Chicago Family Health Center Success Story

July 2026

Approach

With support from the Illinois Public Health Institute (IPHI), Chicago Family Health Center (CFHC) took the first steps toward establishing American Diabetes Association (ADA)-recognized Diabetes Self-Management Education and Support (DSMES) services. Through technical assistance from the ADA and IPHI, staff developed the knowledge, partnerships, and an implementation plan needed to pursue ADA recognition and prepare to expand diabetes education services.

Key accomplishments during the 2025 project period included:

- Initiated the ADA recognition application process for DSMES services
- Established ongoing support and follow-up avenues with partner organizations
- Increased staff knowledge of ADA standards and application documentation
- Pursued technical assistance for application requirements and supporting documentation

Background

Many organizations interested in offering DSMES services face challenges navigating the ADA recognition process, including understanding program standards, documentation requirements, and implementation steps. Without ADA recognition, organizations may face barriers to expanding evidence-based diabetes education services and establishing reimbursement pathways. Strengthening organizational capacity to achieve ADA recognition is an important step toward increasing access to high-quality diabetes self-management education.

*CARES Cook County is a Centers for Disease Control and Prevention (CDC)-funded initiative convened by the Illinois Public Health Institute (IPHI) in partnership with healthcare and community-based partners across Cook County.



Illinois Public Health Institute

The Impact

To prepare for ADA recognition, CFHC partnered with the ADA and IPHI to better understand the recognition process and develop a roadmap for implementation. ADA representatives provided individualized guidance on the application process, required documentation, and implementation steps, while IPHI reviewed required application materials, offered recommendations for strengthening the application, and connected staff with ongoing technical assistance. Through these collaborative efforts, the organization improved its readiness to implement recognized DSMES services and expand access to diabetes education services within the community.

This success story aligns with DSMES program development and ADA recognition efforts. The work supports long-term sustainability and expansion of evidence-based diabetes education services for populations at increased risk for diabetes complications.

Support

CDC and MATCH support provided guidance, technical assistance, and partnership opportunities that strengthened organizational capacity to pursue ADA recognition. MATCH-connected partners, including ADA representatives and IPHI staff, provided direct assistance, educational resources, and continued consultation throughout the application planning process. Strong collaboration between ADA representatives, IPHI, and program staff contributed to the organization's progress toward ADA recognition readiness. Personalized technical assistance and continued partner engagement helped simplify a complex application process and increased staff confidence in moving forward with program implementation.

Next Steps

CFHC will continue working with ADA representatives and community partners to complete the ADA recognition process and launch DSMES services. Future efforts will focus on expanding participant outreach, establishing sustainable reimbursement pathways, and maintaining partnerships that support long-term program success.

Ongoing technical assistance and partnership engagement will help ensure long-term program sustainability and increased access to diabetes education services for underserved populations.