

SUBJECT: 2023 Glenview Village Budget Workshop III

MEETING DATE: October 27, 2022

VILLAGE BOARD REPORT

TO: Village President and Board of Trustees

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Purpose

The third workshop for the 2023 Annual Budget will include the following agenda:

- Corporate Fund Update
- Preliminary Glenview Public Library Operating Fund
- 2022 Tax Levy
- Permanent Fund and TIF Funds
- CIP Update
- Non-Profit Funding

Remaining sections of the 2023 Proposed Budget binder are included in your packet and a complete revised electronic version of the Budget will be provided electronically to all Village Board members. The remaining sections that are being provided in the hard copy version include an updated Table of Contents, Special Revenue Funds budgets, Capital Projects Funds budgets, and an updated CIP summary. Like prior years, any adjustments to the proposed budget will be communicated to the Village Board prior to the adoption of a final budget.

Corporate Fund Update

After Workshop II, there have been minor adjustments to the Corporate Fund 2023 budgeted expenditure estimates resulting in an operating surplus totaling \$380,910. The changes are summarized below and will be reviewed during Workshop III.

- 1) 2022 Projected Revenues and Expenditures – No change.
- 2) 2023 Projected Revenues – No change.
- 3) 2023 Projected Expenditures – Minor changes in operating department costs.

Preliminary 2023 Glenview Public Library Budget and 2022 Proposed Levy

The preliminary 2023 Glenview Public Library Budget and corresponding 2022 proposed property tax levy will be presented by Glenview Public Library Executive Director Lindsey Dorfman with the Library Board and staff present. This preliminary budget includes a levy recommendation that includes new property growth and the annexed property which was formerly Allstate. There is no increase to current property taxpayers. The Library Board will be formally approving their budget in December 2022.

2022 Proposed Property Tax Levy

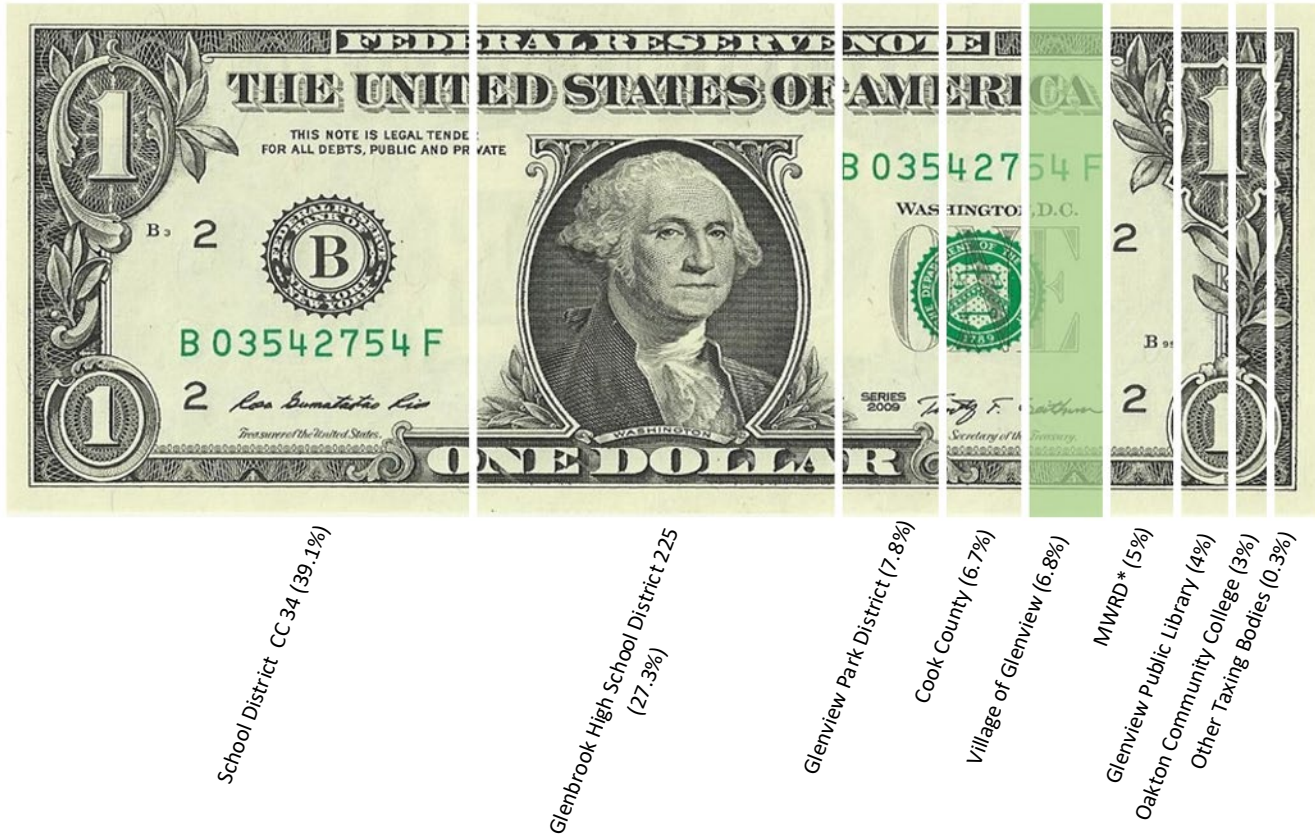
Many taxing jurisdictions in Illinois are subject to the Property Tax Extension Limitation Law (PTELL) which states that year to year increases in property tax extensions are limited to the lesser of 5% or the increase in the Consumer Price Index (CPI). Examples of taxing jurisdictions subject to PTELL are school districts, park districts, and non-home rule municipalities. The PTELL limit for 2022 tax levies for these jurisdictions is 5% as CPI was higher than 5%. Glenview is a home-rule municipality and is not subject to PTELL. However, the Village of Glenview historically has not increased its property tax levy except for new property growth which includes annexations, expired TIFs, and new or improved properties. Those new property tax dollars collected by the Village are paid by the properties within those categories. The proposed 2022 Property Tax Levy being presented at Thursday's Budget Workshop will not include an increase to current property taxpayers. The table below shows an increase of 2.67% or \$402,259 due to new property growth. This amount consists of \$75,346 for the estimated new or improved properties (paid by the new/improved properties) and \$326,914 for the annexed properties formerly owned by Allstate (paid by the annexed property owners).

2022 Proposed Tax Levy Components

Levy Component	2021	2022	Increase/(Decrease)	
	Net Levy Ordinance	Net Levy Ordinance	2022 Increase/(Decrease)	Percentage Increase/(Decrease)
Village of Glenview:				
Corporate Operations	\$2,288,364	\$3,636,676	\$1,348,312	58.92%
Pension - IMRF	1,324,000	1,081,487	(242,513)	-18.32%
Pension - Police Pension	3,852,850	3,814,106	(38,744)	-1.01%
Pension - Fire Pension	5,814,665	5,129,069	(685,596)	-11.79%
Village Debt Service	1,789,300	1,810,100	20,800	1.16%
Total Village Tax Levy	\$15,069,179	\$15,471,438	\$402,259	2.67%

Staff also reviews the breakdown of the property tax levy for Glenview residents. The Village’s portion of a resident’s tax bill paid in 2021 (2020 levy) was only 6.8% of the total bill. The remaining 93.2% were other taxing jurisdictions as shown in the picture below.

