



FAMILY SERVICE OF GLENCOE 2018 ANNUAL REPORT TO THE COMMUNITY



The yellow window

in our logo represents FSG's ongoing presence in caring for Glencoe's social-emotional needs. Clients and supporters spread light, hope, and advocacy hroughout our village making our community brighter.

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 Executive Director Lisa Cardonick Board President



constant light

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

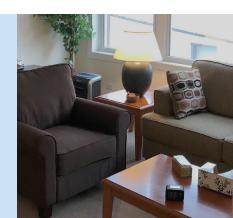
- individual & family counseling
- parent consultations
- information & referral
- crisis care
- outreach & education
- senior housing aid & supportive services
- emergency assistance
- scholarship assessment

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

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

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.



guiding light



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 elim-



inate 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 Appoint-

ed Special Advocates) with two other CASA Cook County volunteers in 1994.

FSG'S CLINICAL TEAM IS HERE TO HELP FROM THE INITIAL PHONE CALL.

The intake process is filled with compassion and seriousness as it is often the first time a client gives language to their worries and concerns. Our licensed, professional therapists are here to listen with compassion, connect you and loved ones with supportive resources, and remove barriers to treatment. Your confidentiality and treatment are our highest priority.

Chuck Hutchcraft, LCSW

chuck@familyserviceofglencoe.org

An ordained Zen Buddhist priest and mindfulness teacher, Chuck brings extensive experience as a therapist working with children and



adolescents, adults and families through times of crisis, with depression and anxiety, and through life transitions. He holds a master's in clinical social work from Loyola University and a bachelor's

degree in communications from Southern Illinois University. Chuck brings several new therapies to the agency including sandplay and Eye Movement Desensitization Reprocessing (EMDR). Sandplay therapy is used with both adults and children and is useful in helping to identify internal conflicts that may manifest as anxiety or depression. Clients place miniature figurines into a small sandbox to express confusing feelings and experiences that they may not be able to talk about.

Joan Merlo, LCSW

joan@familyserviceofglencoe.org

Joan is a psychotherapist, educator, and writer with over 20 years of experience serving individuals, families, and groups. She joined FSG in 2000. She is a graduate of Loyola University School of Social Work, where she was adjunct faculty, and completed a post graduate degree at the Center for Religion and Psychotherapy of Chicago. Joan has obtained continuing education certificates at Wellesley's Stone Center for Women's Studies and Harvard Medical School Seminars in Mindfulness & Attuned Relating.



She has expertise in facilitating healing, mindful awareness, self-care, and self-confidence with her clients during periods of change and challenge in such areas as parenting teens and young adults,

power grandparenting, handling anxiety and depression, and adjusting to divorce, bereavement, or job loss.

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*

light for everyone

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 Alzhei-

mer'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 benefiting 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!

















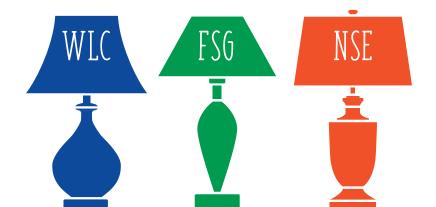


Family Service of Glencoe (FSG) and Woman's Library Club of Glencoe (WLC) share a common purpose of helping others. These two organizations came together and established North Shore Exchange (NSE) to futher expand this light.

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.

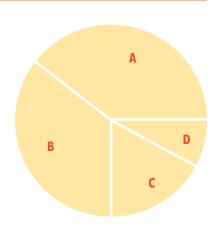
Learn more about these dynamic organizations: www.wlcglencoe.org www.northshoreexchange.org



financial Spollight FY18 OVERVIEW JULY 1, 2017-JUNE 30, 2018

REVENUE

- A Public Contributions (37%)
 B Development (38%)
 C Program Service Fees (18%)
 D North Shore Exchange (7%)
- Total \$735,034



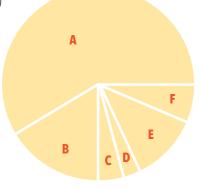
FSG allocates resources with great care in order to serve families and individuals with prevention, intervention, and crisis care programs.

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

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



Spreading The light



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*

Together we Shine brighter

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*

\$50,000+

The Healthcare Foundation of Highland Park North Shore Exchange

\$20,000+

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

\$10,000+

Nicole & Andrew Hayek Jennifer Stone

\$5,000-9,999

The Blowitz-Ridgeway Foundation Laurie & Mike Jaffe Jennifer & Jim Mesterharm Nicole & Ben Wineman

\$2,500-4,999

Stephanie & Tim Barry Sheilah & Matt Burnham Ginny & Bob Burnstine Christ Church Winnetka Frica & Jeff Conlon Debbie & Steven Dresner Joyce & Richard Durra Glencoe Union Church Melissa & Steve Jarmel JP Morgan Private Bank Karen & Matthew Kaplan Beth & Bob Karnes Stacey & Jon Michelon North Shore University Health System Highland Park Hospital

Roberta Olshansky Marilyn Perlman & Harry Epstein Sheri & Mark Styles Winnetka Congregational Church Lynne & Bob Wolfberg

