



MAKING A DIFFERENCE



SERVICE *with a* SMILE

The IWS dental department continues to grow and improve with updates that improve patient flow and patient retention. Even with ongoing changes, the mission remains the same: IWS is committed to the oral health and hygiene of children and families.

CONSTRUCTION OF THE ENCLOSED LANE

During the construction of the Child-Centered Health and Advanced Therapies (CHAT) program, IWS added an enclosed chair to the dental bay area. The new space is soundproof, with an added door, in order to better serve patients with special needs or those sensitive to noise or crowds.

The new enclosed area will maximize privacy so that patients with noise sensitivity are not distracted by the sounds from other patients while also reducing fear and anxiety.

An added feature of the new lane is that it allows the doctors to work in their own style and according to the needs of each individual patient. Dr. Khan, who likes to play music for his patients, expects that the new chair will improve the quality of service he provides patients of all ages. He will have the opportunity to play music of the patients' choice at a volume slightly higher than his instruments, because he



finds that children forget their fears about having work done and instead, focus on singing along to their favorite tunes!

NEW AND IMPROVED MEDICAL TO DENTAL FLOW

The new work flow at IWS from the medical clinic to the dental clinic has increased patient retention and has allowed us to see a higher number of patients.

Before, patients would attend a doctor's appointment and then make a dental appointment separately, on their own time. Now, when patients see their doctor, the Patient Support Staff will look into the patient's record and make note of their last dental appointment.

Known as the "Flash Pass", if the patient has never seen the dentist or has not seen the dentist in more than six months, patients are guaranteed a same day appointment in the dental department. The new flow has greatly improved service because patients do not have to wait more than 15 minutes after their doctor's appointment to receive dental services. The Flash Pass guarantees that our dental team will see patients who may otherwise miss or cancel an appointment.

IWS POLICY BACKED BY RESEARCH

Bana Zayyad, a student from the University of Illinois at Urbana-Champaign, created a report on the efficacy of establishing a dental home for children before their first

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"It is important to know that each patient has unique needs. For instance, a child with Down syndrome will really open up to a dentist who is willing to talk to him and ask his opinions." — Dr. Khan, IWS Dentist

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birthday. The report revealed a linear relationship between the number of decayed, extracted or filled teeth and the age of the first dental visit. Essentially, her research showed that the six month cleaning really makes a difference in children's oral health. Her research also confirmed the preventative work we do at IWS. Bana showed that patients who did not see a dental care provider consistently in their first years showed a greater risk of developing tooth decay or needing teeth filled or extracted. Her work has allowed us to continue research that will help us to best serve our patients.

THANK YOU TO OUR PARTNERS AND SUPPORTERS

We are so grateful to our partners who support us and make the services we provide at IWS a real success. Special thanks to the Helen V. Brach Foundation, Delta Dental Foundation, and John R. Houlsby Foundation for generous grant support of our dental and orthodontia services. We appreciate the in-kind donations from Sunstar America and Oral Health America. These contributions help us to keep costs down while allowing us to provide services to an underserved population. In addition, Colgate will donate toothbrushes which we will give to patients as an incentive to encourage good dental hygiene. ***Thank you!***

TIPS from a HYGIENIST

Betsy Grace has been a hygienist with the Infant Welfare Society for 20 years. This spring, she shares her tips for optimal oral health in kids and adults.

- Prevention is the key to good oral health! One of the goals of the IWS dental team is to encourage women to schedule and keep their dental appointments, especially before becoming pregnant. Educating yourself on brushing and flossing habits is a great way to help prevent the need for major dental work in the future.
- Start brushing kids' teeth and gums early on. The younger the child when brushing begins, the less resistance there will be to the new routine.
- Wrap a clean washcloth around your finger to gently clean the gums of teething children or children who have not yet developed any teeth.
- Let children watch you brush and floss your teeth to minimize fear and resistance. Follow the tell-show-do mantra: Tell them what you are doing and why, show them how you clean your teeth and let them do it for themselves!
- The easiest way to remember dental checkups is to bring a child in for their first dental appointment on their 6 month birthday and then consecutively every 6 months after.

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Interview with DR. KHAN

Dr. Khan has been a dentist with IWS for the past two years. He works well with children with special needs in the clinic and is interested in continuing his training by becoming a certified pediatric dentist.

