

FAMILY SERVICE OF GLENCOE
2021 ANNUAL REPORT TO THE COMMUNITY



ALL ROADS LEAD TO FAMILY SERVICE OF GLENCOE

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Joan Merlo, LCSW
Emily Mysel, LCSW

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Jennie Weinstock

Dear Friends and Neighbors,

For the second straight year, the global pandemic has hit hard, right here at home, with a dramatic increase in mental health needs and crises. Thanks to the generosity of donors and the strong collaboration with partners, Family Service of Glencoe remains a viable and vital resource for the community. This year has been about **helping those in need find their way to FSG** and ultimately, to social, emotional, and mental wellness.

In 2021, the need for mental health services continued to rise reflecting a 143% increase in public safety crises since 2019. Our friends and neighbors needed assistance to find their way through mental health crises, unexpected deaths, and family conflict. We moved to a hybrid model that included an in-person counseling option for those requesting it. We continued to respond to the most urgent counseling needs and crisis calls that reflected the severity of pandemic related issues. Older adult services continued to expand to address issues of isolation and memory care.

The following pages represent FSG's core programs and how we responded to the evolving service needs over the past year. Thank you for joining us on this journey, as we help individuals, families, and community navigate these turbulent times. We are grateful for your partnership to ensure that FSG remains relevant and responsive to community needs.

At the heart of our community,



Sheri Styles
Board President



William Hansen, MSW
Executive Director

YOUR SUPPORT PROVIDED PATHWAYS TO MENTAL WELLNESS



Mental Health Counseling

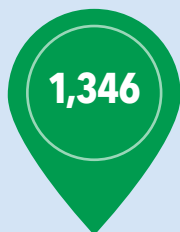
Family Service of Glencoe's core program of mental health counseling seeks to provide counseling service to all those who live or work in Glencoe regardless of ability to pay. FSG responded to the pandemic by offering telehealth services and virtual programming.

ONE FAMILY'S STORY

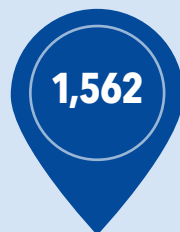
At FSG's annual benefit, [Glencoe resident Megan Greer shared the story of her family's journey](#) through a mental health crisis, the loss of her husband, and the help she and her children received from FSG's counseling staff. Megan spoke of the importance of speaking out to combat the stigma surrounding mental illness, and the community need for the clinical service and support provided by FSG. She made an impassioned plea for all to donate and support the work of the organization.



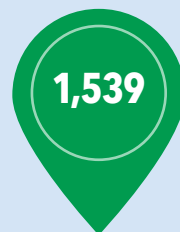
clients served



counseling sessions



units of case management services



community education participants

YOUR KINDNESS ENABLED GLENCOE'S OLDER ADULTS TO NAVIGATE NEW CHALLENGES



When weather permitted, the group met on Wyman Green

Vibrant Living Senior Discussion Group

Glencoe's older adults come together to discuss relevant topics in this important season of life. Topics are chosen by participants and may include finding balance in caring for their emotional and physical health, maintaining nourishing relationships, sharing life lessons, addressing fears and hopes, and more. During the pandemic, the group increased its meetings to twice monthly to expand opportunities for connection.



Senior Housing participant with Rebuilding Together contractors

Senior Housing Program

The Senior Housing Program was created in 1986 to support low-income senior residents of Glencoe to age in place and remain in the community. For those meeting residency and income criteria, FSG provides monthly financial assistance. In addition, care management services are incorporated that help to assess needs, provide referrals, and connect with additional supportive services.

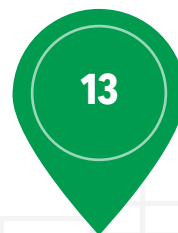
FSG partners with Rebuilding Together to provide home repairs at no cost to seniors receiving FSG's financial assistance. Rebuilding Together is an organization that relies on expert volunteer labor and donations to pay for materials to make repairs to the property of low-income families.



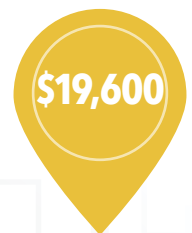
Last year, Rebuilding Together made repairs to properties of FSG Senior Housing Program participants



case management
clients



senior housing
participants



average household
income



YOU CREATED NEW AVENUES FOR SENIOR CARE



Becoming a Dementia Friend is a step toward greater understanding of the disease and how to be more accepting and supportive of our neighbors.

Dementia Friendly Glencoe

In collaboration with the Village of Glencoe and community partners, FSG Senior Program Manager Emily Mysel led the effort to achieve national recognition of Glencoe as a Dementia Friendly Community. The goal of this initiative is to create a welcoming and inclusive community for those living with dementia through advocacy and education.

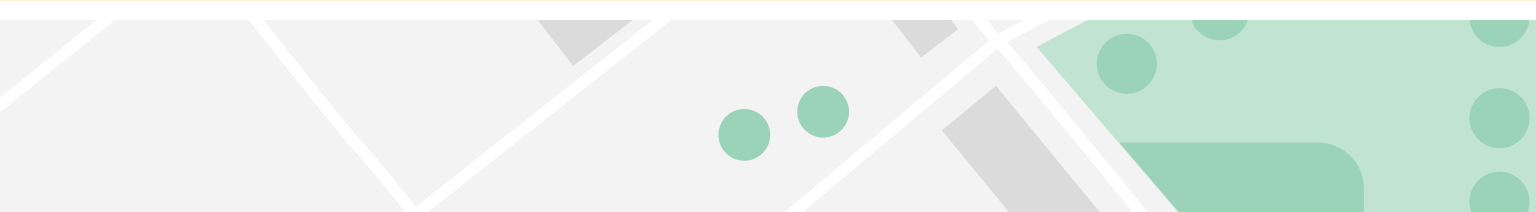
Becoming a Dementia Friend is quick and easy. Check out dementiafriendsusa.org to learn how you can get involved!



