



# HAS

COMMUNITY COUNSELING & TREATMENT

## HEALTHCARE ALTERNATIVE SYSTEMS

2022 ANNUAL REPORT

[www.hascares.org](http://www.hascares.org)



## FOR NEARLY 50 YEARS...

Healthcare Alternative Systems (H.A.S.) has provided high-quality, affordable care to communities across Chicago.

In 2022, H.A.S. touched the lives of over 10,000 individuals, providing essential behavioral health services and community resources across 14 facilities.

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# LEADERSHIP STATEMENT



Dear Friends of H.A.S.,

The last few years have presented unprecedented challenges to our organization. The pandemic exacerbated not only a global health crisis, but an economic and social crisis that has rippling effects on the vulnerable communities we serve, straining the already limited resources of community-based counseling and treatment centers like Healthcare Alternative Systems.

As we emerge from the emergency phase of the pandemic, we face another epidemic throughout the Chicagoland area: the Opioid crisis. In Cook County, the opioid death rate is nearly double the national average. With the rise in opioid use, the number of people with mental health disorders requiring treatment has also increased significantly.

Now more than ever, we must root ourselves in an unwavering commitment to serving communities impacted by these compounded crises. This year has been especially challenging yet inspiring, as our staff worked tirelessly to continue providing critical services and finding innovative ways to deliver them as we navigate this new normal.

We recognize and profoundly appreciate the incredible resilience and commitment of our team at all levels in fulfilling and extending our reach. It is because of their passion and advocacy that we can make a genuine difference in the communities we serve.

In these difficult times, we have also felt the power of community. We would like to thank all the people who have supported us in the past year. We are able to offer so many vital services because of these strong efforts.

For the coming year, I am confident that our agency will not only persevere, but excel, with the continued support of our community. We will rise to the challenge and stay focused on providing the best possible services and continue to serve as a beacon of hope to the communities we work in.

As always, thank you for your continued support.

Marco E. Jacome, Chief Executive Officer

Ed Stutch, Board President





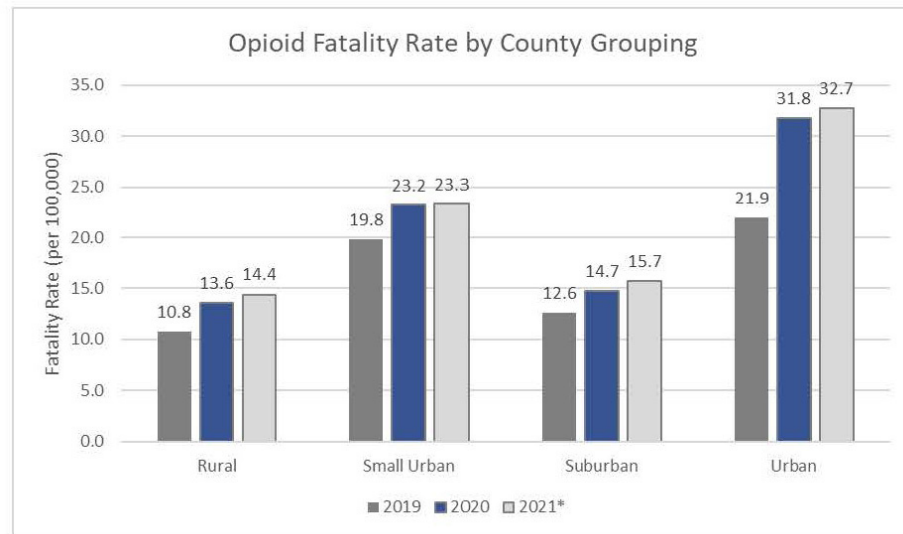
# VISION

H.A.S. provides a continuum of multicultural and bilingual (English/Spanish) behavioral care and social services that empower individuals, families, and communities.

# MISSION

H.A.S. seeks to implement sustainable programs that benefit society by improving the well-being and recovery efforts of those individuals, families, and communities impacted by behavioral health problems.

