



Every Home, Every Family Stronger

FAMILY SERVICE OF GLENCOE
2016 ANNUAL REPORT TO THE COMMUNITY

Family Service of Glencoe (FSG) **strengthens homes** by meeting individual and family needs through services that identify, prevent and resolve social and emotional problems.

Our therapists' strong reputation for professionalism and discretion attracts clients from across the northern suburbs. Services are available for all who live or work in Glencoe **regardless of ability to pay.**

CORE SERVICES

- individual & family counseling
- outreach & education
- crisis care
- senior housing aid
- emergency assistance
- information & referral
- scholarship assessment

For more information, please visit
www.familyserviceofglencoe.org/our-services





Dear friends & neighbors,

Over the past year, this community has continued to step up through its strong and steadfast support of Family Service of Glencoe. Thanks to the generosity of our many donors, dedicated volunteers and staff, FSG has completed another successful year of helping to strengthen homes and the families within.

The following pages tell the story of our community's investment in raising socially and emotionally healthy children and families. While the boundaries of client confidentiality and privacy preclude the portrayal of specific individuals, the impact of their work with us is clearly reflected in the data.

In FY16, core counseling services continued to be in high demand with a 14% increase in persons served in counseling and an 8% increase in number of counseling sessions. Financial needs remained at a high level with 60% of clients receiving services on a sliding fee scale. FSG continued to respond to this need by ensuring that services are available to all those who work or live in Glencoe, regardless of ability to pay.

We also completed a needs assessment related to senior care. With much new data gleaned through focus groups, key influencer interviews, and surveys, we have created a new array of program services, *Senior Connections*, through which seniors will be served. We are beginning the process of raising new dollars to support this initiative and anticipate launching this new effort by the end of the calendar year.

Thank you Glencoe, for the confidence and trust you place in us every day. We are proud to partner with you to ensure that FSG remains relevant and responsive to community needs.

William Hansen, MSW
Executive Director

Jennifer Stone
Board President

Foundation

For more than 100 years, FSG has served individuals and families across the lifespan. Our continuum of care includes prevention, intervention and treatment.

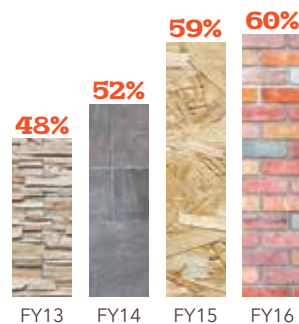
FSG cares for our clients through a systems approach. Our model differs from the traditional private practice therapy paradigm of 50-minute counseling sessions. We treat the whole family in order to effect positive change with the individual and his or her surrounding family.

This approach requires case management outside the traditional counseling sessions and may include community and school outreach, collaboration with clinicians and ongoing follow-up with family members. Case management is not fully covered by the counseling session fee.

Through a caring and confidential holistic approach, we are thoughtfully addressing specific needs in our community.

Our experienced clinical team consists of licensed clinical social workers. We have experts in anxiety, depression, family and life transitions, substance use, and addiction. FSG therapists use a variety of treatment modalities tailored to meet client needs.

This year, FSG became a network provider for Blue Cross Blue Shield PPO to increase accessibility and convenience.



Percent of clients receiving services on our sliding-fee scale based on income and other circumstances. Through the support of our donors, we are able to care for families in need in our own backyard.

"My therapist has helped me immensely through difficult changes, challenges and situations in my life. I'm so grateful for her help, advice, understanding, thoughtfulness and caring. My entire experience with FSG has been nothing but positive, encouraging, uplifting and a blessing." —COUNSELING CLIENT

Community Partners

FSG works together with other local organizations to provide quality services and relevant programs.

Am Shalom
Committee for Senior Housing Aid in Glencoe
Compass Health Center
Family Action Network
Glencoe Community Holiday Drive
Glencoe Department of Public Safety
Glencoe Historical Society
Glencoe Junior High Project
Glencoe Junior Kindergarten & Nursery School
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
Reach Yoga
Sacred Heart Parish
St. Elisabeth's Episcopal Church
Text-A-Tip
Village of Glencoe
Woman's Library Club of Glencoe

Outreach & Education

FSG takes a leadership role in facilitating dialogue and strengthening connections in our community.

Family Fun Fest
Kindergarten Readiness
Meditation Drop-in Series & Extended Sessions
Moving On Up to Central School
Parent Gathering: Substance Use Awareness
#SevenActsInSevenDays Kindness Promotion
Technology Talk: The Good, the Bad, the Ugly
Woman's Library Club: Intergenerational Politics

Community Treasure

FSG has a unique relationship with North Shore Exchange (NSE), Glencoe's upscale, non-profit consignment store offering designer women's clothing and accessories, as well as beautiful home furnishings and décor. The shop's proceeds are distributed to charities serving children and families. FSG is honored to be an annual grant recipient. To show our support for NSE's philanthropic efforts, our board of directors and villagers volunteer their time at the boutique and host events to introduce new friends to this community treasure. We extend our best wishes for their continued success!



