

FAMILY SERVICE OF GLENCOE
THE HEART OF OUR COMMUNITY SINCE 1914
2015 ANNUAL REPORT TO THE COMMUNITY

MEETING NEEDS

IN OUR
own
**back
yard**

dear friends & neighbors,

Thanks to the generosity of our many donors and our corps of dedicated volunteers and staff, Family Service of Glencoe (FSG) has enjoyed another successful year.

In FY15, FSG proudly embarked on its second century of service. As we reflect on the history of the organization, we are mindful of the community spirit upon which the agency was founded. This year's "meeting needs in our own backyard" theme is a reminder of our rich organizational heritage and our obligation, as citizens and as Glencoe's primary social service agency, to extend a helping hand in difficult times to those most in need.

The past year has brought many exciting opportunities to develop a new vision for FSG, based on the community-wide needs assessment. We are expanding therapeutic options through the development of innovative recovery and treatment models, new support groups for parents and teens, and supportive services for seniors. We are grateful for continued partnership with the village, the township, the school district, public safety, and our many funding sources.

As more families struggle financially, FSG continues to step up to serve our neighbors regardless of ability to pay. Your financial investment helps us meet this demand for core counseling services. Thank you, Glencoe, for the trust and confidence you have placed in us. **At the heart of our community**, FSG will continue to provide dynamic and relevant services to meet emerging needs.



William Hansen, MSW
Executive Director



Nicole Hayek
Board President



the heart of our community

Rooted in Glencoe for more than 100 years, Family Service of Glencoe is a community asset with a unique understanding of the northern suburbs. Our mission remains steadfast—promote a stronger community by meeting individual and family needs through services that identify, prevent and resolve social and emotional problems.

support services

Our experienced team serves families and individuals of all ages in the following areas:

anxiety & depression
grief & loss
life transitions
marriage & family
children of divorce
blended families
co-parenting after divorce
school problems
finding meaning in midlife
substance abuse
addiction

This past year, we saw an increased need for services at a reduced rate:

59%

of clients receive services on our sliding-fee scale

20%

of clients have no fee

FSG thoughtfully addresses specific needs in our community. Our services are available for all who live or work in Glencoe regardless of ability to pay.

information & referral

FSG is a community asset with a unique understanding of the northern suburbs. We provide information about and referral to the numerous resources in our area.

outreach & education

FSG has a strong relationship with local leaders in the schools, public safety, parks, library and clergy. We engage parents in relevant discussions in an effort to raise emotionally healthy kids.

counseling

Our experienced clinical team, made up of licensed clinical social workers, serves families and individuals using a variety of treatment modalities tailored to meet client needs. Client visits increased by 22% this year.

crisis care

FSG's crisis counselors offer 24-hour intervention in partnership with Glencoe Public Safety. This year, we provided immediate assistance, referrals, and follow-up care to 53 households.

senior assistance

In collaboration with the Committee for Senior Housing Aid in Glencoe, our senior assistance program provides annual grants and well-being checks to low-income Glencoe seniors in order to help them age well at home.

emergency assistance

FSG supports residents and individuals passing through our village with emergency financial assistance for utility bills, basic needs or transportation. Our staff provided help to 15 individuals due to homelessness, illness, or unemployment.

alternatives to violence

Our Alternatives to Violence (ATV) program came to a close this year due to changes in state funding. This quality program supported numerous individuals in breaking the cycle of violence. We extend sincere gratitude to the dedicated staff who led these efforts.

relevant & new

new programs



meditation & stress reduction

In response to the community's request for support with stress reduction, FSG started an ongoing weekly mediation drop-in group in March. Led by Chuck Hutchcraft, LCSW, these sessions help individuals learn inner balance and realize natural self-assurance.

ladies night out at the north shore exchange

The North Shore Exchange (NSE) is Glencoe's upscale resale shop with a heart. This special store grew out of a conversation between community leaders at an FSG benefit four years ago. The store has now been open for three years with great success. FSG is extremely thankful for the remarkable support from NSE—one third of the shop's proceeds benefit Glencoe families in need. FSG held a ladies night out event last March to introduce new friends to the store's philanthropic purpose and encourage donations, consigning and volunteerism.



new therapists



chuck hutchcraft

An ordained Zen Buddhist priest and mindfulness teacher, Chuck Hutchcraft, LCSW, brings extensive experience as a therapist, working with clients through times of crisis, depression, anxiety, and life transitions. He holds a Master's in Clinical Social Work from Loyola University. Additional specialties include sandplay and Eye Movement Desensitization Reprocessing.



julie pettinato

With more than 10 years of counseling experience, Julie Pettinato, LCSW, helps her clients harness their inherent strengths to overcome anxiety, depression, adjustment issues, trauma, grief, and loss. Julie earned her Master's in Social Work from Loyola University Chicago in 2008 and is currently enrolled in a Certified Alcohol and Other Drug Abuse Counselor (CADAC) program.