# THE COMMUNITY CHALLENGE



Source: Center for Disease Control and Prevention

In Cook County, where Chicago is located, the opioid death rate was 91 per 100,000 people, nearly double the national average.

The opioid crisis has had a major impact on mental health in Chicago. The overuse of opioids can cause depression and can lead to addiction. With the rise in opioid use, the number of people with mental health disorders requiring treatment has also increased significantly. People using opioids may become more isolated, which can lead to increased anxiety, stress, and depression. Additionally, people with opioid misuse disorder may have a decrease in job performance, family problems and financial difficulties, all of which can lead to mental health issues.

The opioid crisis has also created an increase in drug-related crimes, which can further complicate mental health. People with mental health issues are especially vulnerable due to their reliance on drugs to cope with their disorder, making them more susceptible to criminal activity. Furthermore, people with mental health issues may also be more likely to use drugs as a means of self-medication, leading to further drug use and addiction.

The opioid crisis has taken a toll on the Chicago community and has had a major impact on mental health. It is important that people who are struggling with mental health issues or opioid misuse disorder receive the help and support they need to overcome their addiction and stay healthy.

# OUR MODEL



## Counseling

Mental Health Therapists, The Living Room Program (a mental health alternative to an emergency room), *Basta!* Program (domestic violence program), Substance Use Counseling

## Support

Outpatient Treatment, Intensive Treatment, Medication Assisted Recovery, Transitional Housing Program, Residential Program, Substance Abuse Treatment and Prevention

## Treatment

Peer to Peer Support, Community Support Teams, Community Health Workers, Trauma Informed Care

"The pandemic left a lot of people alone, but not me. The treatment program at H.A.S. probably saved my life last year." – H.A.S. Substance Use Treatment Participant



# PROGRAMS

H.A.S. provides a wide range of social services in a caring, supportive, culturally competent environment:

- **Substance Use**

- **Intensive Outpatient Substance Use Treatment:** Staff and participants collaborate to develop individualized recovery plans, and participants learn about the disease process of substance use disorders; understand and accept their own substance misuse; and explore healthy lifestyles. Included with these services is aftercare treatment, a type of continued treatment designed to prevent relapse and expand on coping strategies. It recognizes that addiction does not stop when treatment ends and helps ensure our participants have the long-term resources needed to maintain recovery.
- **Medication Assisted Recovery (MAR):** The MAR program is designed to help individuals overcome opioid addiction by offering medication that eases withdrawal symptoms and cravings. In combination with counseling and other supports, MAR is an effective recovery tool that helps individuals reclaim their lives.

- **Mental Health**

- **Intensive Outpatient Mental Health Treatment:** Mental Health collaborates with all programs to enhance the client's treatment process. Services include mental health assessment, psychiatric evaluation, treatment plan development, therapy and counseling, trauma-informed care, and case management.
- **The Living Room at Fullerton:** The Living Room at Fullerton is a safe, calming alternative to the emergency room when someone is experiencing emotional stress – whether they're feeling scared, angry, anxious, sad, or they just need someone to talk to. Once a visitor enters The Living Room, they will have access to a master's level clinician and a trained Certified Recovery Support Specialist – an individual who has lived experience with mental illness and/or substance use disorders and uses that experience to help others through the recovery process.
- **The Living Room at Broadview:** Launched in September 2018, The Living Room, a partnership with NAMI Metro Suburban, is an innovative mental health care model designed to support individuals experiencing increased mental health symptoms. Rather than going to an emergency room, individuals can visit The Living Room where they will have access to a comfortable, calming environment, as well as both clinical and peer support.

- **Domestic Violence**

- ***¡Basta!*** *¡Basta!* provides free, bilingual services to survivors of domestic violence. The program offers crisis intervention, counseling, case management, and legal advocacy support to women and their children, giving them the resources they need for safe, self-directed lives.

