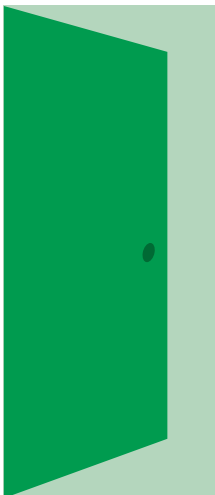


FAMILY SERVICE OF GLENCOE

OPENING DOORS



2
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2
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2020 ANNUAL REPORT TO THE COMMUNITY

YOUR SUPPORT OPENED DOORS

Family Service of Glencoe (FSG) opens doors to mental health, crisis and outreach services.
Your financial support brings critical care to families in need.

Because of your generosity,

confidential services are available to all who live or work in Glencoe regardless of ability to pay.

CORE SERVICES

- Individual and family counseling
- Parent consultations
- Information and referrals
- 24/7 crisis care
- Outreach & education
- Senior housing aid & supportive services
- Emergency assistance
- Scholarship assessment

MISSION

Promote a stronger community by meeting individual and family needs through services that identify, prevent and resolve social and emotional problems.

To receive help or become a supporter,
please visit familyserviceofglencoe.org
or call 847-835-5111.



Dear Friends and Neighbors,

Safe to say, it has been a year like no other, with our lives put on hold amidst a global pandemic and the upending of our daily lives. We are all living with the increased stress that comes from the uncertainty of living in the COVID era.

Thanks to the generosity of donors and the collaborative work with community partners, FSG continues to shine the light of hope for all those suffering with anxiety, loneliness and depression. Together, we have made the shift to a telehealth counseling model, and continued to provide virtual outreach and education programs, while increasing services to older adults and those living with dementia.

Thank you, Glencoe, for your continued trust and confidence, and for your dedication to our shared values of kindness and compassion. **YOU ARE THE KEY** to our continued ability to open doors to healing and recovery for so many suffering the effects of living through a global pandemic. We are grateful for your partnership to ensure that FSG remains relevant and responsive to community needs.

At the heart of our community,

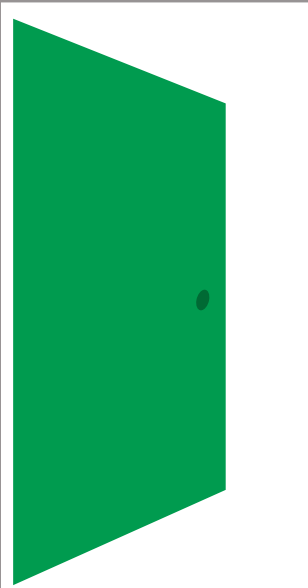


Wendy Netter-Epstein
Board President



William Hansen, MSW
Executive Director

YOUR SUPPORT KEPT DOORS OPEN DURING CHALLENGING TIMES

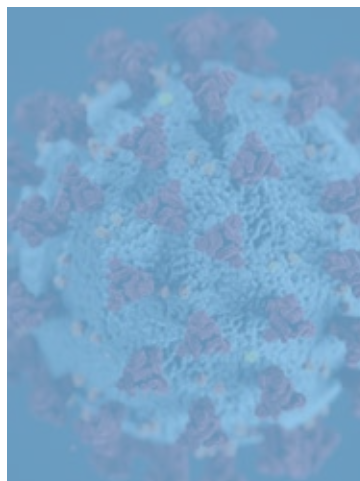


Your gifts provided continuous safety and assurance to the entire community during a global pandemic.

- Conversion to teletherapy model thereby continuing to serve clients via phone or video conference
- Virtual parent and senior discussion groups continue and expand
- Grocery and pharmacy shopping for home-bound seniors
- Well-being checks
- 24/7 crisis response
- First responder support
- Consistent communication and expanded resources and referrals

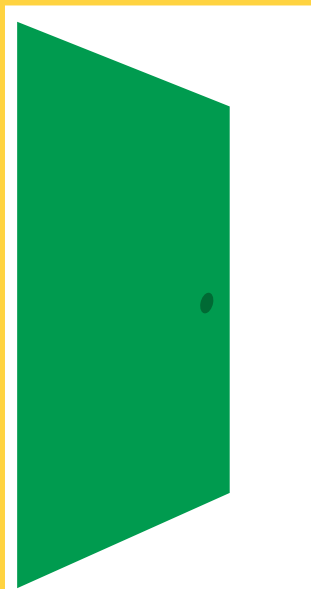
TELETHERAPY

During added times of stress, continued therapy is essential to help clients maintain progress and manage challenges. To prevent disruption of mental health services, FSG immediately responded by offering counseling through HIPAA-approved virtual options.



