

Family Service of Glencoe

Rooted in Care, Growing Together



**2024 Annual Report
to the Community**

familyserviceofglencoe.org

A Message from our Board President and Executive Director



Dear Friends and Neighbors,

As we reflect on our first full fiscal year as the leaders of Family Service of Glencoe, we are immensely proud of all we have accomplished with your help. We stand on the shoulders of leaders who have seen this organization through over 100 years of growth and change, culture and demographic shifts, and major world events which echo close to home. FSG, with unwavering support from the community, has weathered it all and has risen to the demands of this particular moment in time.

This year has seen unprecedented need and unprecedented success:

- Thanks to our individual donors and grants from the community, foundations, and townships, we experienced a budget surplus for the first time in years. This surplus was immediately re-invested in the program by adding a clinician to our team so that we may keep up with the increasing demand in our services.
- A vital role in our leadership team was filled when Tami Sollo, LCSW was promoted from Staff Therapist to Clinical Director. With decades of experience as both a clinician and program leader, Tami has already proven to be an invaluable asset to our organization. This fiscal year, we experienced no staff turnover. FSG clinicians have maintained strong long-term connections with the community and their clients, improving service delivery and outcomes.
- We completed our five-year strategic plan! We look forward to rolling it out to you in the coming months. We have already started working on our goals. (Sneak peek-keep your eyes peeled for updated mission language and a new website to better communicate our work)
- We provided more service than ever before, serving 261 clients and providing 3,116 counseling sessions, consultations, case management sessions, public safety calls and follow-ups.

- For the fiscal year FY25, we have identified our largest challenge as office space. With more clinicians and clients than ever before, our need for in-person office space has dramatically increased. With 11 staff members and interns sharing just 5 private offices, none of us can be onsite as much as we'd like, and no one – Amber included – has their own dedicated space. We are hopeful that this year will bring a solution to this challenge.

We look forward to working with you to meet the needs of our community and are grateful for your support.

At the heart of our community,



Marny E. Kravenas

Marny E. Kravenas
Board President



Amber Bond, LCPC

**Amber Bond, CCMHC,
LCPC, PMH-C**
Executive Director

Our Mission

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

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LCPC, PMH-C

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Tami Sollo, LCSW
Joan Merlo, LCSW

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Family Service of Glencoe
The Heart of Our Community

Counseling Services

The demand for mental health services on the North Shore escalates each year, influenced in part by the lingering effects of Covid-19, global conflicts, violence in the news, and pressures amplified by social media.

The US Surgeon General has declared a Youth Mental Health Crisis, affecting not just young people but also their families. The 2022 Community Needs Assessment by NorthShore University HealthSystem (now Endeavor Health) highlights a growing demand for mental health services, a shortage of professionals, and the high cost of care in Cook and Lake counties and northern Chicago.

Mental health is one of the health issues that has impacted the community the most and the lack of availability of mental health services was ranked as a weakness in the community.

FSG answered the call by increasing our clinical team each year for the past two years. We have a team of five full-time and three part-time therapists, including a bi-lingual Spanish speaking clinician.



FSG was pleased to enhance its leadership and clinical services in FY24 with the appointment of Tami Sollo, LCSW, to Clinical Director.

Tami joined Family Service of Glencoe in May 2023 as a staff therapist, bringing with her over 26 years of clinical, supervisory, and program development experience. Prior to joining FSG, Tami created a cutting-edge divorce specialty program for a large local nonprofit social services agency, which was designed to assist low to middle income families in being able to divorce. She also trained many peers agencywide in the clinical issues of divorce. While running the divorce specialty program, Tami developed a co-parenting program, which incorporated therapy and mediation techniques. She supervised and developed staff and students to work in this program as part of the collaborative model on which it was based.

Tami's focus is on supervising and developing FSG's clinical staff, overseeing clinical practice, recruiting clinical staff and student interns, developing community education and prevention programs, and ensuring that FSG continues to respond to the evolving clinical needs of the community.

Rooted in Care, Growing Together

As demand for services increased, we responded.