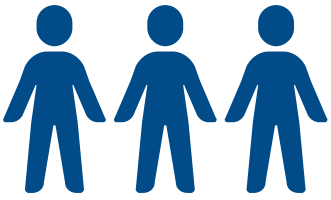
# PROGRAMS

- **Partner Abuse Intervention and Anger Management:** A complement to *¡Basta!*, these programs are committed to eliminating and preventing violence between intimate partners. Much of these programs focus on establishing healthy relationships between partners and within family units.
- **Housing**
  - **Residential Supports:** H.A.S. Men's Residential Treatment Program is a 28-day housing program that gives individuals structured, supportive living environments. Each resident has access to group, individual, and family therapy as well as life skills education. Our Transitional Housing Program (THP) serves homeless, bilingual adult males seeking long-term recovery. In addition to housing, THP residents have access to counseling and substance use treatment as well as a variety of social service supports designed to reintegrate them into the community.
  - **Permanent Supportive Housing:** H.A.S. is in its second year of conducting its Permanent Supportive Housing program, which houses people with substance use disorders (SUD) who may exhibit a co-occurring mental diagnosis; housing priority is given to women with children.
- **Patient Care Navigation**
  - **Community Support Team (CST):** CST is a multidisciplinary team that provides community-based mental health services. The CST offers treatment, outreach, and support to people with mental health symptoms who may require more intensive support than traditional outpatient therapy. CST participants have access to support from the entire multidisciplinary team, including a peer support specialist and clinicians with expertise in substance use, medication management, mental health recovery, housing, and employment support.
  - **Community Health Workers (CHW):** CHWs are focused in advocacy and connecting individuals to social services or other community organizations. CHWs support individuals while they learn to move from sole reliance or temporary supportive relationships with health care professionals to permanent natural supportive relationships in the community.



Art Project, NEXA Program

# OUR IMPACT



# of lives touched by H.A.S.:  
10,992

H.A.S. is making a positive and lasting impact on the communities we serve. Our quarterly report surveys show that 94% of participants would recommend our services to others, and 92% agreed that staff understand the importance of cultural beliefs and practices when providing services. When asked about the other services they received, nearly 60% of participants say H.A.S. helped them achieve the following:

- Obtaining employment
- Enrolling in school
- Obtaining a safe/stable place to live
- Identifying a supportive recovery environment

Out of the remainder of participants, 36% did not request any additional resources and were just seeking substance use and/or mental health treatment services.

## Living Room Program Success Story

James is a U.S. Veteran experiencing homelessness who arrived to the Living Room in crisis and knew it was a safe space to be. He expressed how encouraging it had been to speak with someone with lived experience who understood what they were going through at the time. The LR room staff was able to provide him with food and beverages, and assisted him in organizing and creating a schedule for taking their medication. Additionally, the staff was able to secure emergency shelter. The guest expressed their gratitude and reiterated feeling safe, supported, and seen, something he had not experienced in a very long time.



# OUR IMPACT



96% of participants strongly agree that they are treated professionally and respectfully by H.A.S. staff



94% of participants strongly agree that the quality of services at H.A.S. is excellent



92% of participants believe that staff are involved in their recovery and have a genuine interest in their well-being

## Substance Use Program Success Stories

Johnny is a 46-year-old African-American male who was referred to H.A.S. by the Sheridan Prison System after being incarcerated for 4 years for unlawful possession of a controlled substance. Johnny recently completed our outpatient program where he was able to identify his triggers, as well as practice healthy coping skills. He began building a healthy support system, and was able to obtain employment. Johnny voiced that working with HAS after his stay in prison helped him realize that he can live a healthy and productive life.

Benjamin, a 26-year-old male, entered the program with a severe alcohol addiction in March of 2022. He came in just over 3 months sober, very shy and anxious. Through the program, he began opening up and sharing more. He battled cravings, loss and other challenges within his own personal life. During all of this he was able to identify key reasons behind why he started using, understanding his triggers, gain coping and relapse prevention skills. Benjamin successfully completed Intensive Outpatient, Outpatient and After Care.