97% of clients opted in to teletherapy to continue receiving counseling support





YOUR GIFTS CREATED ENTRY POINTS INTO CARE

\$250,000

counseling fee
subsidies provided

1,400

counseling sessions



170

clients served

92%

clients pay
less than full fee

66

parent discussion
group meetings

9

community
education programs

36

senior care
consultations

2

intergenerational
programs

28

crisis
intervention
calls



**ALL
BECAUSE
YOU GAVE**



KEY PROGRAMS AND SERVICES

- Confidential counseling services for individuals, families, couples and children are provided by compassionate therapists.
- Parent and senior groups are facilitated monthly to engage residents in healthy and informative discussions.
- Partnership with Glencoe Public Safety (GPS) to bring 24-hour crisis intervention and after care to Glencoe families.
- Collaboration with local clergy to help residents with direct financial assistance for utility bills, basic needs and transportation.
- Partnership with School District 35 to administer confidential financial assessments to determine eligibility for scholarships.
- Extensive connections throughout the area for information and referrals to other specialists and resources if needed.



Reach Out and Read (ROAR) participants



"Every day Family Service of Glencoe supports people in finding hope and strength to achieve a better life. The Glencoe Clergy Association is proud to be a partner in this mission."

-REVEREND DWAYNE GARY, ST. PAUL AME CHURCH



Senior group participants

EXPANDED SENIOR SERVICES

- Reach Out and Read (ROAR) brings together children from West School and Glencoe Seniors to encourage reading habits and foster meaningful connections between generations.
- The Legacy Project connects middle school students with Glencoe older adults to share stories, interact and create new understandings and friendships.
- Senior Connections matches Glencoe older adults with Glencoe volunteers.
- Glencoe Cares is a partnership with Glencoe Public Safety (GPS) to provide Glencoe seniors with additional support when receiving emergency medical assistance from GPS.
- Dementia Friendly Glencoe provides community-wide education, awareness and mindfulness around dementia with the goal of decreasing stigma and reducing social isolation.
- Senior Housing Assistance helps keep Glencoe seniors in their homes.
- Memory Café creates a virtual meeting place for seniors and their care partners.



“It is the Library’s great privilege and honor to support Family Service of Glencoe’s vital mission to meet the social and emotional health needs of our community through collaborative programming and shared resources.”

-ANDY KIM, EXECUTIVE DIRECTOR, GLENCOE PUBLIC LIBRARY

COMMUNITY PARTNERS ARE KEY

Being at the heart of the community and Glencoe's primary social service agency, we continue to build and nurture our community partnerships. Together we can provide access to specialized programs and support services.

Am Shalom
CJE Senior Life
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 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
Rebuilding Together
St. Elisabeth's Episcopal Church
Village of Glencoe
Woman's Library Club

"A mentally healthy community is a stronger community. North Shore Exchange is proud of its partnership with Family Service of Glencoe."

-WENDY SERRINO, PRESIDENT, NORTH SHORE EXCHANGE



"Our staff have benefited from the expanded health and wellness resources provided from our partnership with FSG."

-LISA SHEPPARD, EXECUTIVE DIRECTOR, GLENCOE PARK DISTRICT



"Family Service of Glencoe remains our valued partner as we support the social and emotional health of our students, families, and staff. We are grateful for the ongoing collaboration to care for the community."

-DR. CATHERINE WANG, SUPERINTENDENT, GLENCOE SCHOOL DISTRICT 35



"The Glencoe Public Safety Department relies upon Family Service of Glencoe to provide emergency social services, post-incident mental health resource referrals and alternative strategies in lieu of criminal proceedings for subjects in crisis. This relationship provides mutual benefit to both parties as well as Glencoe residents."

-CARY LEWANDOWSKI, GLENCOE PUBLIC SAFETY CHIEF



Senior Program Manager Emily Mysel
and Glencoe Public Safety Officers

YOUR EVENT PARTICIPATION IS KEY TO RAISING FUNDS AND AWARENESS

THIRD ANNUAL TEE UP FOR FSG SOGGY BUT SUCCESSFUL

On Friday, September 11, fun and philanthropy were the name of the game with a sold-out event of 80 men and women golfers at the Glencoe Golf Club.

Event Chair, Rick Richker spearheaded this event again which raised almost \$29,000 to support FSG. Thank you to the Birdie Sponsors: Bloom Family, Lebovic Family, Diane and Steve Miller, Paster Family, Howard Abrams Law and Rick Richker @properties. Thank you to Newgard Custom Homes and Simplistix for their generous sponsorship of the beverage carts. Generous donations of JIMMY! Clean Protein Bars and Valor restaurant gift cards were among the many items given to all participants in a loaded swag bag.

Members of FSG's Board of Directors and Associate Board showed their dedication to the organization's mission by volunteering during the outing and greeting golfers along the course.