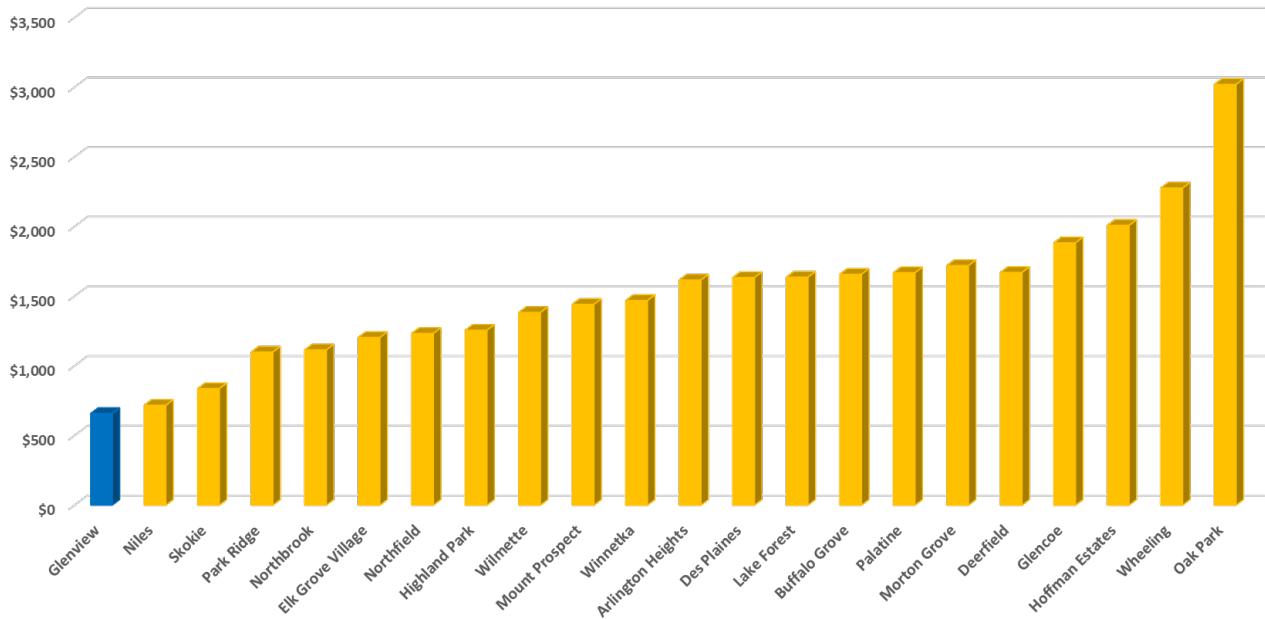
2020 Property Tax Levy Breakdown



***MWRD IS THE METROPOLITAN WATER RECLAMATION DISTRICT OF GREATER CHICAGO**

Another comparison is how Glenview’s property tax rate for the 2020 levy compares to those of neighboring communities. The chart below shows that Glenview’s 2020 tax rate is the lowest of all the municipalities shown below. This is the most recent information available from Cook County.

Property Tax Comparison - Village Levy



The Glen TIF

In 2021, the Village Board passed an ordinance dissolving the successful Glen TIF as of December 31, 2021. The closure ordinance included the establishment of The Glen TIF Cash Reserve Account to fund two specific development projects and Glen TIF related capital projects approved by the Board prior to closure, paying property tax refunds ordered by Cook County post-closure for the tax years that The Glen TIF was open, and administrative costs incurred by the Village for professional, legal, and other services related to the administration of this fund and The Glen TIF Cash Reserve Account.

The development projects of The Glen Town Center theatre project and the Thomas Place improvements are scheduled to be completed by year end while the capital projects are in various stages of completion. The capital projects that will be completed by year end consist of the Patriot/Costco Entrance Intersection Improvements and the Navy Park Fountain maintenance. The capital projects of The Glen Town Center Parking Deck Rehab and The Glen Streetlight Rehab and Painting project are substantially completed, but with final completion scheduled in 2023. An analysis of property tax refunds will be provided in 2023 for fiscal year 2022.

The 2023 budget includes Investment Income of \$93,060 and estimated costs for projects referenced above with final completion in 2023.

Waukegan Road/Golf Road TIF

The Waukegan Road/Golf Road Tax Increment Finance District (“WGTIF”) was established in 2013 and is scheduled to close at the end of 2023 following the last debt service payment. Staff evaluated the possibility of an earlier closure in 2022 due to the success of the WGTIF. Following discussion with legal and an analysis of the current property tax landscape, staff recommends the closure be delayed until 2023 as originally planned. Terminating the WGTIF in 2023 would still result in the WGTIF closing significantly earlier than the allowable 23-year term. The reason for the delay until 2023 is tied to the significant and unprecedented delay this year in

Cook County issuing the 2nd installment property tax bills for the 2021 Tax Year. The bills are normally issued and due by August 1st of each year. This year the issuance and due date is scheduled for November/December timeframe. Taxing jurisdictions have a one-time opportunity to capture the additional property tax revenue when a TIF closes. The County's delayed timeframe will create a burden on those taxing jurisdictions as they try to determine the values of the WGTIF properties in their 2022 tax levies. Leaving the WGTIF open through 2023 will allow for jurisdictions to have the necessary data to make an informed decision on their levies to capture the incremental values. Additionally, jurisdictions would not be negatively impacted as it is anticipated a surplus will be declared for 2022 and distributed to the jurisdictions. The 2023 budget has no significant change compared to 2022.

Capital Improvement Program ("CIP") Update

At Budget Workshop I, staff provided an overview of the CIP process, including the CIP replacement schedule, highlighted 2022 CIP accomplishments, and presented a draft 2023 CIP.

During Budget Workshop III, staff will present a summary of the comments received via email or by marking up an interactive map in response to the Village's October newsletter, as well as a few comments relayed during CIP Public Open House on October 13, 2022. The proposed 2023 CIP includes \$29.89 for new capital projects, plus \$5.75M for re-budgeted capital projects from prior years that are expected to be completed in 2023 for a total CIP of \$35.64M. \$1.3M of the re-budgeted capital projects is related to ARPA funds for lead service line replacements. The \$29.89M CIP includes: \$20.48M for road reconstruction and related underground infrastructure improvements (water and sanitary system projects); \$2.24M for road resurfacing; \$566k for stormwater related projects; and \$6.60M for special projects, (intersection and streetscape improvements, trails, etc.), including design and CIP projects inspections. **Attachment 1** shows a summary of the 2023-2027 CIP sources and uses with a breakdown of the major projects programmed. **Attachment 2** shows the planned segments for the road reconstruction, resurfacing or other infrastructure projects included in the 5-year CIP, and **Attachment 3** is a map of the Village showing the location of 2023 - 2027 CIP projects. The projects slated for the years 2024-2027 of the 5-year CIP are for planning purposes only, as funding for those years will be appropriately allocated by the Board of Trustees during future annual budget cycles.

Included in the Budget Workshop packet are the following items:

- FY2023-2027 Proposed CIP Financial Summary
- FY2023-2027 Proposed Infrastructure Project
- FY2023-2027 Proposed CIP Projects Map
- CIP Open House Comments

Non-Profit Core Service Funding

BACKGROUND:

The Village Board of Trustees has historically allocated funds for certain social services as part of the annual budget cycle. These have been classified into three service categories: Senior Assistance, Youth Mental Health Services and Programming, and Family Mental Health Services and Programming.

On July 15, staff published a comprehensive request for funding application and associated scoring rubric on the Village's website. The scoring rubric is designed to measure the degree to which a service provider can achieve the Village's service delivery goals of effectively and efficiently providing senior assistance and mental health services and programming for incorporated Glenview residents. The rubric evaluates:

- Number of incorporated Glenview residents served annually
- Service provider's ability to articulate the local needs their organization addresses, and the strategies utilized to address those needs
- Specific goals and measurement tools employed by the organization
- Service provider's explanation of their funding request to provide services that support the Village's service delivery goals
- How the organization will measure the impact and success of programming provided through Village funding

Staff received eight requests for funding from various local social service agencies by the August 15 deadline. After receipt of these applications, a staff committee comprised of representatives from several departments conducted an evaluation and scored each request according to the rubric.

Staff developed a preliminary 2023 budget by increasing 2022 on-going funding by the June 2022 Personal Consumption Expenditures Price Index (PCE) of 6.8%. PCE, released monthly by the US Bureau of Economic Analysis, reflects changes in prices of goods and services across a wide range of consumer expenses and reflects changes in consumer behavior. This 6.8% increase was only applied to funding the Board previously provided for on-going programming. In 2022 the Board approved one-time funding to Family Service Center in the amount of \$23,500 for one-time programs. This amount was removed from the 2023 preliminary budget below.

Service Category	2022 One-time Funding	2022 Ongoing Funding	2023 Preliminary Budget
Senior Assistance		\$167,235	\$178,607
Youth Mental Health Services and Programming		\$155,000	\$165,540
Family Mental Health Services and Programming	23,500	\$80,000	\$85,440
Total	\$23,500	\$402,235	\$429,587

Based upon the committee's evaluation of applications and the 2023 preliminary budget, staff has prepared funding recommendations as presented below.

DISCUSSION:

An interdepartmental team was formed to conduct the comprehensive review of the service provider funding requests. This team included Julie Fleckenstein (Police Department Social Worker), Joel Detloff (Police Sergeant and Community Relations Officer), Jeff Rogers (Deputy Director of Community Development), Nick Santoro (Director of Management Services), and Ben Wiberg (Assistant to the Village Manager). Each committee member independently reviewed and scored the requests for funding based upon the provider's ability to

support the Village’s service delivery goals. The full committee then met to discuss service provider’s funding requests in detail and tabulate the average score for each request. Service provider requests were then sorted into their respective funding categories: Senior Assistance, Youth Mental Health Services and Programming, and Family Mental Health Services and Programming.

