



# Family Service of Glencoe

*The Heart of Our Community*



2022 ANNUAL REPORT TO THE COMMUNITY



# Leadership

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Emily Mysel, LCSW  
Adrianna Ochoa, LCSW  
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Dear Friends and Neighbors,

Over the past few years, our community has experienced trauma from sources that have only compounded the individual issues we already face. Unfortunately, there is no perfect handbook to help us navigate these challenging experiences—from a global pandemic, a mass shooting in nearby Highland Park, and personal challenges and struggles, we have collectively leaned on one another to find a way forward. Yet, while a single event can last a few short seconds or minutes, it is the incessant and chronic reverberations from that experience that can have long-lasting impact. As much as we can assist one another, there are times when more experienced support is necessary.

Thanks to the generosity of donors and the strong collaboration of partners, Family Service of Glencoe remains a vital resource for the community to address these personal and collective experiences. This year has been about helping those in need find their way to FSG and ultimately to social, emotional, and mental wellness.

In 2022, the need for mental health services continued to rise as more individuals recognize their need and reach out for support. In the past year, our services have returned to in-person counseling, in addition to the telehealth option. We continue to respond to the most urgent counseling needs and crisis calls, and older adult services continue to expand to address issues of isolation and memory care.

The following pages represent FSG's core programs and how we have responded to the evolving needs in 2022. Thank you for joining us on this journey as we help individuals, families, and the community navigate these experiences. We are honored and grateful for your partnership and support to ensure that FSG remains responsive to community needs.



At the heart of our community,

**Dave Barta**  
Board President

## Our Mission

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





# *Your Support Lead Our Community to Mental Wellness*



## **A message from our Executive Director Amber Bond, CCMHC, LCPC, PMH-C**

At this time last year, the US Surgeon General had just released an advisory on Youth Mental Health, citing trends that we see here in Glencoe and the surrounding communities: increased diagnosis of mental health disorders, increased reports of sadness and hopelessness in high school students, and increasing thoughts of suicide in youth. These concerns coming out of the pandemic were compounded by the tragic shooting in Highland Park.

FSG leapt into action on July 4th to provide accessible, free, confidential services to anyone in our community or its neighbors who had been impacted by the shooting. Since then, we continue to see an influx of need, particularly among young people and their caregivers for a wide range of concerns. Many of these new cases are more complex than prior to the pandemic, involving coordination of care with schools, psychiatrists, and intensive outpatient or hospital programs. We have been able to meet these community needs with limited wait times and collaborative, client-centered care.

In October, the US Surgeon General released a framework for supporting mental health in the workplace, noting that 76% of US workers reported at least one symptom of a mental health condition. The wellbeing of the Glencoe workforce is also a top priority. We continue to serve those that make Glencoe and the North Shore such a remarkable place to live. Our workforce is on the front lines caring for our children, providing essential services, enhancing our quality of life, and responding to crises. FSG, in turn, has been there this year to help them manage the increased stressors and major life changes caused by the pandemic, the Highland Park Shooting, and more.

Today, the pace of inquiries for new services shows no signs of slowing. Thanks to the support of the community, FSG will continue to be here to meet the need. Whether that call is from the parent of a Kindergartner who is struggling with tearfulness and tummy aches at school drop off, the grandparent of a teenager struggling with an eating disorder, a couple going through a divorce seeking consultation about how to support their kids, or a retiree looking for support as they adjust to life after work, FSG can (and will) be here help.



# Our Clinical Team is Our Heart

## Mental Health First Aid Training



In 2022, Tara Bagnola, MSW, FSG Staff Therapist, and Emily Mysel, LCSW, FSG Senior Program Manager, completed their certifications as Mental Health First Aid Instructors, allowing them to provide Mental Health First Aid training. In-line with their clinical interests, Tara's certification was on the adolescent track, focusing on teaching adults how to recognize signs and symptoms of mental health and substance use problems in adolescents ages 12-18, provide them with skills to help young people in both crisis and non-crisis situations, and reduce the stigma associated with mental health challenges. Emily completed her certification in training adults to identify the same issues in other adults.

