

STEADFAST & STRONG



2014 ANNUAL REPORT
TO OUR COMMUNITY



We are the heart
OF OUR COMMUNITY.

Over the decades, times have changed, but the mission of Family Service of Glencoe has remained steadfast: promote a stronger community by meeting individual and family needs through services that identify, prevent and resolve social and emotional problems.

VIBRANT HERITAGE

The roots of our organization run deep. In 1914, when our parents and grandparents were laying the bricks on Park Avenue, digging the sewer lines and organizing a government, they built a heart into the community: Family Service of Glencoe. Though much has changed, what was true 100 years ago is still true today—we are a community that cares for its own.

FSG has grown and evolved along with the changing needs of Glencoe. We strive to be a valuable asset and resource connector.

Steadfast and strong, we are working together to create a healthier and safer community for our families and for generations to come.



"I'm grateful to have the support of FSG staff as our family learns to address our adolescent's substance abuse problem."

—parent of a Glencoe teen

FY14 SERVICE overview

2,264

LIVES
IMPACTED
BY FSG

counseling
CLIENTS

58%
MALE

42%
FEMALE

55%
YOUTH
UNDER 18

45%
ADULTS
18 & ABOVE

16

MONTHLY
PARENT
DISCUSSION
GROUPS

52%

OF COUNSELING
SESSIONS ARE
PROVIDED ON A
SLIDING FEE SCALE

51

CRISIS CALLS
ANSWERED BY
AN FSG SOCIAL
WORKER ALONGSIDE
PUBLIC SAFETY

**100
YEARS
STRONG**

*weekly
alternatives
to violence
group
meetings*

TOP

service needs
SUBSTANCE ABUSE
DEPRESSION
ANXIETY
RELATIONSHIPS

FOCUSED DIRECTION

In 2014, Family Service of Glencoe celebrated our 100th year.

As the primary social service agency in Glencoe, we strive to meet our community's needs across the lifespan through a wide variety of programs and services. FSG advocates diligently on behalf of our friends and neighbors so that Glencoe continues to be a great place to live and work.

We marked our centennial year with a community-wide needs assessment survey. With the community's feedback on their needs, emotional health and well-being, we will determine areas of need and opportunity as well as engage in dialogue with local leaders and stakeholders.

To continue our heritage of providing dynamic, relevant services, our board and staff completed a strategic plan that renewed our focus and strengthened our objectives for maximum impact.

It's an exciting time for FSG and for Glencoe. We are moving forward from a position of strength. **Thank you for helping us serve our community well.**



Susan E. Cowen, LCSW
Executive Director



Marilyn Perlman, PhD
Board President

STEADFAST connections

SOLID APPROACH

FSG provides intervention and treatment through a systems approach. This model differs from the traditional private practice therapy paradigm of 50-minute counseling sessions. We treat the whole family in order to effect positive change with the individual and their surrounding family. This holistic care approach better serves the family unit.

The systems approach requires therapist case management outside the traditional counseling sessions and may include community and school outreach, collaboration with clinicians and ongoing follow-up with family members. This type of case management is not fully covered by the counseling session fee.

HOW WE HELP

- Family, couple, individual, and youth counseling services available at a sliding scale (reduced fee determined by income) and at no charge to the unemployed
- 24-hour crisis intervention in cooperation with Glencoe Public Safety
- Alternatives to Violence program
- Youth, parent and school outreach
- Professionally-facilitated parent support discussion groups through Glencoe Parent Connection (GPC)
- GPC "We Need to Talk" programs (all age ranges)
- Confidential scholarship assessment
- Senior housing assistance
- Information and referral
- Staff-led focus group series for parents of preschoolers
- Mindfulness and yoga workshops
- Promotion and sponsorship of social-emotional programs such as Family Action Network (FAN) events
- Community-wide needs assessment
- Community education on FSG's centennial history and current services

"When my daughter fell into a deep depression, I had no idea where to turn. If it weren't for FSG, I don't know where we'd be. Today my daughter is happy, doing well in school, and has made new friends. Her future is bright. Thank you, Family Service." —Glencoe mom

EXPERIENCED CLINICIANS

FSG continues a long tradition of providing services **for all who live or work in Glencoe**. Our practice is made up of experienced, highly-skilled clinicians who help individuals, families, couples, children and adolescents.