Finally, requests were sorted into funding bands based upon their average request score. Service providers within the same band are treated the same. Under this system, funds are allocated first to highly qualified service providers, then to qualified service providers, and finally to minimally qualified service providers. If funds are available, requests will be fully funded prior to moving to the next band. If there are multiple agencies within a single band, and funds are insufficient to fully fund all requests, requests for the applicable agencies will be reduced by the same percentage until the requests match the available funding. The funding bands, the score range to qualify for each band, and examples of funding scenarios are included below.

Funding Band Determined by Committee Review	Score Range
Tier 1 Highly Qualified Service Provider - providers that receive this rating have demonstrated a very strong ability to support the Village’s service delivery goals. Based on availability of funds, the Village will strive to fully fund highly qualified service providers.	140-120
Tier 2 Qualified Service Providers - providers that receive this rating have demonstrated a strong ability to support the Village’s service delivery goals. After highly qualified providers are funded, the Village will strive to fully fund qualified service providers.	119-105
Tier 3 Minimally Qualified Service Provider - providers that receive this rating have demonstrated the ability to support the Village’s service delivery goals. If funds are available after funding highly qualified and qualified providers, the Village will strive to fully fund minimally qualified service providers.	104-90
Provider Not Eligible for Funding – The Village will not fund service providers that do not meet the minimum score to be eligible for funding.	Less than 90

Scenario 1 – Funding adequate to fund all qualified service providers. Requests for funding rated into the same band.

Available Budget:			\$75,000
Agency	Funding Band	Request	Recommended Funding
Agency A	Tier 1	\$50,000	\$50,000
Agency B	Tier 1	\$25,000	\$25,000
Recommended Funding:			\$75,000

Scenario 2 – Funding adequate to fund all qualified service providers. Requests for funding rated into different bands.

Available Budget:			\$75,000
Agency	Funding Band	Request	Recommended Funding
Agency A	Tier 1	\$50,000	\$50,000
Agency B	Tier 2	\$25,000	\$25,000
Recommended Funding:			\$75,000

Scenario 3 – Funding not adequate to fund all qualified service providers. Requests for funding rated into different bands. Funding allocated first to the Tier 1 service provider.

Available Budget:			\$50,000
Agency	Funding Band	Request	Recommended Funding
Agency A	Tier 1	\$50,000	\$50,000
Agency B	Tier 2	\$25,000	\$0
Recommended Funding:			\$50,000

Scenario 4 – Funding not adequate to fund all qualified service providers. Requests for funding rated in the same band. Funding allocated to both agencies with each request being decreased by the same percentage to allocate funding within the available budget.

Available Budget:				\$50,000
Agency	Funding Band	Request	% Request Reduction	Recommended Funding
Agency A	Tier 1	\$50,000	33.33%	\$33,333
Agency B	Tier 1	\$25,000	33.33%	\$16,667
Recommended Funding:				\$50,000

Non-Profit Funding Committee Recommended Funding for 2023 Budget

Youth Mental Health Services/Programming – Two requests for funding were received under this category from Youth Services of Glenview and Northbrook and CATCH.

Per their funding request, Youth Services provides early intervention, intervention, and crisis response services to the community. Youth Services’ 2023 request is for \$168,000, which represents an 8.3% increase from their 2022 request, plus the continuation of landscaping services and restarting snowplow services (estimated total cost of \$8,000). Their proposal outlines programming to be provided with the requested funds, which includes individual/group therapy, afterschool & summer programming to Greenwood and Sunset Village, juvenile diversion, study buddies, emergency response services, coffee talk for Spanish speaking mothers, and pride youth. The request for funding was scored 124.8 and designated as a Tier 1 highly qualified service provider. The committee is recommending funding of \$165,540, which partially funds their request within the preliminary budget for youth mental health services/programming, plus the continuation of landscaping services and reintroduction of snowplow services by the Village.

Per their funding request, CATCH, or Community Action Together for Children’s Health provides educational programs featuring local and nationally recognized speakers, community events, awareness campaigns and programs, online resources, and regular peer support groups. CATCH submitted a 2023 funding request of \$3,800 and as a first-time applicant is within the \$15,000 limit. Their proposal would provide funding for 740 CATCH Mental Health Coping Kits to be distributed to the incoming freshmen at Glenbrook South High School. These Kits are meant to empower students to care for themselves and provide resources for them to reach out for help if needed. The request for funding was scored 82.8 and designated as not qualified for funding from the Village. The application failed to meet the requirements in regards to explanation of the local needs the organization addresses, the strategies used to address those needs, and how the organization establishes goals and measures progress and outcomes.

Available Budget:					\$165,540
Agency	Average Request for Funding Score	Funding Band	2022 Funding	2023 Request	2023 Recommended Funding
Youth Services of Glenview Northbrook	124.8	Tier 1	\$155,000 plus landscaping services (est. \$4,000)	\$168,000 plus landscaping and snowplow services (est. \$8,000)	\$165,540 plus landscaping and snowplow services (est. \$8,000)
CATCH	82.8	Not Qualified	N/A	\$3,800	\$0
Total Recommended Funding:					\$165,540

Senior Assistance Services - One request for funding was received under this category from North Shore Senior Center (NSSC). Per their funding request, NSSC provides programs and services designed to help older adults navigate the challenges of remaining in their homes, avoiding isolation, and maintaining their independence by connecting them to community resources. NSSC's 2023 request is for \$167,235 which is the same amount that was funded in 2022. Their proposal outlines programming to be provided with the requested funds including an on-site Senior Services Coordinator, Senior Housing Assistance Program, and Angel Funds (grants for emergency financial assistance). The request for funding was scored 120.8 and designated as a Tier 1 highly qualified service provider. The committee is recommending funding of \$167,235, which fully funds the request and is under the available budget by \$11,372.

Available Budget:					\$178,607
Agency	Average Request for Funding Score	Funding Band	2022 Funding	2023 Request	2023 Recommended Funding
North Shore Senior Center	120.8	Tier 1	\$167,235	\$167,235	\$167,235
Total Recommended Funding:					\$167,235

Family Mental Health Services/Programming – Three requests for funding were received under this category from The Josselyn Center, Family Service Center, and the National Alliance on Mental Illness Cook County North Suburban. This is an increase from two requests in 2022.

Per their funding request, The Josselyn Center is a certified Community Mental Health Center that provides comprehensive mental health services to low-income individuals. They are also the sole provider of outpatient psychiatry services in a 375 square mile area for Medicaid recipients. The Josselyn Center's 2023 request is for \$61,000 which is a \$6,000 increase from 2022. Their proposal outlines programming to be provided with the requested funds including providing therapy and psychiatric services to residents of incorporated Glenview, including those who receive Medicaid. The Josselyn Center request for funding was scored 116.2 and designated as a Tier 2 qualified service provider.

Per their funding request, Family Service Center provides accessible evidence-based counseling, crisis response, outreach and education to the individuals, families, and the community. Family Service Center's 2023 funding request outlines programming to be provided with the requested funds including supporting the delivery of counseling services to incorporated Glenview residents and assistance in offsetting a portion of the cost of

unfunded services to low-income residents. Family Service Center’s 2022 request for these services is \$27,350. The request for funding was scored 112.8 and designated as Tier 2 qualified service provider.

In 2022, the Family Service Center also received \$23,500 for a one-time project cost for programming types outside the scope of services historically funded by the Board. This programming included educational programming (\$4,500), digital outreach (\$10,000), skill building (\$7,500), and crisis response (\$1,500). At the time of approval at Budget Workshop III, it was stated this additional funding was one-time and would not be repeated in future years. For the year of 2023, there was an additional request for services outside historically funded services in the amount of \$9,000 for a Spanish language program (\$7,500) and crisis response (\$1,500). The Committee did not include these services in their recommendation and instead included details later in this memo for board consideration.

Per their funding request, the National Alliance on Mental Illness Cook County North Suburban (NAMI CCNS) provides mental health services in the form of peer support to individuals living with mental illness, teaches appropriate support methods of support and assistance for those affected by mental illness, and works to end stigmas of mental illness through public education and advocacy. NAMI CCNS submitted a 2023 request of \$8,500, which is within the first-time applicant limit of \$15,000 to provide in-person and online workshops, support groups, and crisis-intervention activities. Their funding request also includes the administration of 500 mental health self-care kits to residents throughout Glenview. Their request for funding was scored 78.2 and therefore not qualified for funding. The application failed to meet the requirements in regards to their explanation of the organization’s grant proposal, their efforts to collaborate and decrease duplication of services, and the engagement with their audience.

Below is breakdown of the funding requests for this category. Both The Josselyn Center and Family Service Center were rated as Tier 2 qualified agencies. The budget is not adequate to fully fund both requests. Per the funding policy the requests were both reduced by 3.2937% to fit within the existing budget.