Support

Whether it's 4 am or 4 pm, FSG is here to help. Our crisis care team is available 24/7 to support Glencoe residents during a crisis.

Crisis Care

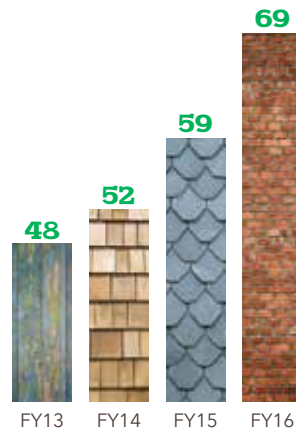
FSG partners with Glencoe Public Safety to provide our friends and neighbors with social-emotional support, information and referral during vulnerable situations.

FSG's crisis intervention staff responds 24/7 to situations that range from attempted suicide, drowning, domestic violence, and mental health crises, both chronic and acute.

FSG provides quality follow-up care to crisis clients through resources, referrals, and well-being phone calls. Many individuals and families choose to receive help through our core counseling program.

This past year, FSG answered 69 crisis calls alongside Public Safety.

Additionally, FSG responds to community requests for counseling. This year, our clinical team mobilized to two area organizations in response to grief support.



Number of crisis calls answered alongside Glencoe Public Safety.

"Since the FSG Public Safety Counselor liaison program was initiated many years ago, I've found the relationships created have helped us in our daily interactions increasing positive outcomes for the many clients we jointly serve. Together, we have helped families and individuals through some very trying times in their lives with a much more positive outcome for everyone.

I can't see ever going back to the days without FSG!" –RICH WEINER, DEPUTY CHIEF OF PUBLIC SAFETY

Senior Care

This past year, in follow-up to the 2014 community-wide needs assessment, FSG studied the needs of Glencoe's seniors (14.5% of our village's residents) through a targeted needs assessment. Utilizing a multiphase, mixed-method design, we conducted a qualitative assessment through key influencer interviews and focus groups. Findings from the qualitative study indicate that:

- Glencoe is seen as a good place to live for those 65+, with a perceived high quality of life.
- Living longer brings with it a unique set of challenges, particularly financial.
- There is a lack of housing options for those 65+ in Glencoe, i.e. downsizing and also wanting to stay in the community.
- Long-term residents report a feeling of less community and connectedness than they felt years ago.
- Diversity of the population is seen as significantly diminished.

Social-emotional issues for these residents include grief and loss, hoarding, loneliness, isolation, alcohol/substance abuse, family abandonment, and elder abuse. **Physical and cognitive issues** include reduced mobility, chronic health conditions, cognitive impairment, vulnerability to influence and scams.

Many thanks to those who participated in our assessment, and to Glencoe resident Sheila Burnham for leading this effort.

Fifty-nine adult children of 65+ parents completed a quantitative study through an online needs survey. These respondents have parents currently in need of support or expected to be in need of support in the next five years.

Key areas of vulnerability include:

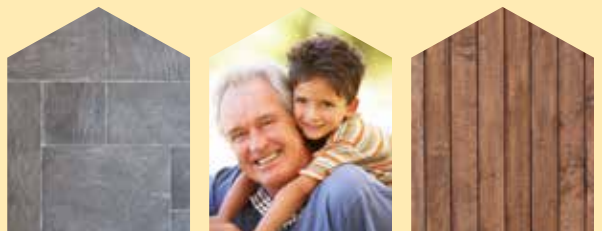
- caregiver stress
- potential for loneliness
- health challenges
- inadequate support systems

Respondents noted the following programs would be helpful:

- exercise programs
- social outings
- home visits
- referrals and assistance to address issues
- counseling support

We have completed the final phase of re-search—connecting with senior residents to determine program interest and level of participation. Our program plan and budget are being finalized in order to seek funding.

For more information, or if you would like to make a financial contribution, please contact FSG Executive Director William Hansen at william@familyserviceofglencoe.org.



Benefit



Many thanks to our volunteer board of directors led by benefit chair Elaine Duckler. Auction co-chairs were Wendy Netter Epstein, Niki Kittnar, Amy Maher, and Karen Mason.

“If you live or work in Glencoe, you’ve been touched in some way by FSG. It may not be you directly, but I really feel there’s a ripple effect in this community because it’s so small.” —NICOLE HAYEK, FY16 BOARD PRESIDENT

Glencoe Under the Stars: Derby at Dusk

Friends and neighbors gathered at Skokie Country Club on Saturday, May 14 for a whimsical derby celebration to raise funds for the always-evolving work FSG does in supporting the emotional well-being of all who live and work in Glencoe.

