000, respectively. Thank you to all our supporters for your continued generosity!



### *We are so proud and grateful!*

We are so proud of this brave three-year-old who received all her vaccines in time to start preschool. We are incredibly grateful to you for supporting children in need.

## Where Your Dollars Go

The cost for many of our services is higher than our average reimbursement rate. Below are some of the gaps in funding that we close with support from private donations—like yours! Your heartfelt generosity helps provide services to the children and families who need them the most. Thank you!

\$100

**funds long-term mental health therapy for Miguel who is grieving for a sibling**

\$200

**provides Maria with all her required vaccinations from birth to two years old**

\$500

**provides funds for 20 kids to receive a dental cleaning, a fidget toy to keep them calm during the visit, and a toothbrush to take home to practice the brushing they learned**

\$1000

**provides a full course of occupational therapy for five-year-old Julia to learn to hold a pencil and get her ready to start learning in school**

# Frequently Asked Questions



**You've asked and we're answering!** If you have a question that you'd like to see answered in an upcoming quarterly issue, please reach out to Denise Ashurst at [AshurstD@iwsfamilyhealth.org](mailto:AshurstD@iwsfamilyhealth.org) or 773.782.5068.

## What is IWS's Charity Navigator score?

**Four out of four stars!** IWS Family Health received the highest rating on Charity Navigator by demonstrating excellence across four key domains: Impact & Results, Accountability & Finance, Leadership & Adaptability, and Culture & Community.



## How many community health centers in the US have been awarded the Gold Quality Leader badge?

Only the top 10 percent of 1,400 nationwide health centers receive this prestigious award. The Gold badge is a special honor, as it means that our achievements in delivering high-quality primary care related to mental health, cancer, diabetes, heart health, HIV, and maternal and child health. Our leadership evaluates operations and health outcomes each month to make sure that we're providing the best possible care.



## Quality in Action: Sonia's Journey to Recovery

Sonia, a mother of two, struggled with persistent sadness after the birth of her second child. During a routine visit, Sonia received a depression screening. Recognizing her symptoms, Sonia's physician immediately enrolled Sonia in short-term therapy.

IWS Family Health's team—therapist, physician, and case manager—regularly communicated with Sonia, offering support wherever she needed it, providing resources such as therapeutic tools, books on post-partum depression, or coordinating telehealth appointments or free transportation to the center. Over time, Sonia's symptoms lifted, and she regained her sense of self.

High-quality care isn't just about the numbers—it's about patient-centered, compassionate care for individuals like Sonia. "It takes a village," says Cyndi Mozzetti, Director of Quality Management. "Our team's collective effort ensures that every patient receives the care and support they need to achieve lasting wellness."



# Let's Connect!

I'm eager to meet you and hear your story with IWS! What first brought you here? What makes this organization meaningful to you? These stories inspire me as we work to expand our care and compassion. I'd love to invite you to join me for coffee at one of three upcoming gatherings: two in-person meetups, one at the clinic and in the western suburbs, and a virtual meet-and-greet. Let's connect, share stories, and discuss how we can continue supporting the families we serve!

~Heidi Ortolaza-Alvear, CEO, IWS Family Health

## Calendar of Events

### Tuesday, October 22, 2024 | 11AM-12PM In-Person Coffee with Heidi at the Clinic

**Location:** IWS Family Health Clinic  
**Details:** Join us for an intimate coffee gathering to meet our new CEO, Heidi Ortolaza-Alvear.

### Tuesday, October 29, 2024 | 5:30PM-7PM Meet Heidi at The Midwest Club Hosted by The Auxiliary of IWS Family Health and the Oak Brook Chapter

**Location:** 1100 Midwest Club Parkway  
Oak Brook, IL 60523  
**Details:** The Midwest Club is a gated community. Everyone must pre-register. Upon arrival, please indicate you are attending the event, and the guard station attendant will direct you to the clubhouse.

### Friday, October 25, 2024 | 12PM-1PM Virtual Meet-and-Greet via Zoom

**Location:** Online (link will be provided upon RSVP)  
**Details:** Connect with Heidi online, hear her vision, and engage in a relaxed, virtual setting.

### Wednesday, May 21, 2025 Annual Rooted Luncheon

*Save the Date!*

**Location:** Maggiano's Little Italy  
516 N Clark St, Chicago, IL 60654  
**Details:** Celebrate the connections that drive our mission at our annual luncheon, Rooted. We look forward to seeing you and sharing how your contributions advance our mission.

### Register Today to Meet Heidi!

To register for all events, please contact Denise Ashurst, Director of Individual & Community Giving, at 773-782-5068 or [AshurstD@iwsfamilyhealth.org](mailto:AshurstD@iwsfamilyhealth.org)

Follow IWS Family Health on social media.

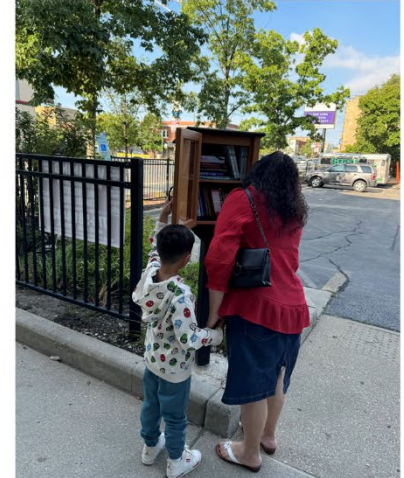




We were proud and pleased to welcome the Cooper family, Auxiliary members, and special guests to the Ribbon Cutting of Janie's Kitchen, our food pantry, opened in partnership with the Greater Chicago Food Depository.