					Available Budget:	\$85,440
<i>Agency</i>	<i>Average Request for Funding Score</i>	<i>Funding Band</i>	<i>2022 Funding</i>	<i>2023 Request</i>	<i>2023 Recommended Funding</i>	
The Josselyn Center	116.2	Tier 2	\$55,000	\$61,000	\$58,990.84	
Family Service Center	112.8	Tier 2	\$25,000	\$27,350	\$26,449.16	
National Alliance on Mental Illness Cook County North Suburban (NAMI CCNS)	78.2	Not Qualified	N/A	\$8,500	\$0	
Total Recommended Funding:					\$85,440	

Requested Service Categories not previously funded – Two requests were received from agencies that provide services the Village Board has not previously funded. Staff determined the services did not fit into the Senior, Youth, or Family Mental Health Services and Programming service categories. Descriptions of the organizations and their funding requests as well as additionally funding requested by Family Service Center that has not been previously funded or previously funded as a one-time request is included below.

Per their funding request, Meals on Wheels addresses the nutritional and broader social needs of individuals with disabilities, in addition to education and connections to support services. In delivery of meals to needing patients, volunteers assess the needs of their clients and make recommendations for further assistance. Meals

on Wheels submitted a 2023 funding request of \$15,000 which is the limit for first-time applicants to introduce subsidies for Glenview’s aging population that have difficulty affording more nutritious meals. Their funding request was scored a 60.8 which does not qualify the agency for funding. The application failed to meet the requirements in regards to their explanation of the grant proposal, the local needs the organization addresses, the strategies used to address those needs, and how the organization establishes goals and measures progress and outcomes.

Per their funding request, the Housing Opportunity Development Center (HODC) provides affordable housing to low- and moderate-income households to individuals with disabilities and offer counseling and assistance to their tenants when necessary. HODC submitted a 2023 request of \$15,000 which is the limit for first-time applicants to partially offset the cost of the Service Coordinator position at the Axley Place located at 3235 North Milwaukee Avenue in Glenview. This position manages and provides access to necessary supportive services in the community, and manages and develops cases, programs, and resources for the current tenants. HODC’s funding request was scored at 49.8 and does not qualify the agency for funding. The application failed to meet the requirements in regards to their explanations of the local needs the organization addresses, the strategies used to address those needs, how the organization establishes goals and measures progress and outcomes, and their explanation of annual fundraising and pursuit additional revenue stream attempts. Additionally, as mentioned in the previous section, the Family Service Center received funding in a one-time cost of \$23,500 for 2022. For their 2023 funding request, \$9,000 total was requested in ancillary, not previously funded services. Crisis response was included in the amount of \$23,500 in 2022, but was notably designated to be a single, one-time expenditure. A cost breakdown has been included below of the additional request.

<i>Family Service Center Programming</i>	<i>Program Benefits Provided by Family Service Center</i>	<i>Family Service Center – Funding Request</i>
Spanish Language Program	Evidence-based culturally appropriate individual and family counseling and consultation sessions as well as adaptation, outreach, and delivery of educational programming in Glenview. These services will provide symptom relief and improved functioning to many who participate	\$7,500 – can subsidize the cost of to low-or-no insurance resident Spanish language therapy sessions (50 x \$153 per session)
Crisis Response (funded as one-time in 2022)	Ensuring seasoned clinicians are available to respond to assess an individual’s immediate safety, as well as offer organizational support in times of unexpected crisis.	\$1,500 – offsets clinical staff costs to respond to 20 hours of community crisis (\$75 per hour for 20 hours)
	Total Requested Funding	\$9,000

<i>Agency</i>	<i>Average Request for Funding Score</i>	<i>Funding Band</i>	<i>2022 Funding</i>	<i>2023 Request</i>	<i>2023 Recommended Funding</i>
Meals on Wheels	60.8	Not Qualified	N/A	\$15,000	\$0
Housing Opportunity Development Commission (HODC)	49.8	Not Qualified	N/A	\$15,000	\$0

Family Service Center Ancillary Services	112.8	Tier 2	N/A	\$9,000	\$0
Total Recommended Funding:					\$0

Committee Recommendation

The table below summarizes the committee’s findings and recommended funding levels. Funding for each organization is based upon the service provider’s ability to support the Village’s service delivery goals of effectively and efficiently providing senior, youth, and family assistance in the form of mental health services and programming for incorporated Glenview residents as determined by the scoring rubric as well as the available budget. The recommendations below include full utilization of the available budget for Youth and Family Mental Health Services/Programming and a remaining budget of \$11,372 in the Senior Assistance category.

Agency	Funding Score	Funding Band	Service Category	2022 Funding	2023 Budget by Category	2023 Request	2023 Recommended Funding
Youth Services of Glenview Northbrook	124.8	Tier 1	Youth Mental Health Services/Programming	\$155,000 plus landscaping services (est. \$4,000)	\$165,540	\$168,000 plus landscape and snow removal services (est. \$8,000)	\$165,540 plus landscape and snow removal services (est. \$8,000)
North Shore Senior Center	120.8	Tier 1	Senior Assistance	\$167,235	\$178,607	\$167,235	\$167,235
The Josselyn Center	116.2	Tier 2	Family Mental Health Services/Programming	\$55,000	\$85,440	\$61,000	\$58,990.84
Family Service Center	112.8	Tier 2	Family Mental Health Services/Programming	\$25,000 + one-time project costs of \$23,500		\$27,350	\$26,449.16
Total:				\$425,735	\$429,587	\$423,585	\$418,215

Staff is seeking discussion and final direction on these recommendations, as well as the additional funding requests from Family Service Center.

ATTACHMENTS:

1. FY2023-2027 Proposed CIP Financial Summary
2. FY2023-2027 Proposed Infrastructure Project
3. FY2023-2027 Proposed CIP Projects Map
4. CIP Open House Comments
5. Supplemental Information for Non-Profit Funding

ATTACHMENT 1

Capital Improvement Program (CIP) Summary FY2023-2027

Capital Improvement Program Summary

Capital Improvement Program	2022 Budget	2022 Estimate	2023 Budget	2024 Projection	2025 Projection	2026 Projection	2027 Projection
Sources							
Prior Year's Balance	5,775,504	4,722,321	3,230,112	0	0	(0)	-
Grants	5,234,629	2,471,783	10,770,413	22,000	-	565,000	280,000
Prior Year MFT Fund Balances	-	-	-	-	-	-	-
Appropriated Prior Year Corporate Fund Balance	-	-	-	-	-	-	-
All Other Revenues	25,077,856	23,463,020	21,635,780	22,025,212	19,826,593	21,899,384	22,251,263
Total Available	36,087,989	30,657,123	35,636,304	22,047,212	19,826,592	22,464,384	22,531,263
Uses (Major Projects)							
Design/Project Management	2,104,652	1,698,313	2,634,031	1,812,840	1,581,610	1,762,509	1,685,000
Annual Road Resurfacing	4,538,398	4,641,441	2,242,806	3,524,467	3,809,964	4,657,243	1,384,879
Water System Projects	4,349,327	2,963,074	9,361,075	2,852,403	5,264,533	4,368,492	8,613,669
Road Reconstruction	12,780,791	12,351,248	12,112,000	12,663,833	4,723,147	8,748,766	7,066,645
Special Projects							
East Lake/Waukegan Intersection	317,146	17,146	525,000	-	990,000	-	-
1700 Block Downtown Parking (near river)	1,000,000	-	800,000	-	-	-	-
Intelligent Traffic Management Program	50,000	-	500,000	-	-	-	-
I294 Ramp (Phase I)	420,000	-	360,000	-	-	-	-
Chestnut Avenue Reconstruction & Bike Path	1,290,940	85,607	1,255,000	-	-	-	-
Outdoor Dining, Parklets and Streetscape Improvements	500,000	27,000	473,000	-	-	-	-
Willow & Pfingsten Improvements & Willow Resurfacing IDOT	47,048	-	297,048	-	-	-	-
Pfingsten-West Lake-East Lake Improvements	-	-	225,000	-	-	450,000	700,000
Glenview/Harlem Streetscape Engineering	200,000	-	250,000	250,000	-	-	-
Waukegan Streetscape Engineering	-	-	400,000	300,000	350,000	455,000	350,000
Glenview Road Bridge over Middle Fork of NBCR - Engineering	150,000	40,000	160,000	-	-	-	-
Sign Construction - Phase I	200,000	17,000	183,842	-	-	-	-
Bike and Sidewalk Plan Updates and ADA Transition Plan	150,000	104,485	35,000	-	-	-	-
Milwaukee/Zenith Intersection Pedestrian Improvements	-	-	550,000	-	-	-	-
Longvalley Bank Stabilization	-	-	400,000	-	-	-	-
Willow/Shermer Intersection	160,000	-	160,000	-	-	250,000	-
Public Works Campus Project	-	-	519,500	-	-	-	-
Willow Road Bridge Replacement at Techny Basin	-	-	-	-	50,000	-	-
Other Special Projects	1,823,078	663,951	576,970	369,370	1,499,957	1,572,957	1,609,957
Stormwater Projects							
Quickwin Storm Improvements	50,000	30,000	50,000	83,155	60,000	50,000	50,000
Stormwater Master Plan Updates	275,000	75,000	515,000	-	-	-	-
Storm Sewer Lining	55,000	55,000	95,000	59,643	77,272	29,743	-
Tall Trees Improvements - Phase 1	2,930,000	2,930,000	-	-	-	-	-
Lehigh Detention	-	-	-	-	1,305,437	-	-
Other Stormwater Projects	2,696,609	1,727,746	956,032	131,500	114,672	119,673	1,071,114
Total Uses (Major Projects)	36,087,989	27,427,011	35,636,304	22,047,212	19,826,592	22,464,383	22,531,263
Prior Year Projects	1,723,036	1,723,036	-	-	-	-	-
Estimated Ending Balance	-	3,230,112	0	0	(0)	2	(0)