Glencoe has many of the same risks and dangers that communities across the country face. The children and adults in our own backyard struggle with anxiety, depression, substance abuse, self-injury and bullying. FSG is a lifeline to individuals and their families who face serious challenges.

The majority of FSG clients cannot afford counseling. Your gifts help subsidize their care. With the support of generous underwriters, auction donations and community donors, **we raised over \$126,000 to help families in need.**

Together, every home and every family is stronger.

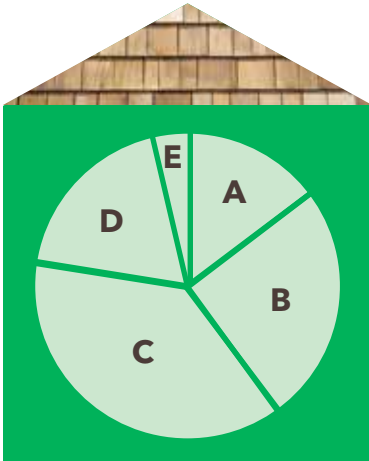
FSG volunteers are leaders sharing a variety of skills from finance to technology to fundraising. Introduce yourself at www.familyserviceofglencoe.org/volunteer



Financials

**FY16
overview**

July 1, 2015
to June 30, 2016



- A - Government Grants (14%)
- B - Program Service Fees (25%)
- C - Fundraising* (35%)
- D - Foundation Grants (19%)
- E - North Shore Exchange (7%)

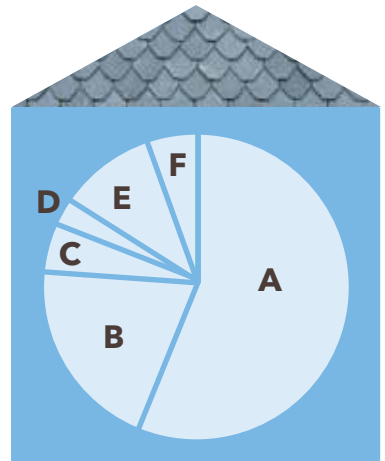
TOTAL \$689,073

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

Revenue

- A - Counseling & Parent Consultations (58%)
- B - Outreach & Education (17%)
- C - Crisis Care (7%)
- D - Senior Assistance (3%)
- E - Fundraising (9%)
- F - Administration (6%)

TOTAL \$654,515



Expenses

FSG allocates resources with great care in order to serve families and individuals of all ages with prevention, intervention, and crisis care programs. Diverse funding sources are vital to our financial well-being and demonstrate a collaborative effort in strengthening our community.

It is a privilege to walk alongside individuals in vulnerable times. We are committed to providing therapeutic services regardless of ability to pay.



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

2,682 confidential counseling sessions were held with a licensed clinical social worker



14 professionally-facilitated parent discussion groups met monthly

89% of group participants would recommend getting involved in a group



69 crisis calls were answered by an FSG social worker alongside Glencoe Public Safety to support a variety of situations from domestic violence to mental health crises

60%

of counseling clients received services at a reduced rate / 17% have no fee at all



94% of counseling clients reported progress on the problem that initially brought them to counseling



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



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

45 free weekly drop-in meditation sessions were offered to the community
29 individuals received direct financial assistance for utility bills, basic needs or transportation

Donors

Through the kindness of individuals, organizations, businesses, and foundations, FSG is able to care for friends and neighbors in crisis. **Thank you, Glencoe,** for allowing us to serve.

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, 2015 to June 30, 2016 including donations, benefit underwriting, event tickets, and auction purchases.



We invite you to like us on Facebook for program news and mental health topics.
www.facebook.com/familyserviceofglencoe



\$50,000+

The Healthcare Foundation of Highland Park
North Shore Exchange

\$20,000+

Anonymous
New Trier Township
The Perlman Family Foundation
The REAM Foundation
The Roger & Susan Stone Family Foundation
Village of Glencoe

\$10,000+

Glencoe Union Church

\$5,000-9,999

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Amy & James Maher
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Jennifer & James Mesterharm
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Marilyn Perlman & Harry Epstein
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Village MD
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\$500-999

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In honor of Elaine Duckler
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In honor of the Firmin Family
Rachel & Mark Stein
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Nicole & Andrew Hayek
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The Duckler Family
In honor of Isabella Jack
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Erica & Gary Freeman
In honor of Grant Perlberg
James Hayek & Aidan Maher
In honor of Marilyn Perlman
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Jillian Freeman
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Erica & Gary Freeman
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Rachel & Mark Stein
In memory of Mari Babnik
Stephanie & Tim Barry

In memory of Eileen Bingham
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In memory of Armand Ostroff
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In memory of Zvi Tumin Stone
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The Fresh Plan
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Glencoe District 35
Glencoe Golf Club
Glencoe Historical Society
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