\$1,000-2,499

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\$500-999

Abt Electronics Cindy & Doug Adams Julie & Daniel Aronson Jeannie & Doug Balsam Serena Baqai & John Howard Deborah & Andrew Barr Laurie & Tom Bauer Courtney & Robert Bloom Kimberly & David Bloomberg Pam & Steven Bloomberg Natalie & Paul Brown Coldwell Banker Angie & John Cook Alec & Michael Covey Sarah & Matt Dippold Amy & Jeremy Edelson Margie & Dave Falter Carrie & Jonathan Feig Erica & Eric Feinberg Melissa Field & Scott Schwartz Rachel & Bill Fiely Brad Gillman Ilvce Glink & Sam Tamkin Justine Gottshall Green Bay Cycles Sara & Jason Greenberg Kim & Josh Hafron Denise & Daniel Hamburger Polly & Bill Hansen Linda & Peter Heck Highgate Builders, Inc. Judith Horwitz & Frank Molinaro The Hudson Company Shila & John Kastl Neelam & Justin Kelly Emily & Christopher Knight Sharn Kohli & Brian Hoffman Dani & Darren Lees Liz & Eric Lefkofsky Rob Levin Diane & Dave Makowski Jennifer & Steven Medvin Jennifer Molinar & David Scott Amy & Harvey Mysel Jennifer & David Napier Vivian & Stanley Nitzberg Rebekah Parker Emily & Michael Perlberg **Rappaport Pediatrics** Elise Rinaldi The Sammann Family Sarnoff & Baccash Property Tax Law Lizzie & Josh Scheinfeld Onnie & Steven Scheyer Lois & Stuart Scheyer Hilary & Sean Scott Susan & Steven Sholl Suzanne & David Silberman Amy & Brian Silverstein Debbie & Rich Silverstein Robin & Costis Skiadas Rachel & Mark Stein Katie & Greg Turner Elizabeth Warren Natasa Zivak



230-499

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\$100-249

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\$1-<mark>9</mark>9

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TRIBUTE GIFTS

In honor of Kimberly Conte Erica & Gary Freeman 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 Brian Adams Gregory Bayer Amy & Paul Bryant Elizabeth & Richard Drogosz Steve Frishman Michael George Joseph Girardi E. Jeffrey Kuchman Kevin McLoughlin Laura Talko In memory of Farryn Dawn Burns In memory of Roland Calhoun Gail & Brian Campbell In memory of Irene & Robert Flvnn Donna Flynn In memory of A. Yole Gerol The Family of A. Yole Gerol In memory of Barbara Mallin Friends of Barbara Mallin In memory of Brian Wilson Glencoe Chamber of Commerce

MATCHING GIFTS

BlackRock Irving Harris Foundation United Health Group US Cellular William Harris Investors

IN-KIND GIFTS

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Barking Lot, Deerfield Beam Suntory Bedside Manor, Ltd. Courtney & Andrew Berlin Bien Assorti **Big Blue Swim School BNF** Training Body Evolve Pilates Studio The Book Stall Boka Restaurant Bora Fitness Lisa Brown Dawn Burns Café Du Monde Caffe Buon Giorno California Pizza Kitchen Campus Colors Canine Care Chalk Boutique Chicago Botanic Garden Chicago Bulls Chicago Original Urban Barbecue Chicago Sky Chicago White Sox Chicago Wolves Classic Kids Photography Cooper's Hawk CorePower Yoga Cy Fredrics, Inc. Barbara Davis Detroit Foundation Hotel Divvy House, Amy Erb Drink & Learn Edsel & Eleanor Ford House Elizabeth Arden Red Door Salon Enoteca Roma Ristorante Face Nouveau Rachel & Bill Fielv The Flower Shop in Glencoe Foodstuffs Four Seasons Resort Oahu at Ko Olin The Front Room Frost Gelato Shoppe Funday Galt Toys & Galt Baby Girl Friends Glencoe Dept of Public Safety Glencoe Golf Club

Glencoe Park District Glencoe Public Library Glencoe School District 35 Gluten Free Spirit Bakery Gordon Salon Graeter's The Grand Food Center Grateful Bites Pizza Shoppe Great Wolf Lodge Green Bay Cycles Gymboree Play & Music Alice & Peter Haniq Hanna Andersson The Henry Ford HLM Inspired Designs Mrs. Holaday Hot Ground Gym Julie Kaplan Photography K1 Speed Kendra Scott Kennedy Space Center Kidsnips Kulas Maids Lake Geneva Clue Room Lake Shore Travel Laser Quest Lettuce Entertain You Little Red Hen Little Ricky's Lou Malnati Love Fur Dogs Madeleine & David Lubar Lustbader Center Lyric Opera of Chicago Mana Food Bar Material Possessions Jim McBride McCellan Orthodontics Mr & Mrs Seth Meltzer Midwest Arbor Rvan Mollet Museum of Science + Industry Neel Thredz Spa Newgard Custom Homes Noah's Ark Norm's Hand Car Wash North Shore Exchange North Shore Racquet Club Northbrook Park District Nusheen Skin + Care

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