IWS: Dr. Khan, what are the major differences between being a certified dentist and being a pediatric dentist? Why are you seeking additional training?

DK: Well, I believe that when parents know a dentist is certified to work with children, they feel confident in the dentist's ability to work with their children. Also, as a Pediatric Dentist, I will gain more specialized knowledge about the needs of children and I will be licensed to do additional procedures and receive more in-depth knowledge.

IWS: Dr. Khan, you often work with children with special needs. What motivates you to help children who may need extra attention and what kind of training have you received to prepare you for your work?

DK: Generally, dentists do not need to have additional training to work with patients with special needs; however, during my formal coursework at the University of Illinois at Chicago, I took some courses to assist me with my practice. It is important to know that each patient has unique needs. For instance, a child with Down syndrome will really open up to a dentist who is willing to talk to him and ask his opinions. However, a patient who is autistic will close up and become more agitated by elevated interaction. Plus, I enjoy working with a variety of patients of different ages and needs. The dental space allows me to customize my work to suit the needs of each individual patient.

IWS: What are your thoughts about the new dental space? How has it helped you to perform dentistry on children?

DK: I very much enjoy the new enclosed dental bay. If I have a nervous child, I can close the door to keep them calm and to filter out the noise from the outside.

IWS: What do you like most about working with children?

DK: I love working with children because they are honest. They are even willing to give me suggestions on what I can do better. Also, children test my skills, not only dental, but emotional and physical. Overall, it has been a very enriching learning experience that I will keep for life.

IWS: What kind of feedback have you received from children?

DK: Well, children will say "Dr. Khan, can you please brush my teeth a little slower?" Or they will ask me "Will you please use the floss? I like when you use the floss because my mouth feels extra clean." I had a 5 year old patient recently who after quietly looking around the office for a few minutes looked at me and said simply: "I like this office."

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MAKING A DIFFERENCE

LEADING THE WAY PRESIDENT OF THE BOARD

Dear Friends:

Happy spring! Thank you for joining me once again as we highlight the hard work and dedication of those committed to the mission and goals of the Infant Welfare Society of Chicago. For 104 years, the Board has provided guidance, support and resources to meet the health care needs of women, children and families in the Chicagoland area. This year, we continue our work as we get ready to embark on the next chapter of services and programs at IWS.

On March 16th, IWS hosted its Annual Meeting with the theme of *Proud Legacy, Bright Future*. It truly was remarkable to hear about the impactful changes and updates that we have made to the Infant Welfare Society in Fiscal Year 2015. Thank you to everyone who attended and to all of our sponsors who helped to make the meeting a success. It is such an inspiration to see how many people are as passionate about our mission of providing quality health care to women and children as we are.

Among the accomplishments boasted in the Annual Report were the encounter rate increase that was recently approved by the State of Illinois and IWS's on-site accreditation by The Joint Commission.

Also highlighted in the 2015 Annual Report is the official opening of the Child-Centered Health and Advanced Therapies (CHAT) program. The CHAT program has made our goal of building a centralized location for providing speech, vision and occupational therapy services to children with special needs a reality.

I am pleased to announce that we have reached our \$400,000 goal for the CHAT capital campaign! We anticipated closing this campaign by December 2016; however, we completed the goal with nearly a year to spare. Thank you to everyone who worked tirelessly to raise funds for the new CHAT Center.

To read more about the accomplishments of IWS in FY15, the Annual Report is available to read online.

Elizabeth Hennessy
President, Board of Directors



ABOUT ELIZABETH:

Elizabeth has been a dedicated board member for over 9 years, serving as Secretary, Board Development Chair, Treasurer and Vice President, before stepping into the role of President in 2015. She is an investment banker and Managing Director with William Blair & Company, LLC in Chicago.

OUR MISSION is to provide a breadth of quality primary health care services in a single medical facility to medically underserved women and children, enabling them to lead productive and healthy lives.

NICE

THE MANY FACES OF IWS

As a volunteer at the Infant Welfare Society of Chicago, *Angela Acevedo* is no stranger to IWS.

In fact, in addition to her volunteer work for the development team, Angela fondly recalls IWS as being a staple in her neighborhood during childhood.