Special thanks to our friends at The Josselyn Center for sponsoring their training in this program, facilitated by the National Council for Wellbeing.



Tara Bagnola, MSW, FSG Staff  
Therapist



Emily Mysel, LCSW, FSG Senior  
Program Manager



Click image to watch videos from our Clinicians and learn about their work at FSG or visit online at:

<https://vimeo.com/showcase/9985679>



## In FY 2022...



155  
Clients Served



1949  
Counseling Sessions and  
Case Management Services



61  
Crisis Call Responses





# *Our Clinical Team is Our Heart*

## **Crisis Response**

Family Service of Glencoe partners with Glencoe Public Safety to provide psychological support to families in crisis around the clock. Our crisis team is on call 24 hours a day, 7 days a week, 52 weeks a year. We are available to care for Glencoe residents and business in response to:

- A home fire
- An incident of domestic or family violence
- A child or adolescent emotional crisis
- An elderly resident in need of assistance
- A sudden death of a family member

We have close ties to other supporting emergency organizations who can also help in times of crisis, such as the North Shore Senior Center, Haven Youth and Family Services, and Highland Park Hospital.



*FSG Responded to 61 crisis calls during our 2022 Fiscal Year. Thirty (30) individuals received one free consultation or three counseling sessions following the crisis call.*

## **Clinicians on our diverse team each bring their expertise in different specialties, including:**

- Family Therapy
- Children/Adolescents
- Young Adults
- Older Adults
- Perinatal Mental Health
- Play Therapy
- Divorce
- Grief and Loss
- Domestic Violence/Sexual Assault
- LGBTQ+
- Services for Spanish Speakers



Our community faced an unimaginable shock and loss on July 4, 2022, when our neighbors and friends in Highland Park became victims to gun violence, and we continue to heal from the devastation. Recognizing that this tragedy affected people both in and beyond Highland Park, FSG offered free drop-in counseling sessions, workplace and community education and processing workshops, support for our public safety partners, and traditional psychotherapy for those experiencing long-term distress related to the shooting.

We recognize, however, that healing ourselves and repairing our communities from a tragedy like this will not be a straight line, and there will be ups and downs in the coming months and years. As such, FSG is poised to continue providing care to our community through easily accessible services. Our therapists have immediate availability to provide counseling to anyone in need, and we will continue to leverage our partnerships with Glencoe Public Safety, Glencoe School District 35, New Trier Township, local clergy, and beyond to provide counseling services, Mental Health First Aid training, and community education, where needed. Please visit our website at [www.familyserviceofglencoe.org](http://www.familyserviceofglencoe.org), or call (847) 835-5111 to learn more about our services or to schedule an appointment.

*Our Heart Is With  
Highland Park*





# Programming Partners

With the help of our programming partners, FSG is able to reach more people across our community and address a myriad of needs. Through partnerships with the **Village of Glencoe, Village of Glencoe Public Safety, Glencoe School District 35, New Trier Township, Glencoe Park District, Glencoe Junior High Project, and the Glencoe Public Library**, FSG has created programming that reaches community members of all ages, from young children to seniors looking to age in place, addressing needs such as mental health workshops in schools, community education events, scholarship assessments, and crisis and domestic violence calls with a social worker accompanying Public Safety. Simply put – it takes a village to support our Village, and we are grateful for our trusted partners!



Glencoe District



**GLENCOE  
JUNIOR  
HIGH  
PROJECT**



GLENCOE PUBLIC LIBRARY

# Aging In Place



**Seniors add to the depth of our community through their diverse life experiences. They bring wisdom, stories, and perspective to our village.**



In an effort to meet the needs of our senior adult community in Glencoe, Family Service of Glencoe is proud to partner with The Village and Public Safety Department to help ensure the well-being of all our residents (65+). Emily Mysel, Senior Program Manager at FSG, is a designated Senior Services Officer (SSO), working alongside her community SSO partners to provide the following services to Glencoe seniors:

**Well-being Checks** - At any point if there is concern about a family member, friend, or neighbor and you would like Glencoe Public Safety to complete a well-being check, you can call to request an officer go out to the home to check the person's status.