# STAFF HIGHLIGHTS

## Millie Adan, Chief Operating Officer

### **What brought you to H.A.S.?**

For me, mission and values are very important when deciding on a new job opportunity. What brought me to H.A.S. is precisely the mission-driven work that is being done daily by our wonderful people that have person-centered values and have a passion to help those most in need within our communities. H.A.S. in many cases is a person's last hope of recovery. There is no better mission that I can think of - than to serve those in need; this is what H.A.S. does day in and day out. So, making the decision to accept a position at H.A.S. was easy for me simply because the mission and values aligned with my very own moral compass.



### **What have been your biggest accomplishments on our team?**

First, let me start by stating that any accomplishment at work is never one person's achievement. It takes wonderful people believing in the vision presented to move things forward. I have worked with many wonderful folks that have poured their hearts into their work. I am so thankful for all those that have believed in me and our joint vision.

At this moment, I am most proud of the interactions currently happening among the management teams. There is more communication and dialogue than I have seen in some time. Folks are getting involved and learning about programs at the different H.A.S. sites helping each other as one unit. The collaboration among departments is never ending. Example: our Finance VP helping distribute hygiene bags to the homeless, assisting our CHW team members. So many instances of greatness, collaboration and kindness to one another and community spirit that I have witnessed in such a short time brings me joy. This is what keeps me coming in daily; the commitment of all our H.A.S. staff to our mission and each other.

### **In what ways have you grown professionally and personally while on our team?**

I have grown professionally and personally in the role of COO. It is a very humbling experience to realize that one decision can and will impact many. Learning to listen to others and stepping back is vital to analyze any situation, to ensure the best outcomes are derived from any decision made.

### **Above all else, what do you think all people need to know about H.A.S. and our mission?**

H.A.S. is a great organization with great people. The mission of H.A.S. is built on compassion and love for others. Employees are invested in the outcomes of their work with participants. I am amazed daily by the care our employees show to our participants and to each other. You see our employees pouring themselves into their work, thus fulfilling the mission that has kept our doors open for almost 50 years.

# STAFF HIGHLIGHTS

## Milagros Estremera, Western Program Manager

### **What brought you to H.A.S.?**

At the beginning I came from another agency in community services and back then, because I came to H.A.S. 17 years ago, H.A.S. had a very solid salary.

### **What has been your journey at H.A.S.?**

I started as a counselor, recently I was promoted to lead and recently I was promoted to management.

### **What has your experience been with our company culture?**

We are family, bottom line. When you come into H.A.S. the culture is welcoming. We care about you and if anything is going on we get involved and we really help, the culture is family.

### **What have been your biggest accomplishments on our team?**

My biggest accomplishment is when we have an event and I get to see our participants celebrate years of living clean and get their certificates. Seeing them thrive and have pride in having remained sober. I think that's the biggest accomplishment and the most rewarding thing about the job.

### **What's the most unique part about working here?**

The culture and the caring. Everyone who comes to work here has their passion, they are dedicated, and they care for the people we serve. The caring for the people we serve is the most unique thing about working here.

### **How have you grown professionally and personally while on our team?**

Professionally I have grown by being promoted to different levels, I have also gained a lot of knowledge. When I came to H.A.S. I already had ten years of service from my work at the other agency, but it was harm reduction and mental health. When I came to H.A.S. it was more like we were working towards recovery.

### **Above all else, what do you think all people need to know about H.A.S. and our mission?**

That we care. You see H.A.S. has the logo that says, "HAS cares" and it's true, we do care. Personally, I have spent my whole life serving those who have substance use disorders because I care.





# STAFF HIGHLIGHTS

## Patricia O'Malley, Wheaton Program Manager

### **What has been your journey at H.A.S.?**

I've been with H.A.S. 5 years this February 8th. When I first came here, I started out as an addiction counselor, so I was doing assessments, I was doing our outpatient program. I then moved over to the intensive outpatient programs and then eventually 2 years ago this past November there was an opportunity to move up to program manager, so I interviewed for that, and I have had the position ever since.

