brighter and brighter

FAMILY SERVICE OF GLENCOE 2018 ANNUAL REPORT TO THE COMMUNITY
Dear Friends and Neighbors,

We are deeply grateful to pause and reflect on another year of service.

This past year, FSG continued to shine the light of hope to those suffering the pain of mental illness and substance abuse. Our dedicated clinical team served 281 persons in counseling, conducted 2,362 counseling sessions, and responded to 30 crisis calls alongside Glencoe Public Safety. With 52% of our clients receiving counseling services on a sliding scale, your support has been critical in our shared efforts to remove barriers to service.

This year also represented a big step forward in serving Glencoe’s older adult residents through the hiring of a senior program case manager. Our new service array includes assessments, information and referral, older adult consultations, as well as Alzheimer’s disease and related dementia community education and consultation.

Collaborations with other organizations continue to be a key to advancing the mission of FSG. A new senior program partnership agreement with SASI Senior Connections will enable FSG to recruit and train a cadre of volunteers to provide home visiting and transportation services for homebound seniors. We will continue our strong partnerships with the Village of Glencoe to engage in a process to achieve a Dementia-friendly Community designation.

FSG exists on the strength of the community which supports the work of the organization. In the following pages, we honor our loyal advocates, ambassadors, donors and volunteers. We honor the board of directors, executive leadership council, villagers and staff who carry out the mission of FSG. We honor our friends and neighbors who look out for one another and lend a helping hand.

We are humbled by the confidence and trust you continue to place in us. Through your generosity, and the support of the entire community, FSG’s skilled and caring team will continue to be here as a trusted source of support and a beacon of light and hope for those in need. We could not do this without your steadfast support, advocacy, and generous giving.

At the heart of our community,

William Hansen, MSW  Lisa Cardonick  
Executive Director  Board President
Since 1914, Family Service of Glencoe (FSG) has evolved to meet the changing needs of our community by providing a constant light for those facing difficult circumstances. Our confidential services are available to all who live or work in Glencoe regardless of ability to pay.

**CORE SERVICES**
- individual & family counseling
- parent consultations
- information & referral
- crisis care
- outreach & education
- senior housing aid & supportive services
- emergency assistance
- scholarship assessment

Family Service has been a light in this community for well over a hundred years now. It’s just so wonderful that we offer guidance for people who are in need. We try to educate our community and get rid of the stigma that mental health needs have had in the past. We’re offering hope to people who are ashamed or feeling isolated.

-Nicole Wineman

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**EXPANDING THE LIGHT**

To help meet the growing demand for counseling, FSG opened a third therapy office at 361 Park Avenue. This space is shared by three part-time clinical social workers. Our therapeutic services are now all outside of Village Hall in order to maintain our highest standards of privacy and create a neutral space for healing.

To receive help or become a supporter, please visit www.familyserviceofglencoe.org
Kathy Livingston, LCSW, Clinical Director
kathy@familyserviceofglencoe.org
Working with adults and children for more than 20 years, Kathy supports the psychological needs facing adults, parents, families, and children. Her clinical focus includes depression, anxiety, trauma, and grief. Kathy helps children and parents navigate through the divorce process, blended families, and other life transitions. Additionally, she offers parents guidance for child rearing in today’s world and supports families in creating stronger attachments and communication. Prior to coming to FSG, Kathy worked in hospital, school, and private settings as a therapist and an educator. She holds a master’s degree in social work from the University of Chicago, and a master’s degree in teaching from National-Louis University.

Joshua Annex, LCSW, CADC
joshua@familyserviceofglencoe.org
Josh is a Certified Drug and Alcohol Counselor helping clients who wish to moderate or eliminate their relationship with drugs and alcohol. He also counsels couples looking to make positive changes in their relationships or requiring help to separate more amicably. Additionally, he supports clients seeking career and life changes who feel “stuck” in their present circumstances. Josh is a graduate of Loyola University’s social work program and specializes in working with clients grappling with substance abuse disorders and associated trauma. He spent a year at the VA’s mental health clinic counseling veterans with symptoms of PTSD due to combat situations overseas.