Al Ross, LCSW, RDDP

focus areas: mental health, substance abuse, marriage and family therapy (adolescents and adults)

Kathy Livingston, LCSW

focus areas: depression, anxiety, grief, family transitions, children of divorce, blended families, co-parenting after a divorce (children, adolescents and adults)

Chuck Hutchcraft, LCSW

focus areas: EMDR, sand play therapy, crisis intervention (children, adolescents and adults)

Beth Jerva, LCSW

focus areas: depression, anxiety, addiction, trauma, eating disorders, life transitions (adolescents and adults)

Joan Merlo, LCSW

focus areas: bereavement, divorce, empty nest, job loss, finding new meaning in midlife, relating well to adult children and grandchildren (adults)

Brian McHugh, MSW

focus areas: domestic abuse/violence, crisis intervention, senior home visits

Cynthia Brunson, MA

focus areas: domestic abuse/violence, crisis intervention

NEW THIS YEAR

Parent Consultations provide parents with a one-time consultation or a brief series of consults that are solution-focused, address specific issues and may include referrals. Parents gain knowledge, skills and insights for resolving their concerns. Consultations are tailored for each parent with the goal of maximum results in minimum time.



We also opened a second clinical office on Park Avenue in Glencoe to expand counseling services and further protect the confidentiality of our clients.

UNIQUE UNDERSTANDING OF THE COMMUNITY

RELEVANT conversations

"I love my Glencoe Parent Connection group. It's my source for dealing with the issues my child is facing. I feel more connected to a group of parents who can relate to my situation."
—parent of a Glencoe sixth-grader



GLENCOE PARENT CONNECTION (GPC)

A parent-powered, community outreach program of Family Service of Glencoe, GPC connects parents with parents, schools and resources to help us raise emotionally healthy kids within a supportive community.

GPC events are organized by a dedicated group of parent volunteers from the preschool, South, West and Central school communities. These programs, entitled "We Need to Talk," are supported by FSG's youth and family team with clinicians on-hand for all events.

GPC offers grade-level-based parent discussion groups to encourage positive conversations around social-emotional issues. New groups are being formed to meet the needs of parents of five and six-year-olds.

COMMUNITY PARTNERS / FSG collaborates locally to provide programs and services: Glencoe Historical Society, Glencoe Junior High Project, Glencoe Park District, Glencoe Public Library, Glencoe Public Safety, Glencoe School District 35, Glencoe Youth Services, New Trier High School, North Shore Exchange, Reach Yoga, Committee for Senior Housing Aid, Village of Glencoe.



ALTERNATIVES TO VIOLENCE PROGRAM

Our Alternatives to Violence (ATV) program is a 26-week psycho-educational group targeted at males who have an anger problem or who have been perpetrators of partner abuse. This program is staffed by a male and female facilitator who have completed 40 hours of state-approved domestic violence training and an additional 20 hours of training in working with perpetrators of domestic violence.

CRISIS INTERVENTION

FSG provides on-call crisis intervention services in partnership with Glencoe Public Safety. Our crisis counselors are available 24 hours/7 days a week to consult with and immediately intervene in the lives of some of Glencoe's most vulnerable families. FSG provides immediate assistance, appropriate referrals and follow-up services. This proactive approach assists our Public Safety officers in effective interventions and assists our Glencoe families in adaptively coping with the crises that affect their lives.

EMERGENCY RESPONSE

Family Service of Glencoe is also an emergency-crisis responder in the event of a tragedy in our schools, businesses or homes. FSG has systems in place to efficiently mobilize the entire staff if unforeseen trauma comes to our village. Through our emergency response planning, we are proactively prepared to care for the Village of Glencoe during any of the challenges life can bring.