### **What parts of our mission do you connect with?**

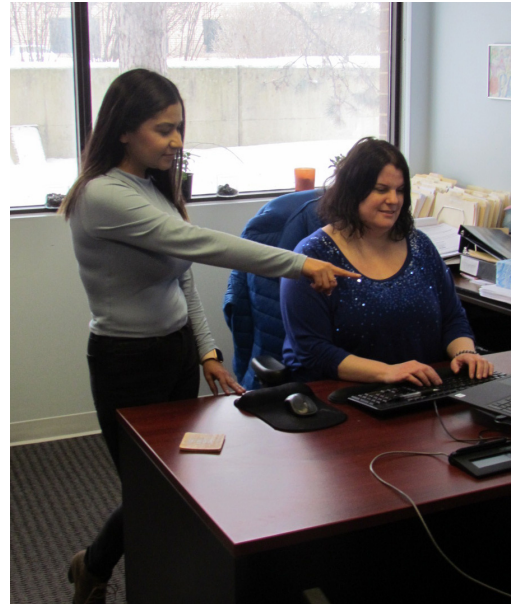
I'm very big on participant services and just doing the best that we can so that each person feels comfortable here and connected and getting all the services we offer that they can take advantage of, whether it be the substance use part or the mental health part. We also have a case manager here on staff and she's been instrumental with connecting people with housing or food pantries or how to apply for a link card or even state insurance. So, what I really like about what we do here at H.A.S. is that we really treat the whole person.

### **Above all else, what do you think all people need to know about HAS and our mission?**

I would say my philosophy, and I'm not sure if this is true across the board, but my philosophy is most people that come in to the agency are not here of their own will, they're here because of probation or parole or DCFS and I try to really focus with my staff to be kind and understanding, to meet the person where they are at and try to make it the least threatening as possible and try to engage the participant as well as we can with knowing all of the things they're bringing through the door. It's important that people know what we provide and how we provide it.

### **How have you grown professionally and personally while on our team?**

Professionally, just learning how to be a manager. I've watched people and had mentors just within the agency and learning how to handle certain things. I think just in general I've grown, I think that I've always had that leadership skill, even when I was an addictions counselor, I was like the leader of the addictions counselors, I was the one who would give the most insight or feedback or ideas. I think that even personally it's given me more confidence about things and new experiences.



# LOCATIONS & SERVICES

## **NEWLY LOCATED HEADQUARTERS & MEDICATION ASSISTED TREATMENT FACILITY**

4734 W Chicago Ave.  
Chicago, IL 60651  
Phone (312) 948-0200  
Fax (312) 948-0600

## **SOUTH**

4534 S. Western Ave.  
Chicago, IL 60609  
Phone (773) 254-5141  
Fax (773) 254-5753

- Adult Substance Use Treatment
- Continuing Care
- Drug Testing
- DUI Services
- Postpartum Depression Program
- Youth Prevention Program
- Youth Substance Use Treatment
- Mental Health Therapy

## **NORTHWEST**

5005 W. Fullerton Ave.  
Chicago, IL 60639  
Phone (773) 745-7107  
Fax (773) 745-9902

- Domestic Violence Program
- ¡Basta! (Enough)
- Postpartum Depression Program
- Mental Health Therapy
- The Living Room

## **MEN'S TRANSITIONAL HOUSING**

1866 N. Milwaukee Ave. Chicago,  
IL 60647  
Phone (773) 782-4734  
Fax (773) 782-8160

## **NORTH**

2755 W. Armitage Ave.  
Chicago, IL 60647  
Phone (773) 252-3100  
Fax (773) 252-8945

- Adult Substance Use Treatment
- Anger Management
- Continuing Care
- Drug Testing
- DUI Services
- Partner Abuse Intervention Program (PAIP)
- Mental Health Therapy