Cynthia Brunson, MA, LCPC
cynthia@familyserviceofglencoe.org
Cindy received her bachelor’s degree at De Paul University and completed a master’s degree in community counseling at Argosy University. In addition, Cindy has participated in the 40-hour domestic violence training and numerous other domestic violence workshops. She has facilitated men’s and women’s domestic violence groups for 13 years. Cindy started CASA Lake County (Court Appointed Special Advocates) with two other CASA Cook County volunteers in 1994.
People need someone to talk to. They need a place to go. They need a place to get their feelings out. To have an organization within our community that has skilled licensed therapists—they know our community, they know the children in the community, they know the schools—you have an advantage of coming in and using an organization like that for health because they get it. -Karen Mason
As Glencoe’s primary social service agency, FSG provides supportive services for residents of all ages and life stages. We are creating a brighter community through education, conversation, and fighting the negative perceptions of mental health stigma.

Outreach & Advocacy
Parenting with Conviction
Breaking Free from Trauma
Mindset
Healthy Boundaries
Family Dynamics:
  Fathers & Daughters
Drop-in Meditation
Family Fun Fest
Glencoe’s Kindness Challenge

Parent Discussion Groups
FSG clinicians hosted eleven discussion groups for parents each month during the school year.

New Senior Program Partners
CJE Senior Life
Rebuilding Together
SASI Senior Connections

Community Partnerships
Am Shalom
Family Action Network
Glencoe Clergy Association
Glencoe Community Holiday Drive
Glencoe Department of Public Safety
Glencoe Junior High Project
Glencoe Park District
Glencoe PTO
Glencoe Public Library
Glencoe Social Club
Glencoe School District 35
Glencoe Union Church
Glencoe Youth Services
The Grand Food Center
New Trier High School
New Trier Township
North Shore Congregation Israel
North Shore Exchange
North Shore Senior Center
North Shore United Methodist Church
St. Elisabeth’s Episcopal Church
Village of Glencoe
Woman’s Library Club

FSG provides hope for families . . . for kids that are in crisis, that are struggling, that there is a way out of the darkness. There is a way out of this conflict that they’re feeling. And that hope alone is enough to put a family back on track. -Ryan Mollet
SENIOR PROGRAM UPDATE

During its second year, our senior program continued to shine a light on the unique needs of Glencoe’s older residents.

- Our Vibrant Living monthly senior discussion group, led by Joan Merlo, LCSW, welcomed a growing number of attendees and enjoyed quality discussions on relevant topics.
- The Legacy Project, coordinated by Chuck Hutchcraft, LCSW, in conjunction with Glencoe Junior High Project created dialogue and connection between two generations.
- FSG became a Medicare provider allowing even more older adults access to mental health counseling that is close to home.
- FSG also added a staff position in the spring to focus directly on the unique needs of Glencoe’s seniors.

Emily Mysel, LCSW • emily@familyserviceofglencoe.org

Working with older adults and their families for the past 13 years, Emily is FSG’s senior program case manager. She has a bachelor’s degree in psychology from Miami University of Ohio and holds a Master of Social Work degree from University of Illinois at Chicago-Jane Addams College of Social Work, with a concentration in community health and urban development. Her clinical expertise includes educating clients and their families on the complexities of Alzheimer’s Disease and Related Dementia and providing support and referrals throughout their aging journey. Emily has vast experience in bereavement and end of life support, community outreach, and facilitating support groups.

When we reach out to seniors who are experiencing isolation it brings light into their lives. We have older residents coming into the office with problems that they want some help with but they also are benefitting from the socialization that comes with that. Even if it’s simply sitting down with the social worker to receive assistance, that time spent is also really helping to relieve loneliness and sometimes depression. -Bill Hansen
lighting up the night

GLENCOE UNDER THE STARS: WAIKIKI

221 friends and neighbors came together at FSG’s annual benefit to shine the light on mental health needs and treatment. Together we raised $141,375 to help Glencoe families in need. Mahalo!

Many thanks to our dedicated board of directors led by benefit chair Jennifer Stone and auction co-chairs Erica Conlon and Sheri Styles.
Shared light

Family Service of Glencoe (FSG) and Woman’s Library Club of Glencoe (WLC) share a common purpose of helping others. These two organizations came together and established North Shore Exchange (NSE) to further expand this light.