AN UNEXPECTED DOOR FSG'S FABULOUS ONLINE AUCTION

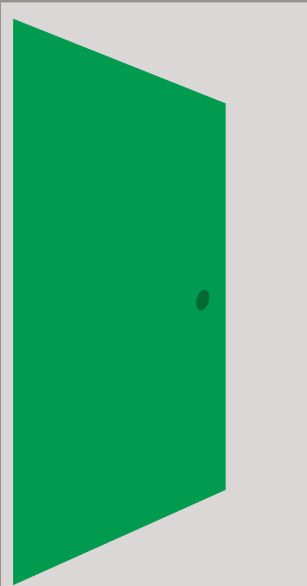
Instead of cancelling the largest fundraiser of the year as the pandemic became a reality, FSG decided to hold the auction virtually in June. Over 90 exciting and unique packages were offered online and bidders responded enthusiastically by donating over \$90,000. Still far short of the expected fundraising goals, it was a tremendous success thanks to your continued generosity especially amidst such difficult times.

We couldn't have done it without the tireless efforts of the FSG benefit/auction committee, hundreds of local businesses who donated goods and services and of course our donors. Thank you and we look forward to seeing you at Glencoe Under the Stars 2021!



THANK YOU FOR BIDDING STRONG

YOU OPENED DOORS FOR OTHERS REGARDLESS OF ABILITY TO PAY



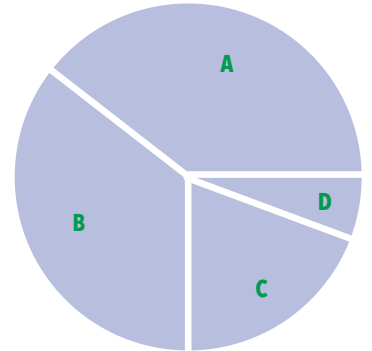
FINANCIAL OVERVIEW

JULY 1, 2019 - JUNE 30, 2020

REVENUE

- A - Public Contributions (40%)
- B - Development (41%)
- C - Program Service Fees (15%)
- D - North Shore Exchange (4%)

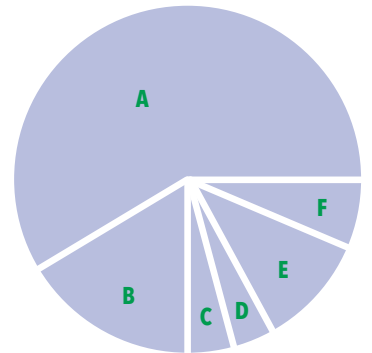
Total \$580,884



EXPENSES

- A - Counseling & Parent Consultations (56%)
- B - Outreach & Education (14%)
- C - Crisis Care (4%)
- D - Senior Assistance (4%)
- E - Fundraising (14%)
- F - Administration (8%)

Total \$713,660



Note: FSG received \$110,164 in a Payroll Protection Program loan in FY20.

Your gifts are making a difference every day in the lives of children, adults and families.

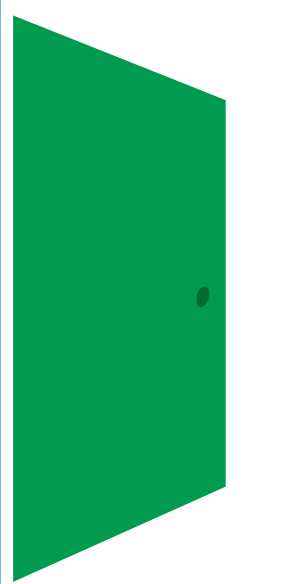
FSG allocates resources with great care in order to provide prevention, intervention, and crisis care programs for all who live or work in Glencoe regardless of ability to pay.

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

THANK YOU, GLENCOE!

Through the generosity of individuals, organizations, businesses, and foundations, FSG is able to provide the many and varied programs and services you have seen highlighted in this report. We are grateful for the support that each of you provides, no matter the size or type of your gift.

Please forgive and bring to our attention any mistakes or omissions. We are deeply appreciative of all who help open doors for safety and support in our community.



\$25,000+

Anonymous
The Healthcare Foundation
of Highland Park
New Trier Township
North Shore Exchange
Village of Glencoe

\$5,000-24,999

Bishop Family Foundation
Andrew and Alice Fischer
Charitable Trust
Lynette Friedman
Nicole and Andrew Hayek
Jennifer and Jim Mesterharm
Roberta Olshansky
The REAM Foundation
Petra and Randy Rissman
Sheri and Mark Styles

\$2,500-4,999

The Balsamo Family
Foundation Inc.
BlackSheep General Store
Joan and Steve Bowen
Marjorie and Bob Breisblatt
Christ Church Winnetka
Wendy and Scott Epstein
Glencoe Union Church
Colette and Dave Hays
Laurie and Mike Jaffe
Jennings on the Park
Heidi Kiesler
Stacey and Jon Michelin
North Shore University
Health System Highland Park
Hospital
Ali and Louis Paster
Sarah and James Rosen
Jennifer Stone
Nicole and Ben Wineman
Winnetka Congregational
Church

Giving levels reflect donor contributions from July 1, 2019 to June 30, 2020 including donations, benefit underwriting, event tickets, and auction purchases.