Our impact in FY24:

3,116

Therapy and Case Management Sessions

261

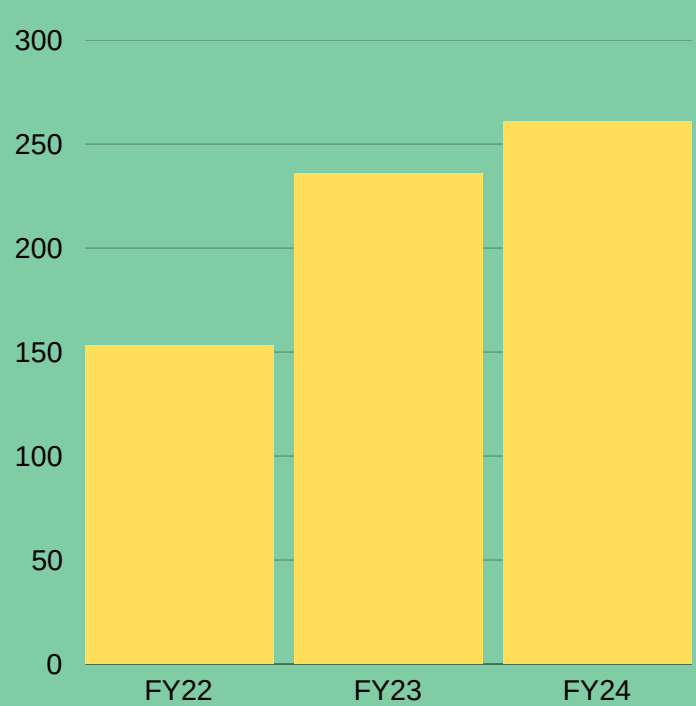
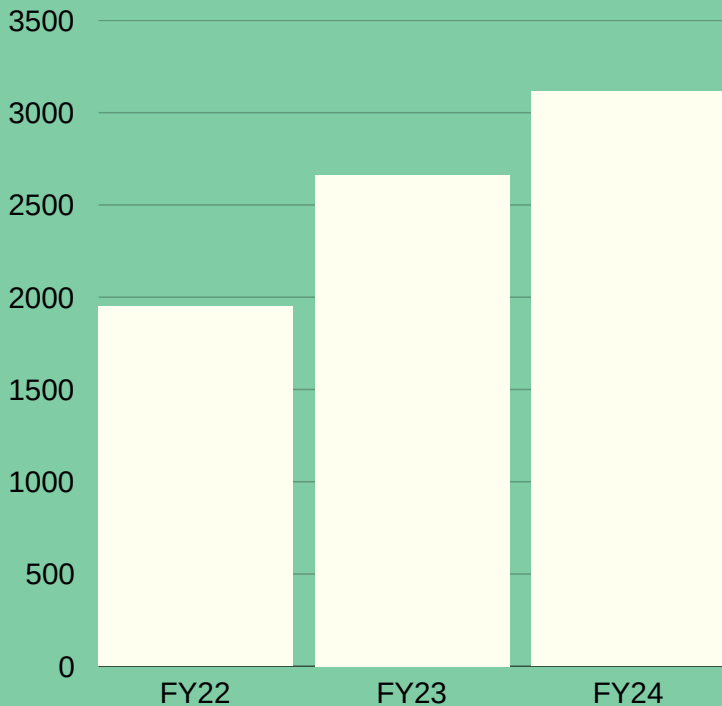
Individuals Served via Counseling and Case Management

150

Glencoe Residents Served via Counseling and Case Management

800+

Glencoe and neighboring community members served through outreach events



Counseling Sessions & Case Management

Clients Served

The FSG counseling program aims to meet community needs with a skilled team using best practices and effective therapeutic techniques. Our clinical staff includes Licensed Clinical Social Workers, Licensed Professional Counselors, and a Licensed Social Worker, each with diverse expertise to address a wide range of client needs. We match clients with therapists based on their specific needs and our ability to offer services in Spanish. Our diverse team of clinicians brings expertise in various 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

Senior Housing Program



Glencoe is a community rich in history where residents choose to stay and raise families for generations. Family Service of Glencoe (FSG) supports the Senior Housing Program, helping low-income seniors age in place. This program provides resources to help seniors remain in their homes, where they've built relationships, raised families, and contributed to the community. In addition to financial assistance, case management services assess needs and offer support for transitions, if safety or quality of life concerns arise.

Case Management

Once a senior is accepted into the Senior Housing Program, they receive wrap around services for continued support. Family Service of Glencoe's Senior Program Manager, Emily Mysel, LCSW provides ongoing case management, so they can continue to live independently in their own homes.