ATTACHMENT 2

CIP 2023-2027 Road Program List



LEGEND:
Road Program
CDS = Cul-de-sac
SSA Program

**2023-2027 ROAD PROGRAM
(As Proposed)**

2023 ROAD RESURFACING		
Street Name	From	To
Gladish Lane	Glenview Road	North End
Thistle Road	Independence Avenue	Lehigh Avenue
Thistle Road	Annapolis Drive	Independence Avenue
Bluestem Lane	Chestnut Avenue	Cottonwood Drive
Cottonwood Drive/Fielding Drive	Thistle Road	Primrose Lane
Timothy Drive	Primrose Lane	Cottonwood Drive
Daisy Avenue	Bluestem Lane	Primrose Lane
Independence Avenue	Fielding Drive	Patriot Boulevard
Indian Ridge	Mohawk Lane	Osage Drive
Indian Ridge CDS	Indian Ridge	end of CDS
Prairie Lawn Road	Independence Avenue	East Lake Ave (Corp Limit)
Peachgate Road/Lane & CDS's	Prairie Lawn Road	Peachgate Lane
Huber Lane	East Lake Avenue	North CDS
Monroe Avenue	North End	Chestnut Avenue
Jefferson Avenue	Monroe Avenue	West End
Rogers Avenue	Monroe Avenue	West End
Huber Lane	Harrison Street	Central Road
Alley Reconstruction	Waukegan Road	Maplewood Lane
MARS Asphalt		
MARS Concrete Supplemental to PW		
	Total Length	4.6 Miles

2023 ROAD RECONSTRUCTION		
Street Name	From	To
Blackthorn Drive	Sequoia Trail	Silverwillow Drive
Redbud Lane	Basswood Circle	Blackthorn Drive
Maclean Court	West End	Waukegan Road
Linneman Street	Larkdale Drive	Elm Street
Spruce Street & Alleys	Linneman Street	Henley Street
Spruce Street	Glenview Road	Fir Street
Washington Street	Golf Road	Colfax Avenue
Lincoln Street	Colfax Avenue	Harrison Street
Prairie Lawn Road	Linneman Street	Glenview Road
Mary Kay Lane (WATER)	Maple Leaf Drive	Greenwood Road
Lilac Avenue (WATER)	Maple Street	Milwaukee Avenue
Dearlove Road (WATER)	Central Road	Milwaukee Avenue
Wildberry Drive (WATER)	South CDS	1820 Wildberry Drive
	Total Length	3.8 Miles

2024 ROAD RESURFACING		
Street Name	From	To
Pick Lane & CDS's (WATER)	Short Lane	Central Parkway
Short Lane (WATER)	Central Road	Pick Lane
Covert Road & CDS (WATER)	Shermer Road	Pick Lane
Flora Avenue	Village Limits	Fontana Drive
Fontana Drive	Washington Road	Bel Air Drive
Harrison Street	Shermer Road	Flora
Crestwood Lane	Glendale Road	East CDS
Lindenwood Lane	Glendale Road	East CDS
Bellwood Lane	Greenwood Road	East End
Collins Avenue	Bellwood Lane	North End
Gregory Drive	Milwaukee Avenue	End of CDS
Arbor Lane	Glenview Road	South End
Wagner Court	Wagner Road	West CDS
Johns Drive	Chestnut Avenue	Ravine Way
Alley Reconstruction		
MARS Asphalt		
MARS Concrete Supplemental to PW		
	Total Length	3.8 Miles

2024 ROAD RECONSTRUCTION		
Street Name	From	To
Sequoia Trail	East Lake Avenue	Chestnut
Tulip Tree & Alder Place	Sequoia Trail	End of CDS
Linneman Street	Elm Street	Harlem Avenue
Elm Street	Linneman Street	Henley Street
Sumac Circle	West End	East End
Fir Street	Shermer Road	East End
Cedarwood Lane	Linden Leaf Drive	Swainwood Drive
Roosevelt Street	Prairie Street	Fir Street
Huckleberry Lane	Wagner Road	West End
Hawthorne Lane	Lake Avenue	Elmwood Avenue
Greendale Road (WATER)	Central Road	Greenwood Road
Wagner Road (WATER)	Kenilworth	South of De L'ogier
Wildberry Drive Rear Yards (WATER)	Tanglewood Drive	Waukegan Road
Elm Street (WATER)	Colfax Avenue	Harrison Street
	Total Length	3.2 Miles

2025 ROAD RESURFACING		
Street Name	From	To
Glen Oak Drive	North End	Ridgewood Lane
Linden Lane	Wagner Road	West End
Fielding Drive	Primrose Lane	Constitution Drive
Constitution Drive	Fielding Drive	Independence Avenue
Enterprise Drive	Chestnut Avenue	Fielding Drive
Annapolis Drive	Fielding Drive	Constitution Drive
Nimitz Drive	Patriot Blvd	Constitution Drive
Primrose Lane	Indigo Lane	Fielding Drive
Swainwood Drive & CDS's (WATER)	West CDS	Roosevelt Avenue
Swainwood Drive	Roosevelt Avenue	Spruce Drive
Roosevelt Avenue	Fir Street	Swainwood Drive
Fir Street	Roosevelt Avenue	Spruce Street
Alvin Court	South End	North End
Buttonwood Lane	Swainwood Drive	North End
Spruce Drive	Fir Street	Lehigh Avenue
McArthur Drive	Shermer Road	Harlem Avenue
Glenwood Lane/Dell Place	Glenview Road	Glendale Road
Knollwood Lane/Springdale (WATER)	Glendale Road	Glendale Road
Alley Reconstruction		
MARS Asphalt		
MARS Concrete Supplemental to PW		
	Total Length	4.2 Miles

2025 ROAD RECONSTRUCTION		
Street Name	From	To
Lincoln Street	Golf Road	Colfax Avenue
Henley Street	Waukegan Road	Railroad Avenue
Raleigh Road (WATER)	Glenview Road	North CDS
Glenview Road (WATER)	Raleigh Road	Thomwood Lane
Maple Leaf Drive & CDS (WATER)	Greenwood Road	Mary Kay Lane
Meadow Lane (WATER)	Central Road	Greendale Road
	Total Length	2.0 Miles

2026 ROAD RESURFACING		
Street Name	From	To
Ravine Way	Old Willow Road	Willow Road
Ridge Drive	Ravine Way	Ravine Way
Claire Court	Ravine Way	End of CDS
Pickwick Avenue	Thornwood Avenue	West Lake Avenue
Thornwood Avenue	Greenwood Road	East End
Thornwood Avenue	Imperial Drive	Greenwood Road
Countryside Lane	Milwaukee Avenue	Village Limits
Rugen Road	Lehigh Avenue	West End
Evergreen Terrace (WATER)	Pendleton Lane	North CDS
Plymouth Lane (WATER)	Evergreen Terrace	Huntington Drive
Pendleton Lane (WATER)	Evergreen Terrace	Sunset Ridge Road
Arbor Lane (WATER)	Heatherfield Lane	Wilmette Avenue
Alley Reconstruction		
MARS Asphalt		
MARS Concrete Supplemental to PW		
Total Length		3.4 Miles