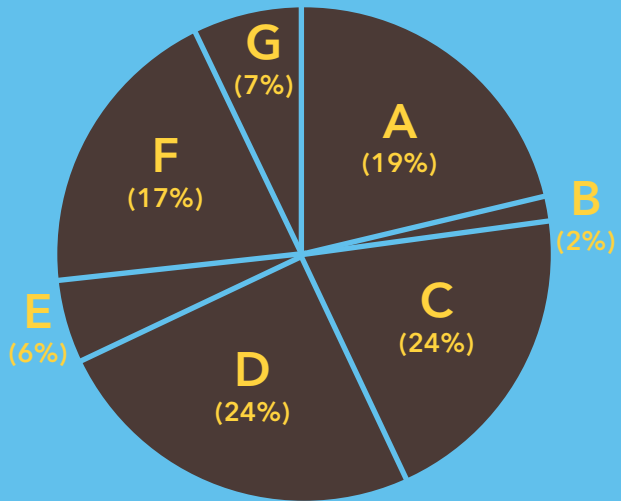
FY14 FINANCIAL OVERVIEW

July 1, 2013 to June 30, 2014

REVENUE SOURCES

- A - Government Grants (19%)
- B - In-Kind Donations (2%)
- C - Program Service Fees (24%)
- D - Development (24%)
- E - Investment Income (6%)
- F - Foundation Grants (17%)
- G - North Shore Exchange (7%)

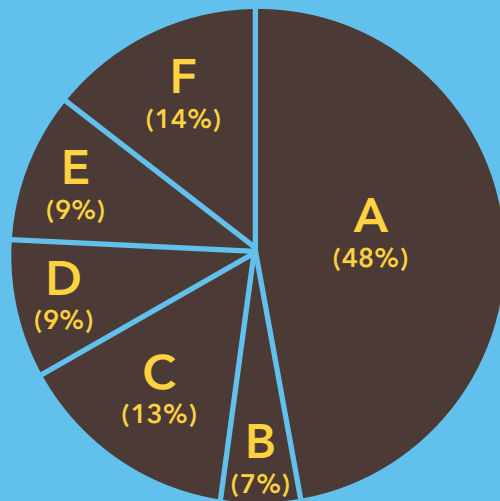
TOTAL REVENUES: \$784,455



OPERATIONAL EXPENSES

- A - Counseling (48%)
- B - Youth and Family Outreach (7%)
- C - Crisis Intervention and Domestic Violence Services (13%)
- D - Community Education (9%)
- E - Development (9%)
- F - Administration (14%)

TOTAL EXPENSES: \$763,714





PERSONAL IMPACT

- Provided services to 2,264 community members
- 52% of counseling services were provided on a sliding fee scale (average fee paid by sliding scale clients: \$30)
- Distributed \$17,500 in senior housing assistance, helping 9 long-time Glencoe residents to keep their homes
- Assisted Glencoe Public Safety on 51 crisis calls
- Hosted 16 monthly parent discussion groups
- Counseled and supported 18 men to complete the Alternatives to Violence program
- Championed the needs of 37 individuals through the Salvation Army and Clergy Fund assistance program

FAMILY FUN FEST

FSG hosted our annual Family Fun Fest in March



to celebrate healthy minds, healthy bodies, and healthy families. With more than 200 participants, this annual event is a community favorite and a great opportunity to connect with Glencoe families.

FUNDRAISING

Glencoe Under the Stars

June 7, 2014 at Kalk Park
raised over \$81,000



It was a beautiful June evening in Glencoe's backyard, Kalk Park. Our sincere appreciation to those who supported our centennial celebration.

**100
YEARS
GRATEFUL**

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.

We give our heartfelt thanks for being part of our nonprofit family for our first 100 years. Your continued financial support allows us to serve.

Giving levels reflect donors' total contributions from July 1, 2013 to June 30, 2014 including donations, benefit underwriting, event tickets, and auction purchases.