Leaders from FSG and WLC formed a steering committee in early 2012 to discuss the renovation of WLC’s Glen Cote Thrift Shop. The steering committee, consisting of Roberta Olshansky (then WLC President), Kim Cornell (then FSG Co-President), Wendy Serrino, Lois and Stuart Scheyer, and Scott Javore, agreed that the new resale store’s mission would be to raise funds exclusively for charity. FSG would receive one-third of the proceeds in the form of a grant award with the other two-thirds distributed to organizations that support families and children with the greatest need. FSG would help to renovate the resale shop and would make significant contributions to its ongoing success.

NSE opened its doors in 2012 as a nonprofit resale shop with the financial and volunteer support of FSG and WLC. More than five years later, the success of this enterprise has grown exponentially. FSG is honored to be an annual recipient of a $50,000 grant from the proceeds of the store. We are proud to partner with NSE and WLC in this philanthropic endeavor. Together we brighten Glencoe and greater Chicagoland communities.

Learn more about these dynamic organizations:
www.wlcglencoe.org
www.northshoreexchange.org
FSG allocates resources with great care in order to serve families and individuals with prevention, intervention, and crisis care programs.

Diverse funding sources are vital to our financial wellbeing and demonstrate a collaborative effort in lighting our village.

**REVENUE**

A - Public Contributions (37%)
B - Development (38%)
C - Program Service Fees (18%)
D - North Shore Exchange (7%)

**Total $735,034**

**EXPENSES**

A - Counseling & Parent Consultations (60%)
B - Outreach & Education (17%)
C - Crisis Care (5%)
D - Senior Assistance (2%)
E - Fundraising (10%)
F - Administration (6%)

**Total $726,926**
281 clients and their families were supported in our counseling program.

2,362 total counseling sessions were conducted.

36% youth, 9% seniors.

100% of counseling clients reported progress on the problem that initially brought them to counseling.

52% of clients received services on our sliding-fee scale.

$37,000 was the average income for families on our sliding-fee scale.

17 families received direct assistance for basic needs.

22 families received school and park district scholarship assessments.

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

10 community education programs were offered by FSG.

11 parent discussion groups were facilitated by a trained clinician each month.

There is a myth that people who live in Glencoe don’t need financial assistance. While that may be true for a great many residents, for many others, it’s simply not true. People need financial help. People go through different life transitions and things happen. And sometimes people need to reach out and get help and they’re worried if they will be able to pay for it. -Kathy Livingston
Through the kindness of our donor community, FSG is able to care for friends and neighbors in crisis. Thank you for making our work possible.

Please forgive and bring to our attention any mistakes or omissions. We are deeply appreciative of all who help us spread hope and light in our community.

Giving levels reflect donor contributions from July 1, 2017 to June 30, 2018 including donations, benefit underwriting, event tickets, and auction purchases.

The only way that FSG can offer counseling at reduced rates to the clients who can’t afford to pay a full rate is through the support of this community. -Bill Hansen
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<td>Julieta Hokin</td>
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<td>Elizabeth &amp; Walter Holt</td>
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Anonymous (2)

Dawn Burns
In memory of Roland Calhoun
Gail & Brian Campbell
In memory of Irene & Robert Flynn
Donna Flynn
In memory of A. Yole Gerol
The Family of A. Yole Gerol
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Kevin McLoughlin
Laura Talko

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In honor of Harriet & Charles Gillman
Brad Gillman

In honor of Judy Gordon
Erica & Gary Freeman

In honor of Pam Kleinmann
Erica & Gary Freeman

In honor of Claudia Mion-Spiesz
Erica & Gary Freeman

In memory of Edya Polakoff
Erica & Gary Freeman

In honor of Mark Styles
Erica & Gary Freeman

In honor of Nicole & Ben Wineman
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Michael George
Joseph Girardi
E. Jeffrey Kuchman
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Laura Talko

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In honor of Judy Gordon
Erica & Gary Freeman

In honor of Pam Kleinmann
Erica & Gary Freeman

In honor of Claudia Mion-Spiesz
Erica & Gary Freeman

In memory of Edya Polakoff
Erica & Gary Freeman

In honor of Mark Styles
Erica & Gary Freeman

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BNF Training
Body Evolve Pilates Studio
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Chalk Boutique
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Chicago Bulls
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Detroit Foundation Hotel
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Enoteca Roma Ristorante
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