

FAMILY SERVICE OF GLENCOE 2017 ANNUAL REPORT TO THE COMMUNITY

FAMILY SERVI(E oF GLEN(oE strengthens our community 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. Confidential services are available to all who live or work in Glencoe **regardless of ability to pay.** From early childhood to older adults, FSG provides a continuum of care for all stages of life.

CORE SERVICES

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

To receive help or become a supporter, please visit **www.familyserviceofglencoe.org**

If I had a wish for this community it would be that we attack this idea of stigma–but it's still very difficult to acknowledge that there's struggle and we need help. FSG Clinical Director Al Ross, LCSW, RDDP

It takes tremendous courage, committment, and strength to seek support and pursue change. Their efforts deserve our respect and compassion. FSG Board Member Heather Jagher

DEAR FRIENDS & NEIGHBORS,

It is with deep gratitude for our loyal friends and supporters that we reflect on another successful year of serving the Glencoe community.

This past year FSG continued to respond to an ongoing increase in demand for counseling services. Our dedicated therapists served 372 persons in counseling, a 53% increase over the last four years, and conducted 2,740 counseling sessions, an increase of 34% over the same period. This phenomenal growth would not be possible without the amazing support of our donor community, as over 55% of our clients receive services on a sliding scale.

Responding to needs expressed by Glencoe seniors, FSG proudly launched a new service array for older adults, including a monthly senior discussion group that engaged on topics of aging, and an intergenerational project which focused on seniors sharing life stories with junior high students. Partnerships and collaborations with area organizations continue to be key to advancing our mission.

The following pages are a tribute to you, our dedicated advocates, ambassadors, and donors. Whether we are caring for individuals or families in crisis alongside Glencoe Public Safety, facilitating parent discussion groups and community education talks, or providing direct assistance through senior housing grants and confidential scholarship assessments, FSG is humbled to be your primary social service provider.

Thank you Glencoe, for the confidence and trust you continue to place in us. We are grateful for your advocacy on behalf of those facing the stigma associated with mental illness. We are honored to stand with you in support of all those suffering from mental health challenges.

At the heart of our community, William Hansen, MSW Executive Director

Nicole Wineman Board President









YOUR SO(IAL SERVI(E AGEN(Y

Mental illness does not discriminate based on socio-economic status, race, gender, or any other personal or social characteristics. Neither does FSG.

Counseling

Rooted in Glencoe for more than 100 years, FSG provides professional, confidential, and individualized services to people of all ages.

FSG clinicians treat each person understanding that each one has different things going on in life at different times. They provide such individualized care in a very private manner that recognizes that this is a small community. FSG Board Member Wendy Netter Epstein

In the past three years, we've seen a **24% increase** in the number of clients served in our core counseling program. Last year alone, our clinicians hosted **2,740 therapy sessions** in an effort to help individuals and famillies make positive changes in their lives. With client and counselor collaboration, goals are established and skills are taught. Our counselors believe it is a privilege to be part of each personal journey. My goal there is to bring some stability back into the family . . . to make sure that everybody's safe and comfortable and everybody has a voice to be heard. FSG Social Worker Brian McHugh, MSW

Crisis Care

FSG continued to provide **24-hour crisis intervention** alongside Glencoe Public Safety. Our social workers respond with social-emotional support, resource information, and after care in vulnerable situations.

In addition to helping individuals, FSG mobilized to two area organizations in response to **community counseling** requests.

With the support of local clergy, FSG aided residents with **emergency financial assistance** for utility bills, medical expenses, basic needs, or transportation.

(OMMUNITY (ONNE(TIONS

FSG is well positioned within our village. We value our relationships with local leaders in Glencoe. FSG also participates in the Family Action Network Liaison Council and the Crisis Reponse Network. These connections allow us to best advocate on your behalf.

In partnership with ...

- Counseling Center of the North Shore and Family Service Center, we awarded 9 day care scholarships.
- Glencoe's Community Holiday Drive, we connected 52 individuals with food and gifts.
- Glencoe Union Church, we connected 7 families with a Thanksgiving meal.
- District 35 and Glencoe Park District, we connected 18 families with finanical assistance through confidential scholarship assessments.
- New Trier Township, we connected 59 students with financial assistance for school supplies.