updates on current outreach efforts

outreach & education

Glencoe Parent Connection (GPC) is a parent-powered auxiliary committee of FSG. During the 2014-2015 school year, GPC presented five educational events for parents including two brand new “We Need to Talk” programs in partnership with School District 35. The *Kindergarten Readiness* program helped parents understand child development at the preschool stage and how to best prepare their child for academic success. The *Learn More about the Common Core* program showcased the new state education standards and how parents can support this model at home. Nearly 150 parents participated in these interactive discussions. Two programs were recorded with videos posted online for parents who were not able to attend. We also collaborated with Glencoe Junior High Project to support parents and teens in the transition to New Trier High School.

family fun fest

In collaboration with the Glencoe Park District and The Grand Food Center, FSG hosted our annual Family Fun Fest in March for more than 200 children and adults. Through the community-wide needs assessment, we learned that this family outreach event has the ability to connect us with our newest residents. With this in mind, we invited the Glencoe Social Club (formerly Glencoe Newcomers) to participate and they delighted families with balloon festivities. Also new this year—dance performances by the North Shore School of Dance and introduction to meditation with Chuck Hutchcraft, LCSW.



22

professionally-facilitated parent discussion groups meet monthly throughout our village in an effort to raise emotionally healthy children



community needs

432
households
responded

As part of our organization's centennial, FSG conducted a community-wide needs assessment to learn more about resident needs and plan for the future. We had a 15% response rate. Here is what you told us.

★ quality of life ★

CONCERNS

are similar for adults and youth

- stress/pressures (academic or financial)
- attitude of entitlement
- materialism
- time on electronic devices
- body image
- anxiety or depression

IMPROVEMENTS

for a better community

- tolerance of diversity
- feeling of community
- housing options for seniors
- resources un/underemployed
- openness to newcomers
- health and wellness services

mental health needs are prevalent

percentage of surveyed households with at least one person (adult or youth) who in the past 12 months . . .

46%

struggles with
anxiety or
depression

42%

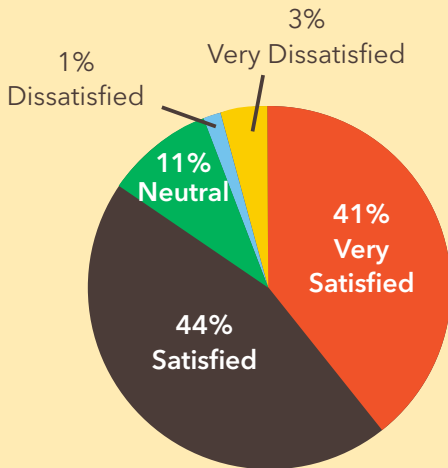
sees a
therapist or
social worker

36%

feels
isolated
or lonely

\$\$ 56 households responded "just managing" or "can't make ends meet" **\$\$**
when asked about finances

"It is both critical and difficult to de-stigmatize mental health issues." —GLENCOE RESIDENT



satisfaction

rates among those who access FSG services or programs

60% OF SURVEYED PARENTS

noted concern about substance use or abuse (drug, alcohol and other) for their children



BARRIERS TO FSG AS A COUNSELING PROVIDER

38%

don't want to run into people I/we know

35%

concern about confidentiality

28%

don't know about FSG's quality

20%

don't really know what FSG does

Glencoe's wellbeing is our priority as we evaluate current programs and plan for the future. The survey's executive summary is available online at www.familyserviceofglencoe.org/community-wide-needs-assessment. If you would like FSG to share the survey results with your group or organization, please email info@familyserviceofglencoe.org.

our annual benefit

backyard BBQ

Friends and neighbors gathered at the architecturally-renowned North Shore Congregation Israel on Saturday, May 16 to celebrate the power of community and raise funds for the always-evolving work FSG does in supporting the emotional well-being of all who live and work in Glencoe. With 59% of our clients receiving counseling services at a reduced rate, benefit proceeds help us bridge this financial gap.



special thanks

to our board of directors led by our benefit committee.

Event co-chairs were Jennifer Adler, Erika Goldstein and Allison Schatz.

With the support of generous underwriters, auction donations and community donors, **we raised over \$115,000** to help families in need. Together, we are addressing needs in our own backyard and creating a stronger, healthier Glencoe.



thank you for supporting successful recovery

As our clinical director, Al Ross, LCSW, RDDP shared at the benefit, our picturesque community has significant concerns including substance use disorders. The needs assessment showed that residents are concerned about substance abuse for themselves (34%) and their children (60%).

Our clinical team regularly supports individuals with addiction to a variety of substances. Based on our work, we have identified a shortage of recovery resources for individuals upon return from an intensive inpatient program. FSG seeks to help with their re-entry and recovery by offering both innovative and traditional treatment options.