“Who doesn’t know about the Infant Welfare Society who lives in this area?”



Angela Acevedo

Angela has lived in the Logan Square/Humboldt Park area most of her life and feels passionately about giving back to her community. As a volunteer for IWS, she is currently reaching out to community organizations in an effort to gain partnerships. Through her work, she has become more familiar with our current partners and is playing a large role in helping us to develop new relationships.

“My experience has been that many local businesses DO want to give back to the community, especially to organizations like IWS that have an emphasis on providing crucial services to low-income families. Many organizations want to know about the other organizations in the area that provide vital services to the community.”

Angela, who grew up in a single parent household with 2 other siblings remembers her mother relying on community services to care for her family. Her mother often took 3 buses at a time to get to appointments at a health clinic. It was important that her mother had access to services in her community so that she could provide for her family.

“Resources are extremely important to families. Whether it’s health care, mental health, educational services, housing or employment: all of these resources are extremely important. How great is it to have access to those services right in your community?”

Angela’s passion for giving back to her community stems from the simple fact that she connects easily to those parents who are doing the best they can to raise happy, healthy families. With a background in forensic psychology, Angela was able to merge professionalism with a desire to actively give back to the community. Throughout her career, she has had the opportunity to mentor teen parents and has developed programs that provide internship opportunities in a corporate setting to high school students.

“I hope that my story inspires others to give back and to support organizations such as the Infant Welfare Society.”

For those of you who have inquired about volunteering at the Infant Welfare Society, we hear you! We are working hard to produce more opportunities for individuals, like Angela, to give time and talent to IWS. Check our website in June for more information or email IsikoffJ@infantwelfare.org.



Angela’s son Sebastian, now 6, enjoyed face painting at the 2015 Family Fest.

SAVE *the* DATE FAMILY FEST

Saturday, September 17, 2016
11AM – 2PM

Join us for



Fire truck fun at the 2015 Family Fest!

Fun, Games, Food Samplings
from Local Restaurants
Health Information, Community Resources,
Chicago Fire Dept. Truck, DJ
and much more!



Auxiliary members donated gift baskets and hosted a raffle table at Family Fest 2015.

Stay tuned for more information!
Hope to see you there!

Notes FROM *the* FIELD

By Robin McGinnis, MSW
Chief Executive Officer



At the Infant Welfare Society, finding balance and staying informed within a constantly changing environment is a big part of the work I do. To keep the momentum of progress, we welcome each victory with humility and each loss with dignity.

As I write this column, it saddens me to report on the disruptive effects of the lack of a State budget has had on some of our community partner organizations. The recent impasse has created greater demands and need for services in our communities as many organizations are finding it difficult to continue to fund programs with dwindling lines of credit or discontinuing operations all together. The Infant Welfare Society is fortunate to not be critically affected by the lack of a State budget due to our many private contributors and our federally mandated services; however, the landscape of services provided within the State has changed, as well as, the allocation of grants.

While it is uncertain if, or when a resolution will be reached, it is clear that we are all affected differently or at least in part by the lack of State funds. We will all no doubt be keeping a close eye on the developments of the State's action and the changes it may or may not affect in the coming months.

I would also like to comment on the recent changes of our dedicated staff. As some of our beloved long-time providers have recently retired; Dr. Subero and Diane Pastorello, APN (Certified Nurse Practitioner), and from the HR department, Steven Ochoa, I would like to express my sincere gratitude for your years of service. Many of our recently retired providers have been with IWS for more than 20 years. Your presence and expertise will be sorely missed.

In an effort to ensure the continuity of our services, our long search for high quality providers is finally coming to a close. I am so pleased that IWS has been able to recruit a fabulous team of physicians and nurse practitioners who are beginning to serve our patients. Allow me to extend a warm welcome to each of our new providers. There was fierce competition for our open provider positions but I am confident that we selected a great group of professionals. Welcome to the team!

THE *Associate Board*

By Natasha Wasinski, Associate Board Member

It is going to be an action-packed year for the IWS Associate Board! We have planned a lot of wonderful events, all back by popular demand, for our supporters and friends.

Kicking off the year, we met with old and new friends on March 10th at an after-work event. It was a fun way to enjoy the company of fellow Associate Board members and supporters and get started on event planning!