\$50,000+

The Healthcare Foundation of Highland Park
North Shore Exchange

\$25,000+

Illinois Department of Human Services
New Trier Township
The Perlman Family Foundation
The REAM Foundation
The Roger and Susan Stone Family Foundation
Village of Glencoe

\$10,000+

Harry Epstein & Marilyn Perlman

\$5,000-9,999

BMO Harris Bank
Matt & Sheilah Burnham
Andrew & Nicole Hayek
Douglas A. & Jill Hirsh
Litowitz Family Foundation
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Ben & Nicole Wineman

\$2,500-4,999

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Glencoe Union Church
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Jennifer Stone
Todd & Sherri Zirlin

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\$500-999

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Anne West
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Jennifer Wineman
Jon & Tracy Wolfe
Andrew Wunder

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In honor of Jennifer Adler
Joan Buckley
*In memory of Morris
Barefield*
Lonnie Barefield
In memory of Keki Bhote
Mehroo Bhote
In memory of Sandra Box
Matthew & Sandy Siebert
*In honor of Harry Epstein &
Marilyn Perlman*
Ted & Harriette Perlman
In honor of Julie Finerty
Patrick & Diana Finerty

In honor of Nicholas Finerty
 Tony & Marian Iafrate
In honor of Lily Fox
 Philip Kayman
In honor of Dan Freedman & Carol Anne Been
 Barbara Anderson
In honor of Ed Kuffert & Barbara Anderson
 Daniel Freedman & Carol Anne Been
In honor of Jill Peraud
 Gary & Erica Freeman
In honor of Marilyn Perlman
 William & Iris Garmisa
In memory of Ruth Solomon
 Beverly Grabow
In honor of Jennifer & Daisy Stone
 Lee & Marlene Rubenstein
In honor of Nicole Wineman
 Jennifer Wineman

IN-KIND GIFTS

A.C. Nielsen Tennis Center
 An Apple A Day
 Baker Boys
 Andrew & Courtney Berlin
 Bien Assorti
 Big Game International
 BloOuts Blow Dry Bar
 Blue Man Group Chicago
 Build-A-Bear Workshop
 Matt & Sheilah Burnham
 Camp Agawak for Girls
 Camp Kawaga
 Chicago Bulls
 Chicago Fire Soccer Club
 Chicago Northshore
 Kinetics
 Chicago Sky
 Chicago Trolley & Double Decker Co.
 Chicago White Sox
 Chicago Wolves
 CJK Foods
 Classic Kids Photography

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 Costco Wholesale
 Dailey Method
 Decoma Day Camp
 Definition Fitness
 Dewey's
 Elizabeth Arden Red Door Salon
 Enaz
 Enoteca Roma Ristorante
 Entertaining Company
 Harry Epstein & Marilyn Perlman
 Equinox Highland Park Field Museum
 Film Foetus, Inc.
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 Foodstuffs
 Fountainhead
 Four Seasons Hotel Chicago
 Frances Heffernan
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 Glencoe Department of Public Safety
 Glencoe Golf Club
 Glencoe Historical Society
 Glencoe Nails
 Glencoe Parks District
 Glencoe Public Library
 Gary & Judy Gordon
 Grand Food Center
 Mark & Pam Gross
 Harry Caray's
 Hi Five Sports Clubs
 Hip Hip Hooray
 Letitia Holloway
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 Julie Kaplan Photography
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 La de da!
 Lake Shore Travel
 Language Stars
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 Letizia's Fiore Ristorante
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Levy Restaurants
 Lincoln Park Zoo
 Little House of Glencoe
 Lovespeaks
 Bobbe Mandell
 Steven & Marisa Mandrea
 Marriott Theatre
 Max Mara
 Merlo's Italian Restaurant
 Jim & Jennifer Mesterharm
 Michael's Chicago Style Red Hots
 Claudia Mion-Spiesz
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 Nature's Perspective Landscaping
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 Village of Glencoe
 Walgreens
 Walt Disney World Co.
 Wendella Sightseeing Co.
 The West Family
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 Woman's Library Club of Glencoe
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 Yogaview
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