Information & Referral

This year, we updated our online resource page. You'll find links to more than 50 local organizations to help you address your needs. www.familyserviceofglencoe.org/our-services/information-referral/

FSG's Facebook page promotes educational programs, mental health articles, and area organizations that engage our community.



Community Partners

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

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 Public Safety 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 of Glencoe

YOVR OVTREA(H PROGRAMS

Prevention is an important part of our service array. From favorite events like *Family Fun Fest* to tackling tough topics such as *13 Reasons Why*, FSG is strengthening our village.

FSG is a voice in the fight against mental health stigma. Through community talks and digital advocacy, we are teaching about the realities of mental illness, its connection to substance use, and the importance of supporting those who are struggling. By addressing these issues, we hope to remove barriers to individuals reaching out for help.

This year, FSG clinicians hosted **13 parent discussion groups** which met monthly in an effort to help parents raise emotionally healthy children. Identifying real-time parent concerns informed the subject matter of our public talks.

- Trends in Children's Mental Health with Dr. Neil Fialkow
- Screenagers (panel facilitation)
- Glencoe's #KindnessChallenge (Random Acts of Kindness Week)
- Time Well Spent with Dr. Wendy Mogel and follow-up discussion
- The Power of Connection (parenting workshop)
- Sex Education for Parents (informing Central School parents of new curriculum)
- 13 Reasons Why (adolescent suicide risk and protective factors)
- Transition to Central School
- Transition to New Trier High School
- Weekly drop-in meditation sessions







SENIOR PROGRAM PILOT YEAR

Vibrant Living: Senior Discussion Group

FSG hosted a monthly discussion group for senior men and women focused on vibrant living. Facilitated by FSG counselor Joan Merlo, LCSW, participants shared ideas and gained new perspectives on topics related to this season of life. The group welcomed 12-20 seniors each month from December through July.

Legacy Project: Connecting Generations through Story

A partnership between Family Service of Glencoe and Glencoe Junior High Project (GJHP), this intergenerational program connected middle school students with community elders through the sharing of stories via interviews. The project echoed the oral traditions of the past with a little help from modern technology. Six seniors and eight students engaged in meaningful conversations and presented their work with the support of FSG therapist Chuck Hutchcraft, LCSW, and GJHP staff Audra Donnelly and Fiona Jessup, and GJHP leaders Stacy Pritsker and Debora Barr.

Hand in Hand with Our Seniors

FSG intern Cortney Marks conducted interviews with seniors in the village to help us better understand senior life in Glencoe. She collected information regarding attitudes, values, concerns, needs, and interests to help us create relevant programs.

Senior Housing Program Officially Merges with FSG

The Committee for Senior Housing Aid in Glencoe has been partnering with FSG for more than a decade. Our unique relationship keeps administrative costs low and service quality high. Together we are identifying and meeting senior needs to benefit their social-emotional health. This year, the senior housing program officially came under the FSG service array.

Medicare Update

Our administrative staff began the application process to join the Medicare panel so we can remove further barriers to older residents seeking help.





As we approach and move through our later years, telling our stories, the sharing of who we are, becomes ever more important. FSG Therapist Chuck Hutchcraft, LCSW

YOUR SUPPORT STANDS OUT

257 benefit guests stood united to destigmatize negative perceptions about mental health in an effort to care for those who are hurting. Because of your generosity and advocacy, *Glencoe Under the Stars: Fiesta* raised more than \$175,000 to help families in need.



















Many thanks to our dedicated board members led by benefit co-chairs Nicole Hayek and Amy Maher. Auction co-chairs were Wendy Netter Epstein and Karen Mason.





THE ANATOMY OF A HEALTHY HOME

This year, we invited friends to stand with us in support of those who are hurting. Glencoe responded in a powerful way. Within each of our village's beautiful homes is a family. Some of these families are facing real troubles such as anxiety, depression, substance abuse, bullying, and other challenges. These special gifts demonstrate compassion for mental health challenges and offer hope for removing barriers to treatment.