2026 ROAD RECONSTRUCTION		
Street Name	From	To
Elm Street	Glenview Road	Dewes Street
Lincoln Street	Glenview Road	Henley Street
Lincoln Street	Larkdale Drive	Linneman Street
Larkdale Drive	Harlem Avenue	Pavement Change
Linneman Street	Waukegan Rd	Railroad Avenue
Elm Street	Golf Road	Colfax Avenue
Grove Street (WATER)	Raleigh Road	Waukegan Road
Vernon Drive (WATER)	Raleigh Road	North CDS
Hillside Road (WATER)	Central Road	Meadow Lane
Revere Road (WATER)	Central Road	Meadow Lane
Valley Lo Lane (WATER)	Monroe Avenue	Wildberry Drive
Total Length		2.5 Miles

2027 ROAD RESURFACING		
Street Name	From	To
Cariann Lane	Lake Avenue	Mark Drive
Mark Drive	Cariann Lane	Cariann Drive
Windsor Drive (WATER)	Glenview Road	Golfview Road
Golfview Road (WATER)	East of Golfview Lane	Wagner Road
Nottingham Avenue	Harrison Street	South End
Harrison Street	Harlem Avenue	Waukegan Road
Greenfield Drive & CDS's	Harrison Street	Shermer Road
Fernwood Lane	Greenfield Drive	Harrison Street
Bel-Air Drive (WATER)	Harrison Street	South CDS
Park Drive (WATER)	Glenview Road	Glenview Road
Bette Lane	Glenview Road	Denise Court
Tracey Court	Bette Lane	East CDS
Denise Court	Bette Lane	East CDS
Pam Anne Drive (WATER)	Knollwood Lane	South and North CDS
Alley Reconstruction		
MARS Asphalt		
MARS Concrete Supplemental to PW		
Total Length		3.9 Miles

2027 ROAD RECONSTRUCTION		
Street Name	From	To
Virginia Lane	Michael Manor	Washington Street
Virginia Court W & E	Virginia Lane	South End
Prairie Street	Roosevelt Avenue	Spruce Street
Covert Road	Huber Lane	Michael Manor
Maple Street (WATER)	Linden Avenue	West Lake Avenue
Maple Leaf Drive (WATER)	Strawberry Lane	Greenwood Road
Greenwood Road & CDS (WATER)	Maple Leaf Drive	Mary Kay Lane
Laramie Avenue (WATER)	Glenview Road	South End
Total Length		1.6 Miles

TOTAL RESURF -	19.9 Miles
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TOTAL RECON	13.1 Miles
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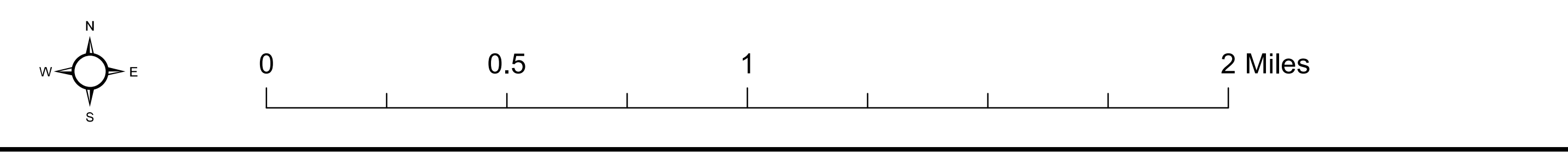
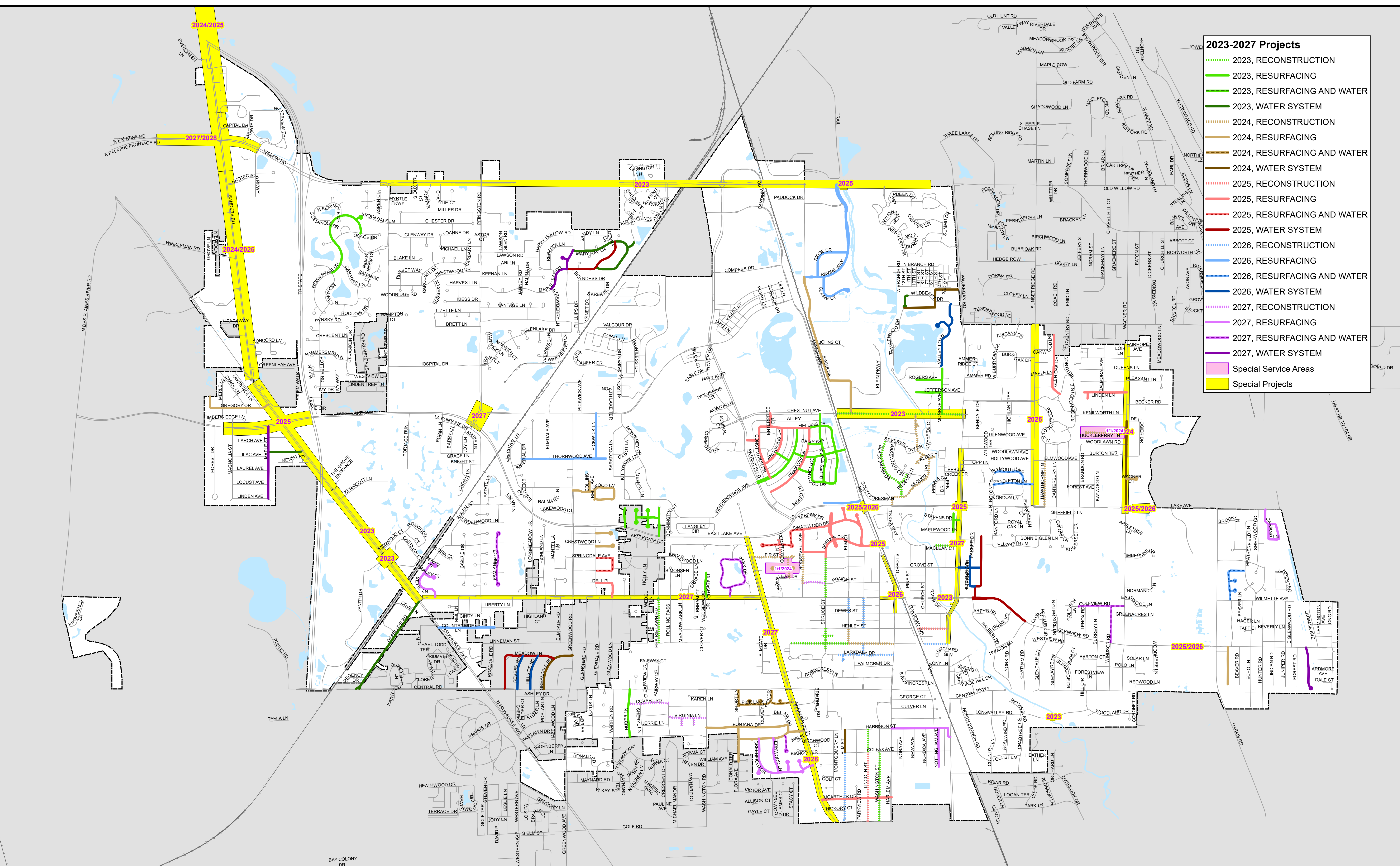
5-yr. CIP will be posted on the Village website at: <http://www.glenview.il.us/Pages/ConstructionProjects.aspx>



ATTACHMENT 3

CIP 2023-2027 Road Program Map

- 2023-2027 Projects**
- 2023, RECONSTRUCTION
 - 2023, RESURFACING
 - 2023, RESURFACING AND WATER
 - 2023, WATER SYSTEM
 - 2024, RECONSTRUCTION
 - 2024, RESURFACING
 - 2024, RESURFACING AND WATER
 - 2024, WATER SYSTEM
 - 2025, RECONSTRUCTION
 - 2025, RESURFACING
 - 2025, RESURFACING AND WATER
 - 2025, WATER SYSTEM
 - 2026, RECONSTRUCTION
 - 2026, RESURFACING
 - 2026, RESURFACING AND WATER
 - 2026, WATER SYSTEM
 - 2027, RECONSTRUCTION
 - 2027, RESURFACING
 - 2027, RESURFACING AND WATER
 - 2027, WATER SYSTEM
 - Special Service Areas
 - Special Projects



ATTACHMENT 4

CIP Open House Comments

Village CIP Outreach (September – October 2022):

Over the past several weeks the Village has promoted the opportunity to comment on the Village’s Capital Improvement Program (CIP) utilizing the following methods:

- October Village Newsletter sent to every Glenview mailing address
- In-person CIP Open House at Village Hall on October 13, 2022
- Headline on the Village website
- By email to CapitalProjects@glenview.il.us
- On a virtual CIP map that could be accessed [online here](#)
- Notifications via eGlenview

Public CIP Comments:

Concerns relayed regarding roadway or infrastructure conditions and the expected timeframe for improvements to those roads are listed below:

