



Help is Here

November 2016

Family Service Center

Wilmette • Glenview • Northbrook • Kenilworth

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Renee Z. Dominguez, Ph.D.

A MESSAGE FROM THE EXECUTIVE DIRECTOR

Change is challenging and necessary, and often leads to positive outcomes. This certainly characterizes the past year at FSC. Throughout its 100+ year history, individuals and families have turned to FSC when seeking counseling and support to cope with difficulties in their lives. As an organization, FSC has experienced many changes and challenges this past year in both staffing and operations. As a result, we have grown stronger financially and clinically, using these challenges to improve our capacity to serve clients.

On January 1, 2016, FSC's Board of Directors appointed me as Executive Director. I am proud of the changes FSC has made this past year. Most notably, we adopted a comprehensive electronic health record system, allowing greater ease in scheduling, billing, and documentation. This new system has also helped us improve client care, obtain better data often required by funding agencies, and maximize third party reimbursements. These changes have made FSC a more efficient and financially viable agency.

Most importantly, FSC's primary strengths remained the same. FSC continued to provide high quality, affordable counseling and crisis support services. We engaged in outreach, education, and consultation with our community partners. Additionally, we hired clinicians with varied backgrounds and areas of expertise in order to broaden our treatment offerings. FSC retained multiple long-term clinicians who have provided excellent counseling services to individuals in our communities for over 25 years. FSC continued to help numerous local residents, serving approximately 470 people in counseling sessions and more than 1,000 people at various outreach, educational, and consultation efforts provided by FSC staff. These services, central to FSC's mission, have not changed and will continue to be dominant, steady forces as FSC moves forward.

The changes, as well as the established practices for which FSC is known, could not have occurred without the dedication and loyalty of FSC clinicians, FSC staff, FSC Board of Directors, FSC Advisory Board, FSC community partners, and those of you who have consistently supported FSC. I want to thank all of you for your interest and ongoing support of FSC's mission. I look forward to another year of growth for our agency!

Renee Z. Dominguez, Ph.D.
Executive Director

FSC AT A GLANCE

- Not-for-profit 501(c)(3) mental health agency
- Serves Wilmette, Glenview, Northbrook & Kenilworth
- Founded in 1913 by local community leaders and agencies

FAMILY SERVICE CENTER ~ WHAT WE DO

COMMUNITY NEED

In the four communities served by FSC:

- **18,000 people live at or below low-income levels**
- **14,000 people are not served by health centers**
- **3,300 adults age 25+ have less than a high school education**
- **Suicide mortality rate is 10/100,000 population**
- **Binge drinking rate is 23% of the population**
- **Overdose mortality rate is 10/100,000 population**

FSC CLIENTS

- **FSC serves as a behavioral health safety net to over 450 clients seen in private counseling sessions**
- **1,000+ local residents served annually by FSC in outreach, education or consulting presentations and workshops**
- **Approximately 40% of FSC clients are living at or below low-income levels**
- **90% of FSC clients qualify for a reduced subsidized rate for therapeutic counseling services**

COUNSELING SERVICES

- 14-member clinical staff
- Prompt access to care; no waiting list
- Cases assigned quickly
- First-time clients usually seen within five days of initial call
- Services provided seven days a week
- Most insurance plans accepted
- Subsidized fees available



CRISIS RESPONSE

- Health & Safety Assessments for local schools
- Member of the Crisis Response Network of the North Shore
- Consultation and/or supportive services to community partner agencies

OUTREACH, EDUCATION & CONSULTATION

- Presentations & workshops for parents, teachers, and community groups
- Partnerships with schools, camps, park districts, and police departments

ANNUAL REPORT

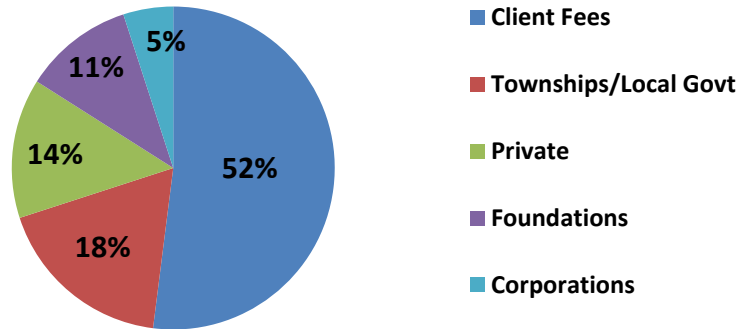
2015 - 2016

Year Ended June 30, 2016

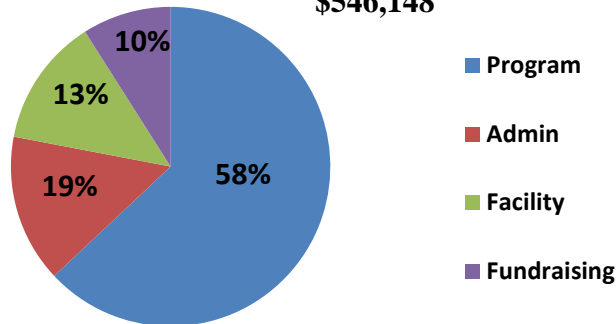
OUR COMMUNITY PARTNERS

Angles
 Avoca School District 37
 Baker Demonstration School
 Boys Hope Girls Hope
 Character Counts! In Glenview
 Counseling Center of the North Shore
 Crisis Response Network of the North Shore
 Erika's Lighthouse
 Family Action Network – FAN
 Family Service of Glencoe
 Glenbrook Hospital
 Glenbrook School District 225
 Glenview Park District
 Glenview Police Department
 Glenview School District 34
 Glenview Values
 Loyola Academy
 New Trier School District 203
 New Trier Township
 North Shore Senior Center
 North Suburban Special Recreation Association – NSSRA
 North Suburban YMCA
 Northbrook Police Department
 Northbrook School District 27
 Northbrook School District 28
 Northbrook School District 30
 Northfield Township
 Pathways Pediatric Therapy Clinic
 Sears-Kenilworth School District 38
 Warming House
 Wesley Child Care Center
 West Northfield School District 31
 Wilmette Fire Department
 Wilmette Police Department
 Wilmette School District 39
 Youth Services of Glenview-Northbrook

Revenue \$553,151



Expenses \$546,148



MAJOR FUNDERS

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New Trier Township
 Northfield Township

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Village of Glenview
 Village of Northbrook

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 Make It Better Media
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