Donors being recognized include:

- The Hayek Family
- The Healthcare Foundation of Highland Park
- The Karnes Family
- New Trier Township
- North Shore Community Bank & Trust
- North Shore Exchange
- The Olshansky Family
- The Perlman Family Foundation
- The REAM Foundation
- The Roger & Susan Stone Family Foundation
- Village of Glencoe
- The Willian Family



Your Volunteer Leaders

In honor of National Volunteer Week, FSG's Board of Directors hosted a board alumni gathering at the home of Susan and Roger Stone. This special event connected current and former volunteer leaders and celebrated their service to the community. We are grateful for your contributions to our organization's 103 years of caring for Glencoe.



YOUR GIFT HAS GREAT IMPA(T

Your donation directly supports confidential mental health services for individuals and families in Glencoe who are unable to afford the full cost of counseling.



372 clients and their families were supported in our counseling program

an increase of **24%** persons served over 3 years

34% of clients are youth **9%** of clients are seniors

2,740 counseling sessions



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

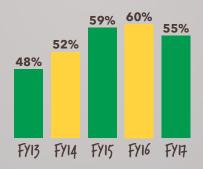


26 crisis calls were answered by an FSG social worker alongside Glencoe Public Safety



55% of clients receive services on our sliding-fee scale

\$19 is the average sliding-scale fee



Percentage of clients on our sliding-fee scale based on income and other circumstances



17 individuals received direct assistance for basic needs

My donation goes to someone who needs it: whether it's helping to cover therapy costs for someone who can't afford it, or helping an isolated senior feel more connected to the community, or helping bring parents together to raise emotionally healthy children. FSG Board Member Jennifer Stone



10 community education programs

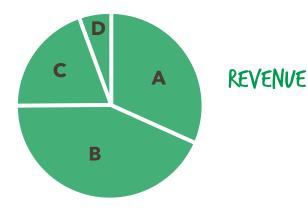
13 parent discussion groups facilitated by a trained clinician each month

FY17 FINAN(IAL OVERVIEW

July 1, 2016 to June 30, 2017

FSG allocates resources with great care in order to serve our village 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.

Due to the strong support of our donor community, our FY17 financials show a surplus. Our board has determined that surplus funds will be used to partially fund new office space that we need to keep up with the increased demand for counseling services. Thank you, Glencoe, for making this happen.



WHILE OVR (LINI(AL WORK IS (ONFIDENTIAL,

YOUR SUPPORT IS PERSONAL & MEANINGFUL TO

FRIENDS & NEIGHBORS (OVRAGEOVSLY SEEKING HELP.

- A Public Contributions (31%)
- B Development (41%)
- C Program Service Fees (22%)
- D North Shore Exchange (6%)

Total \$791,356



YOV'RE THE BEST, GLEN(OE!

According to a recent survey by Mental Health America, 56% of the 40 million Americans suffering from mental health issues don't seek treatment primarily because of insufficient insurance and high costs.

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 share our mission.

Giving levels reflect donor contributions from July 1, 2016 to June 30, 2017 including donations, benefit underwriting, event tickets, and auction purchases.

\$50,000+

The Healthcare Foundation of Highland Park North Shore Exchange

\$20,000+

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

\$10,000+

Nicole & Andrew Hayek Jennifer & Jim Mesterharm Jennifer Stone

\$5,000-9,999

Stephanie & Tim Barry Glencoe Union Church Laurie & Mike Jaffe Beth & Bob Karnes Naomi & Jason Korkus North Shore Community Bank & Trust Carrie & Mark Scharbo Marchell & Jeff Willian Nicole & Ben Wineman

\$2,500-4,999

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\$1,000-2,499

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\$500-999

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FSG is a lifeline to many who otherwise would struggle alone. Supporting the work of FSG is a very effective way to "love your neighbor" and strengthen our beloved community. FSG Supporter Laurie Jaffe

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Every contribution really means so much because there are a lot of families in this area who wouldn't be able to come here without a sliding-scale fee. FSG Senior Therapist Kathy Livingston, LCSW

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Secondary Location 361 Park Avenue

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MISSION

Family Service of Glencoe strengthens our community through highly confidential services that prevent and treat emotional and psychological problems. We are here for you.



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