## **MELROSE PARK**

1115 N. 23rd Ave.  
Melrose Park, IL 60160  
Phone (708) 345-3632  
Fax (844) 616-2536

- Adult Substance Use Treatment
- Continuing Care
- Drug Testing
- DUI Services

## **BROADVIEW**

1915-17 W Roosevelt Rd.  
Broadview, IL 60155  
Phone (708) 498-0200  
Fax (844) 616-2536

- Adult Substance Use Treatment
- Continuing Care
- Drug Testing
- DUI Services
- Postpartum Depression Program
- Youth Substance Abuse Treatment
- Mental Health Therapy
- The Living Room

## **ST. LEONARD'S MINISTRIES (SLM referrals only)**

2100 W. Warren Blvd.  
Chicago, IL 60612  
Phone (312) 738-1414  
Fax (312) 738-1417

- Adult Substance Use Treatment
- Counseling and Life Skills Training

## **MILES SQUARE**

1713 S. Ashland Ave.  
Chicago, IL 60608  
Phone (773) 701-1717  
Fax (773) 745-9902

- Adult Substance Use Treatment
- Drug Testing
- Youth Substance Use Treatment
- Mental Health Therapy

## **WHEATON**

373 S County Farm Rd.  
Wheaton, IL 60187  
Phone (630) 344-0001  
Fax (630) 344-0206

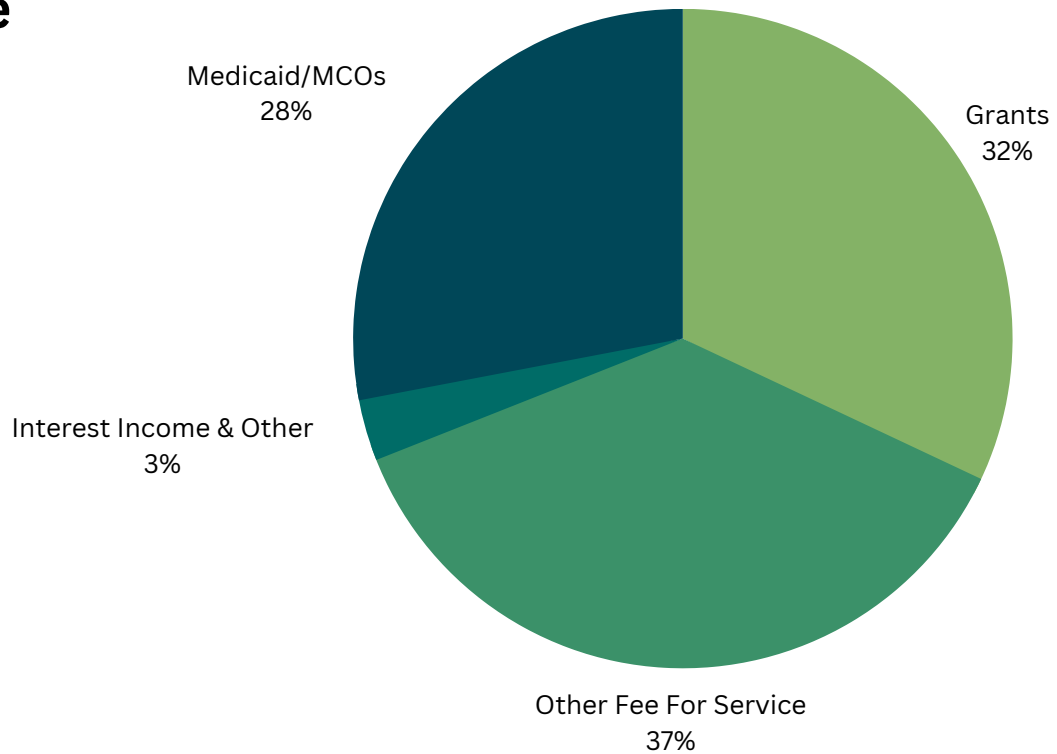
- Adult Substance Use Treatment
- Continuing Care
- Drug Testing
- DUI Services
- Youth Substance Use Treatment

