

# A Stronger, Safer, Healthier Glencoe

---

FAMILY SERVICE OF GLENCOE  
NEEDS ASSESSMENT RESULTS FALL 2014

PREPARED BY RESEARCH FIRM OF GOODMAN AND BLOOMBERG, CHICAGO/ATLANTA

## **INTRODUCTION**

Family Service of Glencoe (FSG), a community-based social service agency, initiated a community-wide needs assessment that was facilitated by the research firm of Goodman and Bloomberg, Chicago/Atlanta. The purpose of the survey was to hear from a wide range of Glencoe residents in order to create a stronger and healthier Glencoe, learn about individual, family and community social/emotional issues and needs, and assist FSG in planning for the future.

## **METHODOLOGY**

Goodman and Bloomberg created an online survey available to the public September 1 through October 6, 2014. A postcard was mailed to 2,977 Glencoe households with a QR code connected to the survey website. Posters with the same QR code were posted in downtown Glencoe. Six emails were sent to the FSG e-mail distribution list (a total of 759 households). A request to take the survey was also included in the fall Glencoe Quarterly which is distributed to all Glencoe households. Community institutions such as Glencoe School District 35, the Glencoe Park District, and the Glencoe Library sent out reminders as well. Survey information was also posted on the FSG website and social media.

A total of 432 households returned the survey for a response rate of 15% (299 of the responses were from the FSG distribution list).

## **ANALYSIS – OVERVIEW**

### *Theme: Glencoe Residents' Needs*

Survey responses indicated that emotional and mental health concerns are the number one need for youth and adults. In the last 12 months, 46% of respondents noted that at least one person in their home struggles with anxiety or depression. In the same time frame, in 42% of surveyed households at least one person sees a therapist.

Parents have a wide range of quality of life concerns for youth including pressure to excel (93%), peer pressure (86%), money/materialism (86%), time on electronics (82%), body image (76%), anxiety/depression (73%), bullying (72%) and eating disorders (43%). Parents of teenagers noted the issues of drugs (61%), alcohol (60%), and sexuality (58%).

Surveyed adults have a wide range of quality of life concerns for themselves including stress (82%), entitlement/materialism (80%), financial pressures (74%), time on electronic devices (67%), worrying about what others think/gossip (68%), anxiety/depression (64%), and care for the elderly (51%), and housing for the elderly (41%).

Thirty percent (30%) of respondents acknowledged they are lacking a social support network. Respondents also shared that housing options for seniors (40%) and resources for un/under employed (38%) would improve quality of life for adults in Glencoe. Sixteen percent (16%) of respondents reported that they are just managing to make ends meet financially. The survey also showed that newcomers would like more support to integrate into Glencoe.

### *Themes: Strengths of FSG*

The survey results showed that FSG has many strengths. The organization's existence is well known throughout the community (98% of respondents) and the organization is viewed as an important community resource (74%). Support and use of FSG are strong among newer residents (0 – 5 years). Respondents favorably view community or group programs. They are aware that FSG provides many services beyond individual counseling/therapy, and it was noted that FSG comes through in a crisis. FSG also has a wide base of financial supporters.

### *Themes: Challenges of FSG*

FSG also faces challenges. Survey respondents noted their concern over confidentiality (35%), i.e. the chance of running into people they know at FSG (38%). They also lack an awareness of specific FSG services and staff specialties. One anonymous survey respondent said that it is "critical and difficult to de-stigmatize mental health issues." Some respondents (28%) also have the perception that FSG is only for those with financial difficulties.

## **CONCLUSION**

Residents identified a number of emotional, mental health and societal needs for Glencoe. They also contributed a number of ways FSG could address these issues for a stronger, healthier and safer community. FSG is well positioned to be a catalyst to address these needs in partnership with other community organizations.

Residents have favorable perceptions of FSG, and many support it financially. Many residents use its wide array of programs and services, while others are less aware of what it has to offer. Residents identified strengths of and challenges for FSG.

With good planning, resources and leadership, FSG's next decade will continue to make a difference in the quality of life in Glencoe.