- 500 block of Huber Lane – Programmed for resurfacing in FY2023
- Raleigh Road water main – Programmed for replacement in FY2025
- Valley Lo water main – Programmed for replacement in FY2026
- Alleys behind Dewes and Glenview, east and west of Lincoln Street – Programmed for reconstruction in FY2024
- Fontana Drive – Programmed in FY2024 for resurfacing
- Bel Air Drive – Programmed in FY2026 for resurfacing
- Winnetka Road – east of Pfingsten – MARS-C completed in FY2022; Road to be considered for the full reconstruction in FY2028-2029
- Greenwood Road – Between Happy Hollow and Winnetka – MARS-C in completed in FY2022; Section of Greenwood Road programed for reconstruction and water main improvements in FY2027. The remaining section to be considered for the full improvements in FY2028-2029
- Arbor Lane – north of Wilmette Avenue – Programmed for resurfacing including water main replacement in FY2026
- Mary Kay Lane – Road programmed for resurfacing and water main replacement in FY2023
- Wildberry water main – Programmed for improvements in FY2023
- Alley (behind Waukegan, south of Maplewood) – Programmed for reconstruction in FY2023

Concerns with roadway conditions, drainage, sidewalk, or landscape:

- Improve pedestrian crosswalks on Landwehr near Indian Ridge – To be evaluated and coordinated with Cook County to potentially install enhanced crosswalks and signage
- Landwehr pavement and parkway condition near Indian Ridge – to be coordinated with Cook County as part of the future resurfacing project
- Landwehr sidewalk condition – to be evaluated and scheduled as part of the annual sidewalk replacement program
- New signage at Willow and Salceda – since this is outside a Village limits a request was submitted to the Village of Northbrook
- Coronet Road – Concern with narrow road – To be evaluated and discussed as part of the Village’s Traffic Committee
- Phillip Drive backyard drainage - A work order was submitted and drainage investigation to be completed by Public Works Department and Engineering.
- Prairie Lawn Road trees- Request submitted to protect parkway Ash Tree during construction that is scheduled in FY2023

Potholes:

- Waukegan Road near Central Parkway – A work order was submitted to the Public Works Department, and work is coordinated with the state, Illinois Department of Transportation (IDOT) to complete a patch
- Intersection of Dewes and Railroad – A work order was submitted to the Public Works Department and work was completed

ATTACHMENT 5

Supplemental Information for Non- Profit Funding



2023 Non-Profit Core Service Funding Application

The Village of Glenview Board of Trustees provides limited grant funding to eligible non-profit social services providers in the Village. Organizations seeking funding must complete and submit this application and all required materials by **August 15, 2022**. Completed applications and questions regarding the application process can be directed to Ben Wiberg, Assistant to the Village Manager, at bwiberg@glenview.il.us or (847) 904-4310.

Completed applications should be limited to 15 pages not including requested supplemental material.

Village staff will review applications and make funding recommendations to the Board of Trustees at a future meeting. Applicants may be asked to appear before the staff committee, the Board of Trustees, or both to explain their application. Applications will be evaluated using the Application Rating Scorecard found on the Village's website.

By submitting an application, the agency agrees that it does and will meet the following criteria during the grant period:

- ✓ Agency is a 501(c)(3)
- ✓ Agency provides social services to incorporated Glenview residents
- ✓ Agency complies with all state and federal nondiscrimination, religious, political, and other laws regarding public funding
- ✓ Agency will not contract other agencies to provide the services described in the application
- ✓ Agency will meet all reporting obligations required by the Village

Section A: Organizational Information

1. Date of Application:
2. Organization Name:
3. Year Founded:
4. Mailing Address:
5. Organization Contact (Name, Title):
6. Business Phone Number:
7. Email:
8. Organization Tax ID:
9. Is the organization organized, qualified, and recognized as non-profit, tax-exempt as defined by the Internal Revenue Service under U.S.C. 501 (c)(3) or equivalent? (Y/N):
10. Describe the organization's mission, scope of work, and goals:

11. Describe how the organization establishes goals and measures progress/outcomes. Be specific and include data from the past year when possible. Measures should evaluate **effectiveness** of service delivery when possible:
12. Describe the local needs the organization addresses. **Local** data should be used to describe the overall Glenview community need and the specific needs of beneficiaries:
13. Explain what strategies the organization uses to specifically and directly address the identified needs:
14. Explain how the organization formally collaborates with other local organizations to decrease duplication of services and improve results for the community (i.e.: information-sharing, shared resources, defined measurables, written partnership agreements, joint marketing, memoranda of agreement). Provide specific examples where appropriate:
15. Provide evidence of community support for your organization and the services it provides. This may include plans for community collaboration, types of volunteer involvement, relationships with local schools, contributions from community members, etc.:
16. Describe the organization's annual fundraising activities and efforts to identify additional/diversified sources of funding:
17. Describe the organization's most recent efforts to expand services and target new audiences:
18. Describe the program's engagement of high need and/or underserved populations:

Section B: Financial Information

Requestor’s Fiscal Year:

Revenues – Provide a detailed report of revenue by funding source using the tables below. Detail such as the name of the agency providing funding should be included. Additional rows can be added to the tables as needed. Total for each category should be included at the bottom of each table and the total of all sources should be included in the final table.

Funding Sources			
Government Funding	FY 2021	FY 2022	Anticipated FY 2023
Total Government Funding:			

Funding Sources			
Non-Government Funding	FY 2021	FY 2022	Anticipated FY 2023
Total Non-Government Funding:			

Funding Sources			
Client Fees/Other Revenue	FY 2021	FY 2022	Anticipated FY 2023
Total Client Fees/Other Revenue:			
Total of ALL Revenue Sources:			

Expenses – Provide a detailed report of expenses by category using the tables below. To the best of your ability, please categorize expenditures as **program expenses, administrative expenses, or fundraising expenses.**

Expense Type	FY 2021	FY 2022	Anticipated FY 2023

Total of ALL Expense:			

Staffing – Provide a count of your full time, part time and volunteer staff.

Total # of Employees	FY 2021	FY 2022	Anticipated FY 2023
Full time:			
Part time:			
TOTAL			
Volunteer Staff:			

Section C: Funding Request

19. Funding received from Village of Glenview in 2022 (if applicable):
20. If the organization received funding in 2022, describe how 2022 Village of Glenview funding was used. Provide any specific information with quantifiable measures of success for the funded services/programs, as well as the number of unique incorporated Glenview individuals served:
21. **2023 Request Amount** - Applicants should make every effort to prevent year-to-year requests from increasing. If an applicant did not receive funding in 2022, their request should not exceed \$15,000. If an increase is being requested, rationale must be provided in question 22 as to how the increase will support new or enhanced programming. Any year-to-year increase may not exceed the Consumer Price Index for the previous 12-month period which as of the publication of this application is 9.4%. Request amounts above these parameters will not be considered:
22. If the 2023 request amount exceeds the 2022 award, provide specific rationale for the increased request:
23. List any “in-kind” services the Village may be providing the organization and estimated financial value:
24. Summarize the organization’s grant award proposal including explanation of the request amount and how specifically the Village funds would be used. The proposal should specifically provide the following:
 - What program/services will be provided with Village funds
 - Describe the benefits of providing the program/services
 - Estimated number of unique incorporated Glenview residents to be served for each program/service type. Individuals served through larger scale trainings/seminars/conferences should not be included in this figure.
 - Requested funding amount for each program/service type with explanation of how the request amount was calculated. Figures must show the specific amount of funding associated with each program/service.
25. Describe how the organization will measure the impact/success of the program(s) being funded by the Village. Be as specific as possible:
26. Describe why the organization is requesting Village funding. Please include how Village funding would help the organization advance its mission and goals, support the need for services your organization provides to the Glenview community and enhance the quality of life for the Village and its residents:
27. Describe the organization’s plans if the amount of Village funding assistance is less than anticipated and how the organization would respond:

Section D: Supplemental Materials and Submittal Instructions

Organizations seeking funding must complete and submit this application and all required materials to Ben Wiberg at bwiberg@glenview.il.us by **August 15, 2022**. Below is an outline of all required materials.

- √ Completed Application
- √ Current Year Budget
- √ Next Year's Budget (if available)
- √ Last Year's Audited Financial Statement
- √ Any additional documentation that could assist the Village in evaluating the funding proposal

Questions regarding the application process can be directed to Ben Wiberg, Assistant to the Village Manager, at bwiberg@glenview.il.us or (847) 904-4310.