**Referral Services** - Not sure where to look for services? FSG has a wealth of referrals to assist with most anything an older adult would need.

**Assistance for Seniors** -The Committee for Senior Housing Aid in Glencoe has helped keep Glencoe seniors in their homes for more than 30 years by providing small grant awards to Glencoe seniors who meet the program's asset and income criteria to help them pay their property taxes or monthly rent.

**Older Adult Consultations** - Family Service of Glencoe's Older Adult Consultations provide the opportunity for Glencoe Seniors and/or their families to meet with a licensed clinical social worker who specializes in the aging continuum to provide support, therapeutic interventions, education, resources, and referrals. Initial consultations are 1 to 1.5 hours in length with ongoing support, as needed. Appointments are available Monday through Thursday 9:00 am to 5:00 pm.

**Support, education, and follow-up** after telemarketing fraud, scams, identity theft, abuse/neglect and financial exploitation.

**Glencoe Cares** - In partnership with Glencoe Public Safety, the Glencoe Cares program helps provide Glencoe seniors with additional support when receiving emergency assistance.

FSG also supports the community's aging population with **Dementia Education and Support, Wandering Interventions and Safety Steps, and Outreach Events.**





# Aging in Place



## Dementia Friendly Glencoe

In partnership with the Village of Glencoe, FSG became a Dementia Friendly Community in 2019. The goal of this initiative is to create a welcoming and inclusive community for those living with dementia through advocacy and education. Emily Mysel, FSG's Senior Program Manager, leads the charge to ensure our community is equipped to support people living with dementia and their caregivers.

This past year, FSG became a memory screening site through the Alzheimer's Foundation of America. A memory screening is a safe, easy, and confidential "check-up" of a person's memory and thinking abilities. The screening consists of a quick and short series of questions and tasks that help to determine if a more comprehensive evaluation should be scheduled. A memory screening is not used to make a diagnosis but used to be a safe space to consult and address concerns someone may be having regarding his/her cognition. In addition, referrals and supportive services will be available for the individual and/or the loved one.

## Vibrant Living Group

Each month Joan Merlo, LCSW, FSG Staff Therapist, leads the popular Vibrant Living Senior Discussion Group, focusing on finding meaning, balance, and resilience in the struggles, joys, and intergenerational politics at this most important stage of life. Joined by yoga instructor Judy Roin, participants can find balance through discussion, stretches, breathing, and balancing exercises. We understand that many seniors in our community have a need to nurture their connections, and Vibrant Living is the perfect place to come together for support, conversation, and inner balance.



**10**

**Senior  
Housing  
Participants**



**71**

**Case  
Management  
Clients**



**<\$30K**

**Average  
Household  
Income**

## Senior Housing

FSG's Senior Housing Program supports low-income senior residents of Glencoe to age in place, so they may remain in their community. For those meeting residency and income criteria, FSG provides monthly financial assistance. In addition, case management services are incorporated that help to assess needs, provide referrals, and connect with additional supportive services. FSG partners with Rebuilding Together, a nonprofit organization, to provide home repairs at no cost to seniors receiving FSG's financial assistance.

