



# FAQ: What Happens When I Call

## Why do people call FSC?

Everyone has “bumps” along the way. FSC clients seek help for a variety of problems including personal stress and anxiety, concerns about children or teens, marital disagreements, financial pressures, alcohol or drug abuse, depression, and grief.

## What happens when I call FSC?

If you call during business hours, an intake coordinator will speak with you to obtain some basic information which will determine the best way for you to find help at FSC. If the FSC office is closed, you may leave a message on the confidential intake line. Calls are returned promptly the following business day.

Following the initial intake call, the therapist assigned to your case will call you to schedule an appointment.

## How long does it take before I can see a therapist?

FSC does not maintain a waiting list. Client appointments are generally scheduled within three to five days of the intake call. Clients can be seen on evenings and weekends.

## How much does it cost? Can I afford to get help?

FSC accepts most insurance plans. As a community-based agency, we offer the finest care at affordable rates. If payment is an issue, your therapist will speak with you about using our sliding fee scale. You will be asked to share information about your family’s income and budget.

## How do I know if therapy will help me?

FSC’s reputation has been built on the help provided by our experienced staff. With compassionate, skilled care, healing can begin. It begins with your call to 847-251-7350.

Family Service Center  
3545 Lake Avenue, Suite 200  
Wilmette, IL 60091  
Intake Line: 847-251-7350  
[www.FamilyServiceCenter.com](http://www.FamilyServiceCenter.com)