## **MEN'S RESIDENTIAL TREATMENT**

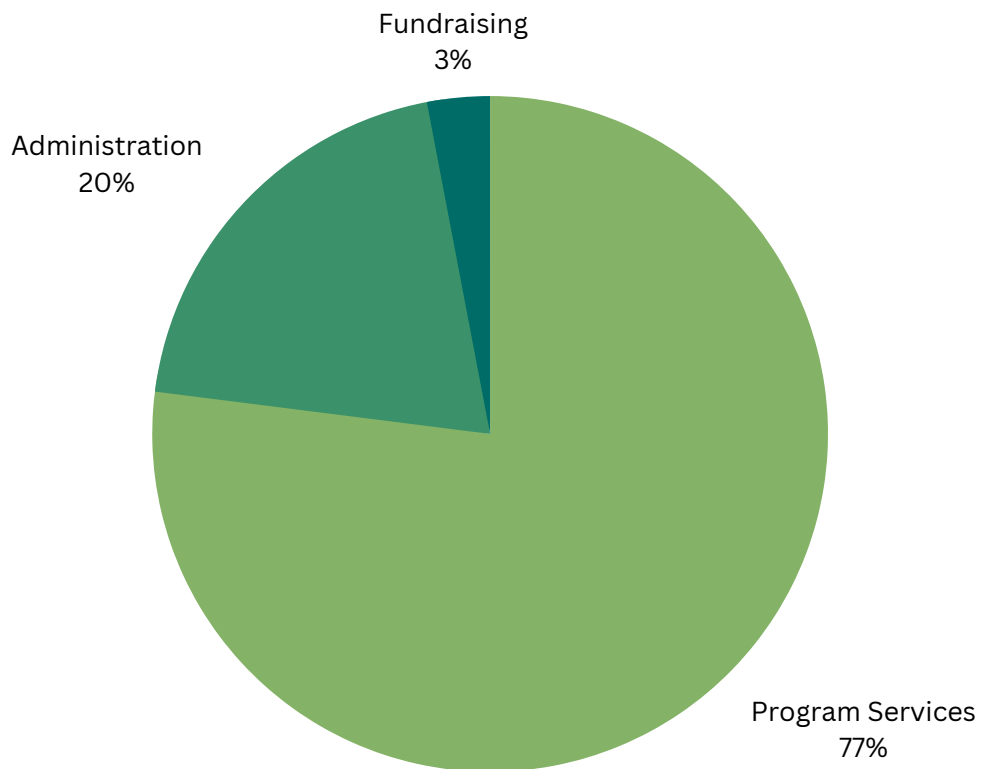
1949 N. Humboldt Blvd.  
Chicago, IL 60647  
Phone (773) 252-2666  
Fax (773) 252-0527

# STATEMENT OF FINANCIAL POSITION

## Revenue



## Expense Distribution





# LEADERSHIP & EXECUTIVE STAFF

## BOARD OF DIRECTORS

**Ed Stritch, Chair**

**Sandra Maldonado, Vice Chair**

**Felix M. Gonzalez, Treasurer**

**Gladys Aguirre, RN, Secretary**

**Adnan Assad**

**Juan Hernandez**

**Amjed Hamdan**

**Antonio Lugo**

**Richie Marrero**

**Steven Lombardo**

**Guadalupe Marquez**

**Rochelle Sims**

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The Concord Group

American Family Insurance

Archer Law Group

Presence Health

Old National Bank

Sober Living Environments

BMO Harris

Smart Wealth Strategies

360 Benefits LLC

Hegre, McMahon, & Schimmel, LLC

BMO Harris

Sister House

New York University

## EXECUTIVE TEAM

**Marco E. Jacome**

**Millie Adan**

**Melissa Fentress**

**Tom Hartmann**

**Phillip Buta**

Chief Executive Officer

Chief Operating Officer

Vice President of Finance

Vice President of Business & IT

Vice President of Development



# OUR VALUED SUPPORTERS

Thank you to those in the H.A.S. family for believing in our mission and helping to transform the lives of our participants!