# Our Financial Overview

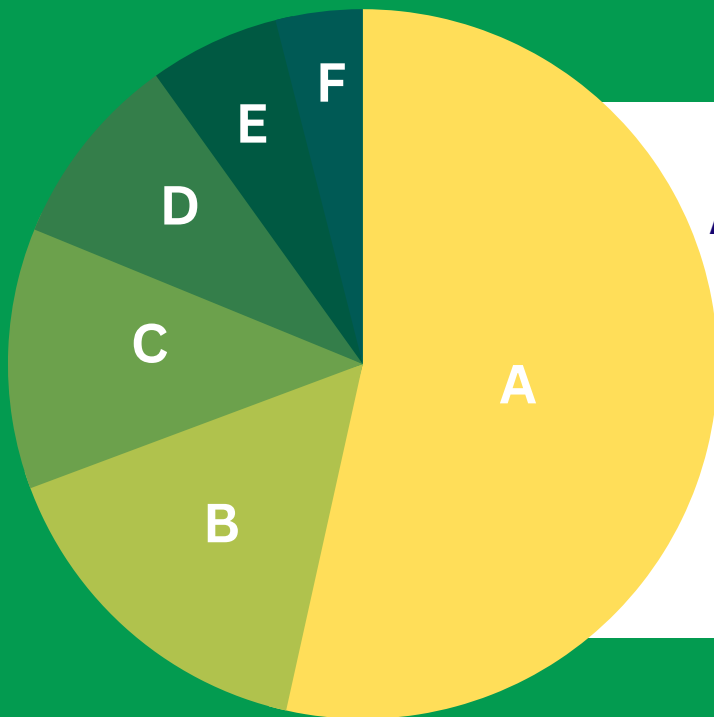
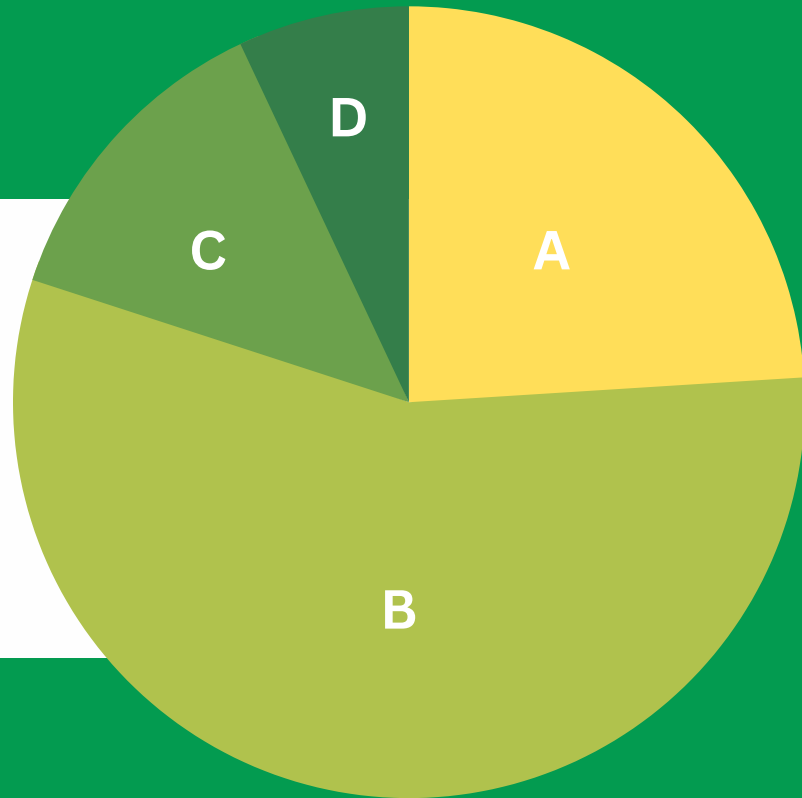
## Financial Overview

July 1, 2021 - June 30, 2022

### REVENUE

- A - Public Contributions (24%)**  
(Foundations, Corporations, Religious, and Grants)
- B - Development (56%)**  
(Special Events, Annual Donations)
- C - Program Service Fees (13%)**
- D - North Shore Exchange (7%)**

**Total \$706,010**



### EXPENSES

- A - Counseling & Parent Consultations (54%)**
- B - Outreach & Education (16%)**
- C - Fundraising (12%)**
- D - Administration (9%)**
- E - Crisis Care (6%)**
- F - Senior Assistance (4%)**

**Total \$752,600**

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 regardless of ability to pay. Diverse funding sources are vital to our financial well-being and demonstrate a collaborative effort in opening doors in our community.