Huge thanks to Auxiliary members for dropping off diapers and wipes from their Baby Shower event! Care coordinators distribute these items to patients in need, who often have to choose whether to buy diapers or pay a bill.



The Little Free Library, generously donated by friends of the Lake Forest Auxiliary members Jillian Floriani and Gretchen Cooper, provides families free books in both English and Spanish to foster a love of reading.



## Heartfelt Thanks to Our Extraordinary Supporters: The Auxiliary of the Infant Welfare Society of Chicago

Kimberly O'Gorman and Laura Alter presented a surprise \$100,000 check, bringing their total FY24 contributions to over \$700,000! We simply could not do this important work without their support and donations!

Staff members love the annual Staff Appreciation Luncheon. It's a great way to take a midday break, eat some great food, do a little dancing, and celebrate staff milestones. Special shoutout to Maria Penland for her 45th anniversary, Raquel Roman for her 43rd anniversary, and Nora Vela for her 35th anniversary.



**IWS Family Health Staff: We are grateful for everything you do. Your hard work, dedication, and compassion truly make a difference in the lives of children and families.**

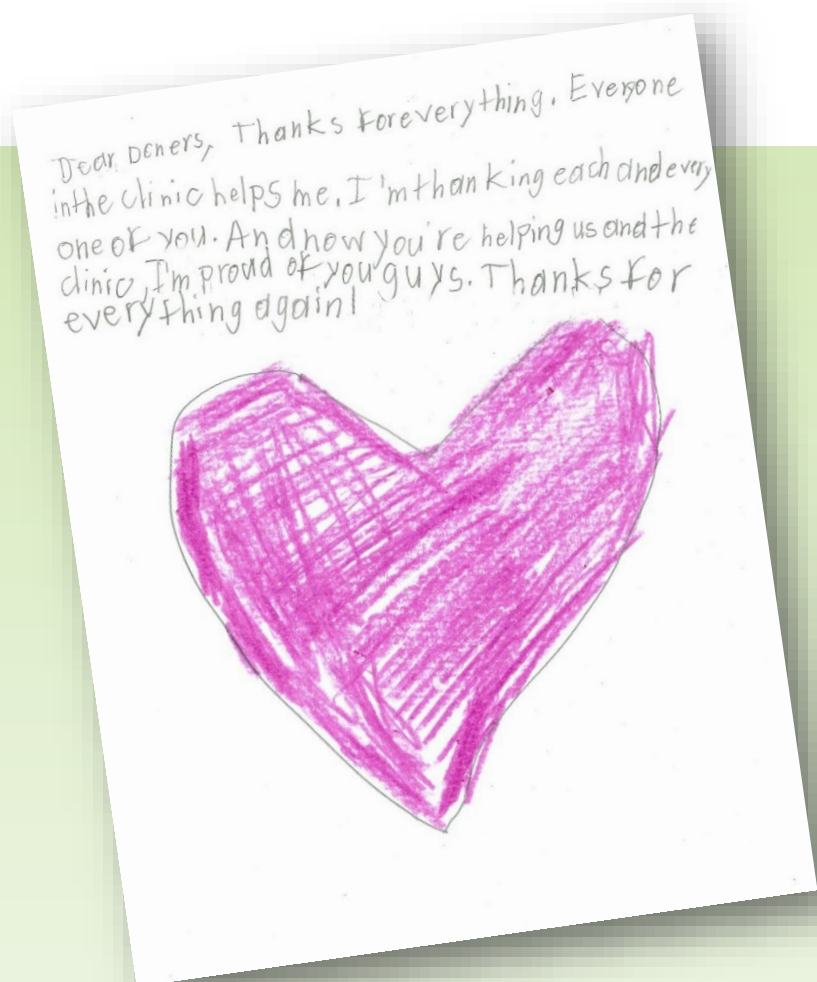
# Ways to Give: Create a Lasting Legacy

Your planned gift can transform the future of IWS Family Health by expanding programs, addressing urgent needs, and securing long-term impact. Consider including us in your will, naming us as a beneficiary of your IRA or life insurance, or asking loved ones to donate in your name instead of sending flowers. These simple actions ensure lasting support and honor your legacy.

- **Bequest:** Leave a specific amount or percentage of your estate to IWS.
- **Beneficiary Designations:** Name IWS as a beneficiary of your IRA or life insurance.
- **In Lieu of Flowers:** Request donations to IWS in your name.

Have you already included IWS in your estate plans or want to make a transformative gift? If so, we'd love to know! By letting us know, you become part of our **Armour Planned Giving Society**, a group of supporters helping to secure a healthy future for kids and families. Thanks for being a vital part of our community!

For more information, contact Denise Ashurst at [AshurstD@iwsfamilyhealth.org](mailto:AshurstD@iwsfamilyhealth.org)



**Thank you to our  
incredible donors.  
Your generous  
support empowers  
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of children and  
families every day.**

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