Case management includes, but is not limited to:

- Family consultations
- Weekly produce delivery in the summer
- Connecting and coordinating home repair with Rebuilding Together
- Food Pantry grocery pick-up and delivery
- Help with CJE to reevaluate Medicare benefits to reduce plan expenses
- Well-being checks
- Support during an emergency
- Coordination with Glencoe Public Safety in the event of an emergency
- Holiday food and gift distribution
- Assistance and referrals for help with paperwork, technology, and other services
- Dementia Friendly program information
- Glencoe Cares Program - helps provide Glencoe seniors with additional support when receiving emergency assistance
- KNOXBOX assessment



Emily Mysel, LCSW
Senior Program Manager



Rooted in Care, Growing Together

Other Senior Services

FSG strives to help seniors age with dignity and remain independent in the community. In an effort to meet the needs of our senior adult community in Glencoe, Family Service of Glencoe helps ensure the well-being of all our senior residents (65+). We provide the following services to Glencoe seniors:

Crisis Intervention

FSG social workers may accompany Glencoe Public Safety on crisis calls or are connected with Glencoe seniors following emergency calls.



Memory Screening, Dementia Consultation, and Support

In addition to screening and consultation, FSG social workers support individuals, families, and caregivers in navigating a dementia diagnosis.

Dementia Friendly Glencoe

Initiative for training, education, and collaboration to foster a dementia-friendly culture.



Glencoe Cares Program

A voluntary program that ensures Glencoe Public Safety has immediate access to a senior resident's current medication list, emergency contact numbers, and any advance directives to effectively communicate and honor their needs and long-term wishes during an emergency.

Intake, Assessment, and Referrals

FSG social workers assist seniors in navigating life changes by helping with paperwork and technology, reviewing insurance, managing healthcare, and providing referrals for additional support.



Vibrant Living Group

Each month, Joan Merlo, LCSW, FSG Staff Therapist, leads the Vibrant Living Senior Discussion Group, which offers a supportive space for seniors to connect, share, and find inner balance. Joined by yoga instructor, Judy Roin, the group combines discussion, stretches, breathing, and balancing exercises to promote well-being. This group is open to all seniors regardless of residency.

In the Community

With the support of our community partners, FSG is able to extend its reach throughout Glencoe, the North Shore, and beyond to address a wide range of needs. Through collaborations with our partners, FSG has developed programs that serve individuals of all ages—from young children to seniors aiming to age in place. These initiatives include mental health workshops in schools, community education events, scholarship assessments, and the inclusion of a social worker in crisis situations alongside Glencoe Public Safety. In short, it truly takes a village to support our community, and we are deeply grateful for our dedicated partners!