FSG became a certified memory screening site in 2021.

Memory Café

In partnership with Loyola University, FSG piloted a virtual Memory Café. The Memory Café is a place where individuals living with dementia and their care partner may leave their disease at the door and engage in social and recreational activities. Highlights included sessions with yoga, dance, and music instructors.



YOUR GENEROSITY PROVIDED DIRECTION IN TIMES OF CRISIS



Crisis Intervention — **A PARTNERSHIP WITH PUBLIC SAFETY**

FSG Crisis Counselor Brian McHugh and FSG staff work alongside Public Safety Officers and respond to crisis calls from Dispatch on a 24/7 basis.

[Follow the link to a video diary depicting two of Brian's typical cases](#) - one involving a family conflict requiring police intervention and one involving a teen struggling with a mental health crisis.

In Brian's words "the goal is to help stabilize a situation and create safety for an individual or family." Brian and FSG staff work alongside Public Safety Officers and respond to call-outs from Dispatch on a 24/7 basis.



crisis calls and referrals
responded to

PARTNER SPOTLIGHT

For over 50 years, FSG has partnered with Glencoe Public Safety to respond to emergency calls involving a family conflict or mental health crisis. Day or night, FSG counselors are ready to respond on a moment's notice to calls and referrals. This one of a kind partnership is unique among law enforcement departments, and is made possible by the generous support of the Village and donors, as well as the spirit of collaboration between Public Safety leaders and FSG staff.



YOU MADE THE JOURNEY POSSIBLE REGARDLESS OF ABILITY TO PAY

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

FSG carefully allocates resources 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.

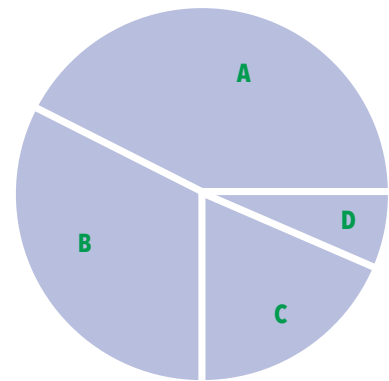
Financial Overview

JULY 1, 2020 - JUNE 30, 2021

REVENUE

- A - Public Contributions (46%)
- B - Development (36%)
- C - Program Service Fees (11%)
- D - North Shore Exchange (7%)

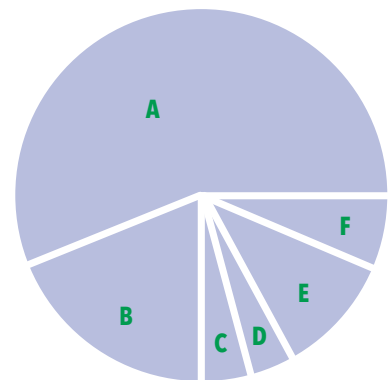
Total \$736,190



EXPENSES

- A - Counseling & Parent Consultations (54%)
- B - Outreach & Education (17%)
- C - Crisis Care (6%)
- D - Senior Assistance (4%)
- E - Fundraising (12%)
- F - Administration (7%)

Total \$719,070



YOUR EVENT PARTICIPATION HELPED NEIGHBORS FIND THEIR WAY FORWARD



Event Co-chairs Rick Richker
and Stefanie Hest

Golf Outing

We had a beautiful sunny day at the Glencoe Golf Club for our 4th Annual Tee Up for FSG golf outing. With Presenting Sponsor Jennings on the Shore, joined by dozens of event and hole sponsors, FSG was able to surpass our goals, with over 90 golfers in attendance and raising over \$50,000.



THANK YOU, RICK!

Rick Richker has been on the Board of FSG since 2016. Five years ago, in response to a need to grow the organization's base of support, Rick and the board created Tee Up for FSG, our annual golf outing. With a committee of volunteers, Rick took on the role of Event Chair, and has guided the organization's development of this event ever since. The event has grown annually under Rick's leadership achieving a record \$53,140 in 2021. Thank you Rick, for your dedication and leadership!



Presenting Sponsor
The Greer Family

Cathy and Frank Greer were the presenting sponsors in memory of their son Jonathan Greer, and in honor of keynote speaker Megan Greer.

Glencoe Under the Stars

On May 8, 2021, FSG held its first-ever virtual gala, an extraordinary evening highlighting FSG's many programs and services, and featuring resident testimonials, silent auction, and live streamed entertainment. Hosted and emceed by Felix & Fingers Dueling Pianos' Mike Sherman, Glencoe Under the Stars: Music Sounds Better with You, raised over \$130,000 to help bridge the gap for clients unable to afford the full cost of counseling and social services. We are deeply appreciative of all who help neighbors find their way forward.



Thank you, Glencoe!

LEADERSHIP GIVING CIRCLE

\$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
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\$2,500-4,999

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Amy and Pete Kadens
Kirkland and Ellis LLP
North Shore Congregation Israel
North Shore University Health System Highland Park Hospital
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Sarah and James Rosen
Sheri and Mark Styles

\$1,000-2,499

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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. *Giving levels reflect donor contributions from July 1, 2020 to June 30, 2021 including donations, benefit underwriting, event tickets, and auction purchases.*

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.

\$500-999

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FAMILY SERVICE OF GLENCOE

Helping friends & neighbors find their way forward since 1914

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