## **\$100,000+**

Community Memorial Foundation  
Healthy Communities Foundation

## **\$50,000 - \$99,000**

Blue Cross Blue Shield

## **\$10,000 - \$49,000**

Blowitz-Ridgeway Foundation  
Centennial Medical Management  
Chicago Community Trust / Healing Illinois  
Community Trust  
DuPage Foundation  
First Midwest Bank / Adnan Assad  
The Prevention Partnership, Inc.  
Rush University Medical Center  
TASC, Inc. / Teresa Duran

## **\$1,000 - \$9,999**

360 Benefit / Richie Marrero  
American Family Insurance / Sandra Maldonado  
Amjed Hamdan  
ATI Ambulance / Brian Dolan  
Aunt Martha's Health & Wellness / Raul Garza  
Blackbaud Giving Fund  
Calculated Hire / Joel Leonard III  
Chapman & Cutler LLP / Claire Wambach  
Coltiva Wealth / Adam Paoli  
Concord Group / Edward Stritch  
Data Integrity Computer Systems, Inc. / Joseph Lee  
360 Benefit / Richie Marrero  
American Family Insurance / Sandra Maldonado

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Coltiva Wealth / Adam Paoli  
Concord Group / Edward Stritch  
Data Integrity Computer Systems, Inc. / Joseph Lee  
Des Plaines Clinical Lab / Imran Qadeer  
Dunkin' Donuts / Baskin Robbins  
DuPage County  
DW Hammer, LLC / Jonathan Langhamer  
Financial Renaissance / Joseph Orlando  
First Midwest Bank Wealth Management / Jason Garcia  
Foremost Improvements, Inc. / Mary Madrigal  
Framework / Deserae Williamson  
G3 Construction Group, Inc. / Jodi Bates  
Health and Medicine Policy Research  
Humboldt Park Health / Jose Sanchez  
Lopez & Co, CPA / Enrique Lopez  
Novak Family Foundation  
NTL Laboratory / Jeff Salvatini  
Paddy Homan  
Phillip S. Harper Foundation  
R4 Commercial Real Estate Solutions, Inc. / Ed Ruiz  
Rincon Family Services / Eddy Borrayo  
Roseland Community Hospital  
RX Abuse Leadership Initiative  
Sullivan Roofing / Timothy Sullivan  
Synergy Construction Group, LLC / Michael Pinelli  
Tecorp, Inc. / Nick Visvardids  
Total Care Solutions S.C. / Anthony Burnin  
Total Insurance Services, Inc. / Brian Kernan  
Walnut Street Properties / Steve Casper  
Wintrust Financial Corporation / Antonio Guillen

# CALL TO ACTION

When you bring healing to those in need, you help lift entire families, communities, and society. Invest in comprehensive mental health and substance use treatment services and make a donation to H.A.S. today. Your generous gift will help us provide critical care and support to those in need regardless of their ability to pay. Together, let's make a lasting impact by changing lives. Every donation, big or small, makes a difference in someone's journey to recovery.

## WAYS TO GIVE



You can make a gift by calling (773) 252-3100 and ask for the Grants Manager



You can make an online donation at [www.hascares.org/donate](http://www.hascares.org/donate)



You can mail your gift. Please send to:  
Healthcare Alternative Systems  
Attn: Development Department  
2755 W. Armitage Avenue Chicago, IL 60647



@HAS.Chicago



@HASChicago



@has.chicago



Healthcare Alternative Systems, Inc.

## CONNECT WITH US

# NEXA CLINIC & HEADQUARTERS MOVE TO AUSTIN IN 2023



4734 W. Chicago Ave, Chicago, IL 60651

- State-of-the-art MAR facility
- Intensive outpatient substance use treatment
- Group counseling
- Community space