The Associate Board aims to donate \$20,000 to IWS this year to support health care services for women and children in need.

Our flagship events each year center on the participation of Team IWS in the Bank of America Chicago Marathon. The team is off and running! The Associate Board plans events to support their efforts, including 2 Fun Runs that are open for all runners and walkers who want to flex their muscles with the Team on the new 606 trail and take a tour of the Clinic.

The ever-popular Bag Toss Tournament is back for the third time to raise money and awareness for the team. We have fun in the sun, play some games, and compete for coveted trophies and bragging rights.

The Bags Tournament caps off a wonderful day, as volunteers spend the morning of the event at Infant Welfare for the Back-to-School event featuring school supply giveaways, bilingual entertainers, games, face painting and more. It is a very meaningful event for our members and a lot of fun for our young pals.

Of course, the year isn't complete without the Bank of America Chicago Marathon! Runners and supporters alike dedicate themselves to raising money and showcasing the importance of healthy living and prevention – a worthy goal! A hospitality suite right off the course is an incredible perk of the day and a great place to celebrate our achievements.

Want to be an Associate Board member?

Email AssociateBoard@infantwelfare.org for more information.



Team IWS runners and supporters gathered before the race and enjoyed a beautiful sunrise.

JOIN US!

May 21	Fun Run #1 (3 miles) at the Clinic and IWS Tour
July 23	Fun Run #2 (6 miles) at the Clinic and IWS Tour
Aug 6	Bags Tournament Fundraiser and Back-to-School Fair
Oct 6	Pre-Race Dinner
Oct 8	Bank of America Chicago Marathon Race Day! Hospitality room for runners and guests at the University Club
Dec 3	Post-Event Celebration and End of Year Party

"It has always been important to me to give back. My husband (Dr. Jeff Socher) and I have been involved in the dental industry and with various oral health organizations for many years.

We are so pleased to support Infant Welfare and its great work.

In fact, this August, I asked my friends and family to give to Infant Welfare as my birthday gift."

— *Chris Socher, longtime donor to the Infant Welfare Society of Chicago*



MAKING A DIFFERENCE

WAYS TO GIVE

Put your money to work right away by donating at infantwelfare.org or mailing your check using the enclosed envelope.

Become a Monthly or Quarterly "Dreammaker"

Your gift in any amount given each month/ quarter, charged to your credit card, provides a convenient, efficient and stable source of support!

Donate Stocks or Bonds

By donating appreciated property to IWS, you may receive a tax deduction for the current fair market value of the asset and avoid capital-gains tax.

Celebrate or Remember Others

Recognize or remember someone special with a gift in their name that honors their legacy and commitment to women, children and families.

Leave a Legacy – Join the Armour Heritage League

Estate planning is a powerful way to express your values and vision for the future.

- Remember IWS in your will. For sample bequest language, please call 773.782.5040.
- Donate life insurance or name IWS as a beneficiary of a retirement plan.

Introduce Friends, Colleagues and Others to IWS

Your assistance in bringing new people to IWS is greatly appreciated. Or, sign up for our e-mail list and forward the messages you receive along to your friends.

Visit infantwelfare.org to make your gift, or please contact Michelle Di Benedetto, VP, Institutional Advancement at 773.782.5040.

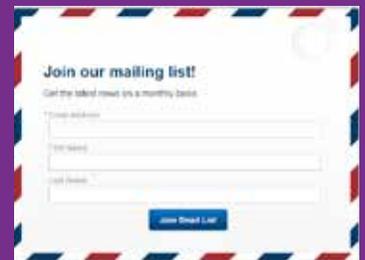
THANK YOU!

IWS is a 501(c)(3) nonprofit public charity. Contributions are tax-deductible to the fullest extent of the law.

DON'T MISS OUT!

The "Make A Difference" newsletter is published twice a year, but we have so much more to share in between issues. Our short, monthly email newsletters get you updated information, stories and invitations in a timely and cost-effective way.

If you're not receiving them yet, sign up on the home page at infantwelfare.org, via our Facebook page, or by emailing or calling Gina Brown, browng@infantwelfare.org or 773.782.800 ext. 6052.



INFANT WELFARE SOCIETY *of* CHICAGO

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