Highland Park
community foundation

Strengthening Highland Park & Highwood since 1992



NORTHFIELD TOWNSHIP
ILLINOIS



**Glencoe Council for
Inclusion and Community**



Glencoe Junior Kindergarten
and Nursery School



Glencoe District 



**Glencoe Clergy
Association**



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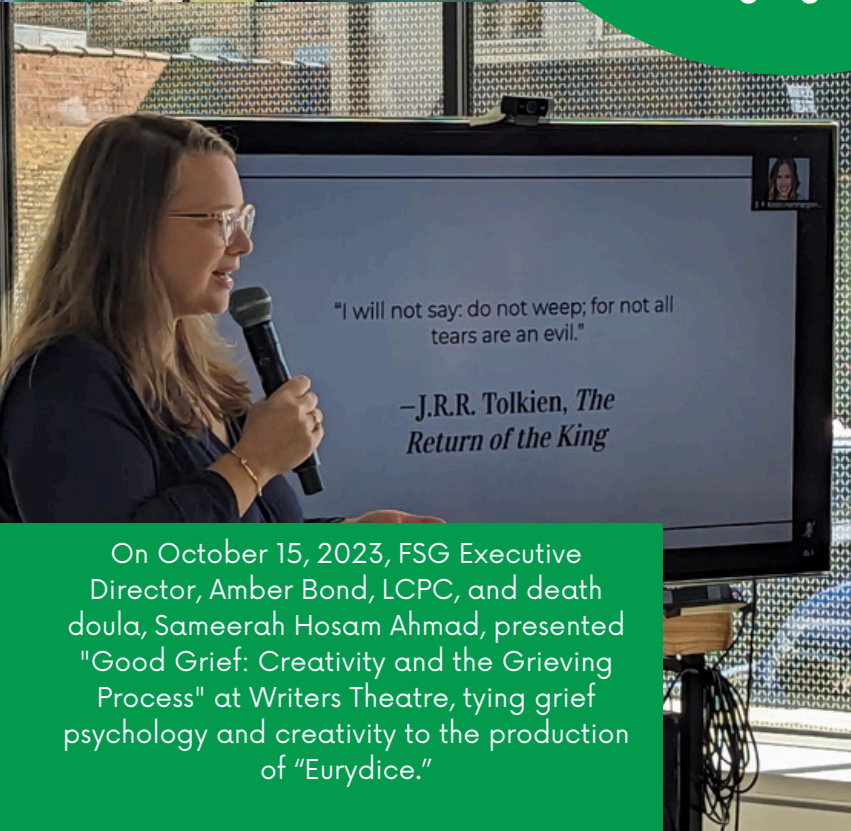
Emily Mysel, LCSW, FSG Senior Program Manager, and Cassandra Firkins, LCSW, Site Director, Expanded Mental Health Services of Chicago, NFP The Kedzie Center, hosted Adult Mental Health First Aid training for the community on December 12, 2023 at Glencoe Village Hall.



On February 25, 2024, FSG Board members hosted the Leap Year on Ice Family Skate Party at Weinberg Family Recreation Center, promoting mental health resources.



FSG has been active in the community throughout the year, adapting its programs and services to meet evolving needs. Key activities included networking with families, collaborating with schools and community partners on various topics, offering assistance and programming for seniors, and hosting meet-and-greet events with village partners. Here are a few highlights!



On October 15, 2023, FSG Executive Director, Amber Bond, LCPC, and death doula, Sameerah Hosam Ahmad, presented "Good Grief: Creativity and the Grieving Process" at Writers Theatre, tying grief psychology and creativity to the production of "Eurydice."



Also on February 25, FSG Outreach Manager, Alex Ochoa, LCSW, and Board President, Marry Kravenas, joined community partners at Aftermath's Day of Connection, offering a supportive space for those impacted by the July 4, 2022 shooting in Highland Park. Attendees shared stories and accessed healing resources.

Our Financial Overview

Financial Overview

July 1, 2023 - June 30, 2024

REVENUE

A - Public Contributions (20%)

(Foundations, Corporations, Religious, and Grants)

B - Development (37%)