\$1,000-2,499

Am Shalom
Andrea Goldman Design, Ltd.
Jessica Aspen and Seth Traxler
Paula Barnett and Gary Ruben
Beal Properties, LLC
Victoria Birov and Steve Aisen
Nicky and Michael Bliwas
Courtney and Robert Bloom
Sheilah and Matt Burnham
Lisa and Drew Cardonick
Barbara and Bob Davis
Mira and Bill Duncan
Amy and Jeremy Edelson
Erica and Gary Freeman
Steve Gavin
Mary and Derek Gover
Catherine and Frank Greer
Stefanie and Danny Hest
Thomas Hilton
Jill and Douglas A. Hirsh
Heather and Eric Jagher
Karen and Matthew Kaplan
Beth and Robert Karnes
Jenny and Michael Kelber
Marny and Ken Kravenas
Ashley and Ken Lebovic
Marcella and Carl Leonard
Debbie and Bill Lewin
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Diane and Steve Miller
Julie and Greg Miller
Holly and George Newcomb
North Shore Congregation Israel
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Carolyn and Carl Rutstein
Elizabeth and Derek Sammann
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Diane and Bud Schwarzbach
Wendy and Frank Serrino
Mihir Shah
Susan and Steven Sholl
Suzanne and David Silberman
Mollie and Stephen Sudhoff
Susan and Tom Temple
UBS Financial
Jennifer and Michael Wirth
Delphina Worsley

\$500-999

Melissa and Jeff Ackerman
Sarah and Larry Barden
Dave Barta and Ryan Coon
Andrea and Rick Bechtel
Alexis and Jerry Bednyak
Susan and Donald Belgrad
Jen and Alex Brown
Ania Cramer
Julie and Fred Crandall
René and Simon Firmin
Traci and Michael Gill
Glencoe Community Holiday Drive
Greenleaf Avenue Foundation
Kim and Josh Hafron
Catherine and Hank Handelsman
Polly and Bill Hansen
Hometown Coffee & Juice
Peter Kadens
John Kennedy
Kirkland & Ellis LLP
Julie and Dan Klaff
Susan Klingenstein
Arne Kominsky
Rabbi Steven Lowenstein
Suzanne McKenna
Sheila and Maurice Netter
Susie and Martin Parker
Roger Parfitt
Marilyn Perlman and Harry Epstein
Elizabeth Rose and Owen Shapiro
Marlene and Dennis Ruber
Jackie and Steven Santiccioli
Lois Scheyer
Beverly and Ira Schulman
Katie Spilotro
Ana and Jon Stein
Rachel and Mark Stein
Lendell Thompson
Katie and Greg Turner
Sheila and Jack Weinberg
Frances West
Wendi Williams and Steven Buckman

\$250-499

Alison Aldrich
Bobbie and Norman Bloch
Pam and Steve Bloomberg
Patrick Brady
Jean and Mark Burnstine
Camille De Frank and Edward Chez
Rhonda and Rand Diamond
Michele Sprayregen Edelman
Lisa and Edmund Eisenberg
Dominika Fard
Julie and Brian Finerty
Judy Foyer Phillips
Julie Geyer
Glencoe Chamber of Commerce
Joan and Roger Gold
Sacha and Rob Gordon
Justine Gottshall
Daniel Gottstein
Laura and Charles Greer
Phyllis and Ian Harris
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Lisa and Jason Wadler
Matthew Walker
Catherine Wang
David Witcoff
Catherine and Rob Wolf
Woman's Library Club of
Glencoe
Reni Zemlyak

\$1-249

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Jennifer Adler
Jessica and Kamran Alam
Paula and Jeremy Alexander
Enna and Jim Allen
Gail Allen
Kim Anderson
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The Keintz Family
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Somers
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David Meehan
Susan and Neal Mehlman
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Mikolajczyk
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Staff Therapist

Brian McHugh, MSW
Crisis Counselor

ADMINISTRATIVE STAFF

Alicia Lapaj
Business Manager

Audrey Cox
Office Manager



THE OPEN DOOR

in our logo represents FSG's access and availability to care for community members. We are always looking for ways to open doors to service and partnership so more people can find support and recovery. Everyone is welcome here.

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 throughout our village making our community brighter.

THE HEART AND LIGHT OF OUR COMMUNITY SINCE 1914

675 Village Court • Glencoe, IL 60022 • 847-835-5111

familyserviceofglencoe.org