# Your Event Participation Warmed Our Heart

## Glencoe Under the Stars

On May 14th, 2022, under the stars of a beautiful evening, friends of Family Service of Glencoe joined to support those who live and work in Glencoe to ensure that everyone has access to mental health and social services. After the last paddle was raised and the last auction items claimed, over \$263,000 was raised in support of FSG, solidifying its mission to promote a stronger community by meeting individual and family needs through services that identify, prevent, and resolve social and emotional problems. With help from the funds raised, FSG can continue to offer and expand programming and services, including private counseling, grief support groups, Vibrant Living senior discussion groups, senior adult support and case management, youth and family outreach, scholarship assessment, and 24/7 crisis intervention calls partnered with Glencoe Public Safety.

Thanks to the generosity of many friends, sponsors, auction donors, and community partners, our integral work can continue and expand, making sure care and services are available and accessible for everyone in Glencoe and neighboring communities, regardless of ability to pay.



## Tee Up for FSG

The beautiful weather of an early September day teed up a perfect day for golfing, camaraderie, and fundraising at Family Service of Glencoe's fifth annual Tee Up for FSG golf outing.

Nearly 120 golfers joined FSG on September 9th at Glencoe Golf Club for a record turnout of golf and fundraising in support of FSG. This year, \$60,000 was raised to support FSG's mission to provide mental health care, social services, and case management to Glencoe and its neighboring communities. Tee Up for FSG's success would not have been possible without the generous support of our sponsors, donors, and volunteers!

With the opportunity to introduce new friends to the organization and our mission, we look forward to expanding fundraising opportunities in the coming year to continue to provide our vital services to even more people.



# Donor Honor Roll

*Thank you from the  
bottom of our heart!*



July 1, 2021 - June 30, 2022

## Leadership Circle

**\$25,000+**

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

**\$10,000 - \$24,999**

At Your Service - Eurocare INC - Smekhov Family | Bishop Family Foundation  
Barbara and Bob Davis | Didi and Doron Friedman | Nicole and Andrew Hayek  
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Carolyn and Carl Rutstein | Sheri and Mark Styles

**\$2,500-\$4,999**

ANONYMOUS (2)  
Sarah and Howard Abrams  
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Dave Barta and Ryan Coon  
Joan and Steve Bowen  
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Christ Church Winnetka  
Sheri Whitko and Anar Desai

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System/Highland Park Hospital  
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Nicole and Ben Wineman  
Winnetka Congregational Church

Continued on next page...

# Donor Honor Roll

## \$1,000 - \$2,499

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Walter and Karla  
Goldschmidt Foundation  
Frances West  
Jennifer and Michael Wirth  
Woman's Library Club of Glencoe  
Amanda Wood  
Delphina Worsley  
Lori and David Worth

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, 2021 to June 30, 2022, including donations, benefit underwriting, event tickets, and auction purchases.



Continued on next page...



# Donor Honor Roll

## \$500 - \$999

### ANONYMOUS

Erin Ankin  
Lydia and David Barrett  
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## \$1 - \$499

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Judy and Stephen Berkeley  
Sharon Berland  
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Jacob Bloom  
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Lois Davis  
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Isabell and Bob  
De Lange-Valerberghe  
Mary Margaret and Clark Dean

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# Donor Honor Roll

## \$1 - \$499 continued...

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# Donor Honor Roll

**\$1 - \$499 continued...**

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Jennifer Wineman  
Deborah and Jeffrey Wineman  
Stacy and Charlie Winternitz  
Lulu and David Witcoff  
Catherine and Rob Wolf  
Jennifer and Lance Zinman  
Sharon and Paul Zulkie  
Barbara Zweig

## Matching Gifts

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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.