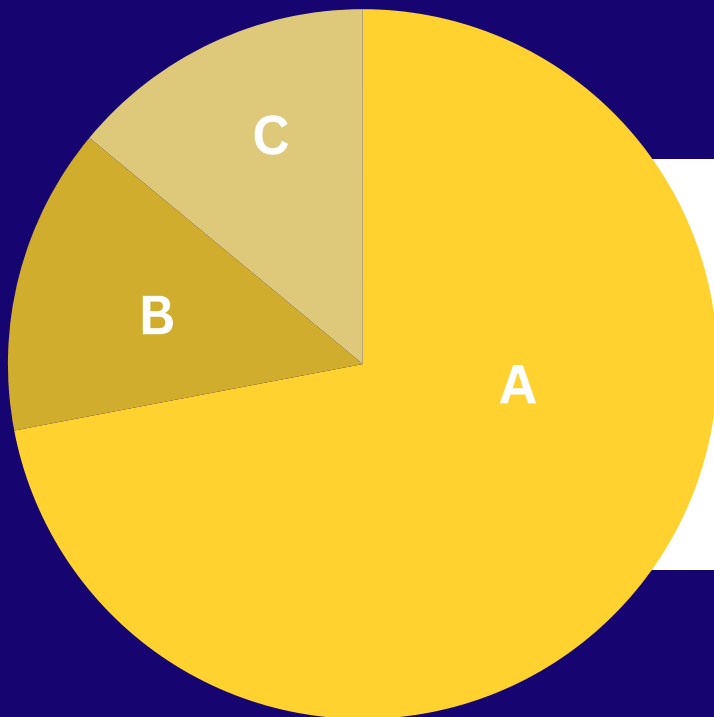
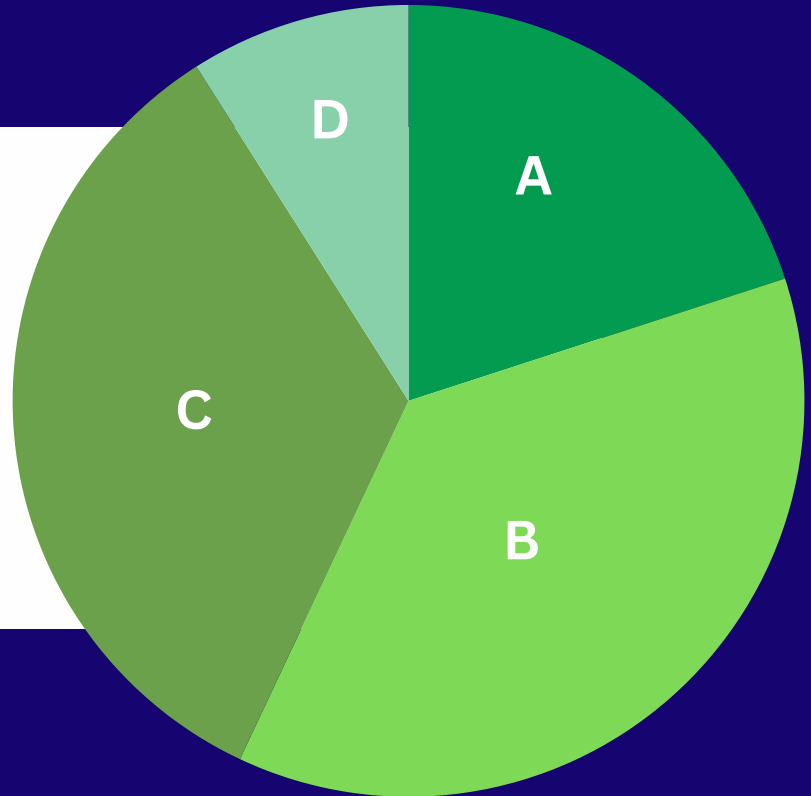
(Special Events, Annual Donations)

C - Program Service Fees (34%)

D - Other Income (9%)

(Investment)

Total \$970,436



EXPENSES

A - Program (72%)

(Counseling & Parent Consultations, Outreach & Education, Crisis Care, Senior Assistance)

B - Fundraising (14%)

C - Administration (14%)

Total \$907,241

Your contributions are making a daily impact on the lives of children, adults, and families. FSG carefully allocates resources to provide prevention, intervention, and crisis care programs, ensuring these services are accessible to all, regardless of financial ability. Diverse funding sources are vital to our financial stability and underscore our collaborative efforts to create a positive impact in the community.



Fundraising Events



Tee Up for FSG



Friends of FSG gathered on September 8, 2023 at Glencoe Golf Club for record fundraising in support of FSG. Thanks to the success garnered by over 120 golfers at this event, FSG's vital programs can continue to flourish and serve even more people in our community.



After being welcomed by Event Chair, Rick Richker, and Board President, Marny Kravenas, golfers enjoyed the scramble event with special contests like "longest drive," "hole in one," "closest to the pin," and "winning foursome." The spirits of both competition and philanthropy were in full swing throughout the day. At the conclusion of the event, Richker and Kravenas hosted a lively happy hour on the deck of the clubhouse, where golfers swapped stories from the day and discussed FSG programs, services, and philanthropic needs with FSG Executive Director, Amber Bond.

Glencoe Under the Stars

Under the stars of a beautiful May evening at Northmoor Country Club in Highland Park, supporters of FSG gathered to celebrate and raise funds for the organization. After the last paddle was raised and the last auction items were claimed, a record-breaking \$280,000 was raised. Speakers focused on perinatal mental health, the often-unaddressed mental health struggles of parents of infants and those experiencing infertility. As Amber Bond, FSG's Executive Director, shared with the group of passionate supporters, the need has never been greater, and no one should struggle alone.



Donor Honor Roll

July 1, 2023 - June 30, 2024

Leadership Circle

\$25,000+

New Trier Township | North Shore Exchange | Village of Glencoe

\$10,000 - \$24,999

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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.

675 Village Court, Glencoe, IL 60022
847-835-5111 familyserviceofglencoe.org
501(c)(3) nonprofit organization