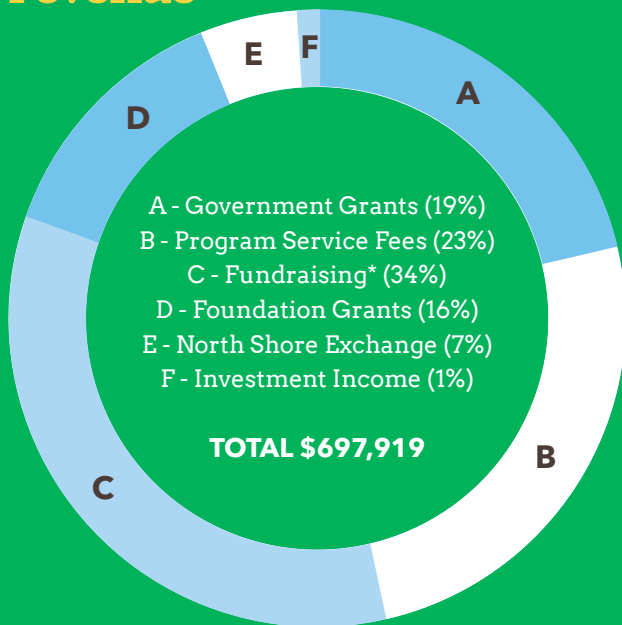
This year, FSG initiated the development of a peer recovery program. Three recovering adults have stepped into the influential role of sober coach. In addition to continued long-term therapy with a substance abuse counselor, sober coaches establish an ongoing supportive relationship with an FSG client struggling with substance use. The goal of this peer model is to enhance the client's support network that is not attached to treatment, participation in AA meetings, or sobriety.

financial health

FY15 overview

July 1, 2014 to June 30, 2015

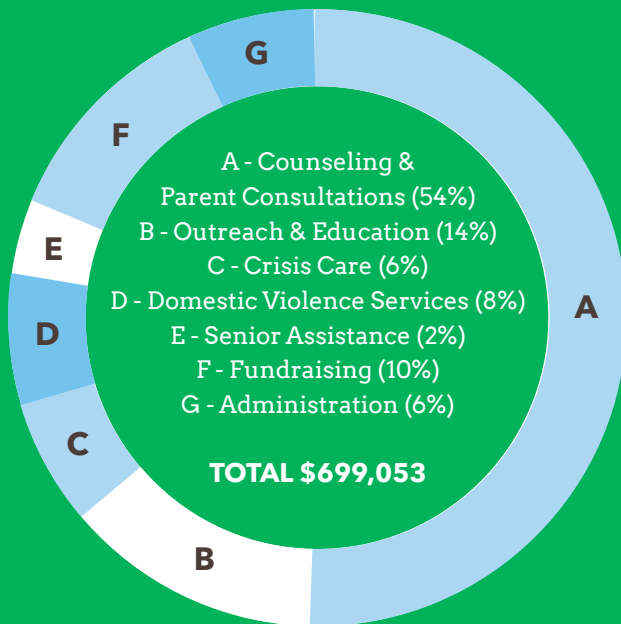
revenue



Diverse funding sources are vital to our financial wellbeing and demonstrate collaborative effort in strengthening our community.

*Fundraising dollars include contributions raised in response to our spring benefit and annual appeal as well as gifts from individuals, businesses, and clergy.

FSG stewards given resources with great care in order to serve families and individuals of all ages with prevention, intervention, and crisis care programs.



expenses

because of your generosity,
Glencoe is able to turn to FSG for support.

I first contacted Family Service of Glencoe on the recommendation of my child's teacher. It has been wonderful to have someone outside of our family help our child strategize ways of dealing with anxieties and frustrations. We've seen a more brave and confident child emerge. With after-school activities and increasing homework, having a resource that's both local and flexible has been key. Everyone we've interacted with at FSG has been friendly, helpful, and responsive.

—MOM OF A CURRENT CLIENT



18 men completed our 16-week Alternatives to Violence program



267 clients and their family members were served in our counseling program



53 crisis calls were answered by an FSG social worker alongside Glencoe Public Safety



93% of counseling clients feel they have made progress on the problem that initially brought them to counseling



131 individuals requested counseling support



47 children in counseling had a one-on-one relationship with a caring adult counselor



95 scholarship assessments were processed to keep Glencoe youth involved in healthy activities



3 young adults are benefiting from a sober coach relationship on their journey to recovery

FSG social workers consider it a privilege to walk alongside individuals in vulnerable times.
Your gifts make our work possible. **Thank you.**

our donors

Thank you, Glencoe.

Through the generosity of countless individuals, organizations, businesses, and foundations, FSG is able to provide the many and varied programs and services you have seen highlighted in this report. Thank you for your kindness and thoughtful giving. We appreciate your support in the fight against mental illness.

Please forgive and bring to our attention any mistakes or omissions. We are deeply appreciative of all who share our mission to strengthen families in Glencoe. Giving levels reflect donors' total contributions from July 1, 2014 to June 30, 2015 including donations, benefit underwriting, event tickets, and auction purchases.



\$50,000+

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of Highland Park
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