2023 Village of Glenview Non-Profit Services Application Rating Scorecard

Organization:

Date of Evaluation:

Criteria #	Criteria Description	Possible Points	Applicant Points
1	The applicant clearly explains the organization's mission, scope of work, and goals.	5	
	The application fails to explain the organization's mission, scope of work, and goals.	0	
	The application partially explains the organization's mission, scope of work, and goals.	2	
	The application fully/thoroughly explains the organization's mission, scope of work, and goals.	5	
2	The applicant clearly describes the local needs the organization addresses and explains the strategies used to specifically and directly address the local needs.	15	
	The application fails to explain the strategies the organization uses to specifically and directly address the local needs.	0	
	The application partially explains the strategies the organization uses to specifically and directly address the local needs.	5	
	The application fully/thoroughly explains the strategies the organization uses to specifically and directly address the local needs.	15	
3	The applicant clearly explains how the organization establishes goals and measures goal progress and outcomes.	10	
	The application fails to explain how the organization measures goal progress and outcomes	0	
	The application partially explains how the organization measures goal progress and outcomes	5	

		The application fully/thoroughly explains how the organization establishes goals, measures goal progress and outcomes, and uses data from past year in Glenview.	10	
4	The applicant clearly explains how the organization formally collaborates with other local organizations to decrease duplication of services and improve results for the community.		5	
		The application fails to explain the organization's efforts to collaborate with other local organizations.	0	
		The application partially explained the organization's efforts to collaborate with other organizations to decrease duplication of services and improve results for the community. The application included specific examples of informal partnerships with other organizations.	2	
		The application fully/thoroughly explains the organization's efforts to collaborate with other organizations to decrease duplication of services and improve results for the community. The application included specific examples of formal agreements with other organizations.	5	
5	The applicant provides evidence of community support for their organization and the services it provides.		5	
		The application fails to provide evidence of community support for their organization and the services it provides.	0	
		The application partially offers evidence of community support for their organization and the services it provides.	2	
		The application fully/thoroughly offers evidence of community support for their organization and the services it provides.	5	
6	The applicant clearly describes the organization's annual fundraising activities, efforts to identify additional sources of funding, and demonstrates a diversified funding strategy.		10	

		The application fails to describe the organization's commitment to continued annual fundraising efforts and identification of other sources of funding.	0	
		The application partially describes the organization's commitment to continued annual fundraising efforts, identification of other sources of funding, and a diversified funding strategy.	5	
		The application fully/thoroughly describes the organization's commitment to continued annual fundraising efforts, identification of other sources of funding, and a diversified funding strategy.	10	
7	The applicant clearly describes the organization's most recent efforts to expand services and target new audiences.		5	
		The application fails to describe the organization's most recent efforts to expand services and target new audiences.	0	
		The application partially describes the organization's most recent efforts to expand services and target new audiences.	2	
		The application fully/thoroughly describes the organization's most recent efforts to expand services and target new audiences.	5	
8	The applicant clearly describes the organization's engagement of high need and/or underserved populations.		10	
		The application fails to describe the organization's engagement of high need and/or underserved populations.	0	
		The application partially describes the organization's engagement of high need and/or underserved populations.	5	
		The application fully/thoroughly described the organization's engagement of high need and/or underserved populations. The application included information on the specific strategies, the effectiveness of the strategies, and how the program beneficiaries are involved in program planning and governance.	10	
9	The applicant provided complete financial information		10	

		The application fails to provide complete financial information in the format requested	0	
		The application fully/thoroughly provided financial information including providing documentation of expenditures in the requested categories and all requested supplemental material.	10	
10	The applicant clearly summarizes the organization's grant proposal.		20	
		The application fails to summarize the organization's grant proposal.	0	
		The application partially summarizes the organization's grant proposal.	10	
		The application fully/thoroughly summarizes the organization's grant proposal including a complete explanation of the request amount and specifically how the Village funds would be used, including what programs will be funded, the estimated number of unique residents will be served, and the determination of how the request amount was calculated. If the organization is requesting an increased grant amount compared to last year's award, the application fully/thoroughly explained the need for increased funding levels.	20	
11	The applicant's 2023 funding proposal provides services to a significant number of incorporated Glenview residents annually.		25	
		The organization provides services to less than 100 unique incorporated Glenview residents annually.	0	
		The organization provides services to 100-300 unique incorporated Glenview residents annually.	7	
		The organization provides services to 301-1,000 unique incorporated Glenview residents annually.	15	
		The organization provides services to over 1,000 unique incorporated Glenview residents annually.	25	
12	The applicant clearly describes how the organization will measure the impact/success of the program(s) being funded by the Village.		10	
		The application fails to describe how the organization will measure the impact/success of the program(s) being funded by the Village.	0	

		The application partially describes how the organization will measure the impact/success of the program(s) being funded by the Village.	5	
		The application fully/thoroughly describes how the organization will measure the impact/success of the program(s) being funded by the Village.	10	
13	The applicant clearly describes why the organization is requesting Village funding.		5	
		The application fails to describe why the organization is requesting Village funding.	0	
		The application partially describes why the organization is requesting Village funding.	2	
		The application fully/thoroughly describes why the organization is requesting Village funding. The applicant provided detailed information on how the funding would help the organization advance its mission and goals, support the need for services the organization provides to the Glenview community and enhance the quality of life for the Village and its residents.	5	
14	The applicant clearly describes the organization's plans if the amount of Village funding is less than anticipated.		5	
		The application fails to describe the organization's plans if the amount of Village funding is less than anticipated.	0	
		The application partially describes the organization's plans if the amount of Village funding is less than anticipated.	2	
		The application fully/thoroughly describes the organization's plans if the amount of Village funding is less than anticipated.	5	
			Total Possible Points	Total Applicant Points
			140	0



Village of Glenview
2023 Non-Profit Core Service Funding Application

Section A: Organizational Information

1. **DATE:** August 15, 2022
2. **NAME** CATCH, Inc., Community Action Together for Children's Health
3. **YEAR FOUNDED:** 2018
4. **ADDRESS:** 2424 Maple Ave.
Northbrook, IL 60062
5. **CONTACT:** Amy Oberholtzer, Founder and Executive Director
6. **PHONE:** 847-373-4661
7. **EMAIL:** amy@catchiscommunity.org
8. **TAX ID:** 84-2650047
9. **501c3 recognized?** YES

10. CATCH Vision:

A community of resilient people who value mental health and emotional wellness.

CATCH Mission:

To empower families to foster resilience and prioritize mental health and emotional wellness in their children through educational programming, access to resources, and peer support.

CATCH Scope and Goals:

CATCH, Community Action Together for Children’s Health, dedicates itself to educating and supporting parents, children and youth, in collaboration with local schools, mental health providers, and community organizations, so that families may develop an understanding of mental health and an awareness of resources. CATCH is committed to empowering families to foster resilience in their children. This is achieved through; educational programs featuring local and nationally recognized expert speakers, community events, awareness campaigns and programs, online resources, podcasts and regular peer support groups. Through its programming, CATCH works to promote the mental health and emotional wellness of children and youth and seeks to promote collaboration among parents, children, educators, mental health providers and the community at large.

CATCH is committed to becoming fully integrated into the schools and community and to being an important mental health resource for all our community’s students and families. CATCH strives every day to erase the stigma of mental illness so that those who need help and support can find it, without shame and without fear.

11. CATCH establishes yearly goals at a planning summit meeting held in late June. The all-volunteer Board of Directors and the Executive Director meet for two days and identify the programming and resource development goals for CATCH for the coming year. We also revisit and review our five-year dream plan. Through our work within the community and our relationships with a wide range of mental health experts, CATCH stays attuned to what our communities need and the mental health issues or topics that are relevant and pressing. We then set specific goals within the three main arms of

CATCH; educational programming, peer-to-peer support network and original online resources. In addition, we plan mental health awareness campaigns and mental health support projects. CATCH also prides itself on reacting quickly and effectively to unexpected crises in our communities. For example, we have planned a Lunch and Learn webinar for August 25, 2022 that will address “Parenting Through Community Trauma” following the Highland Park shooting. We also provided immediate resources in the form of an extensive list of trauma-informed therapists made available quickly in the aftermath of the tragedy. That list has been shared throughout the Chicagoland area and visited over 3,100 times. ([CATCH trauma-informed therapist resource](#))

Whenever possible, CATCH employs surveys to evaluate the effectiveness of our programming or projects. The virtual nature of the pandemic has made this feedback somewhat more difficult to obtain reliably. However, when we piloted mental health coping kits in the elementary and junior high schools in Northbrook’s District 28 in May, 2022, we received on-line survey results that were overwhelmingly positive. For example, eighty-eight percent of the sixth graders who received the kit reported that it was useful and ninety-four percent indicated that the coping kits should be distributed again. Similarly, seventy percent of the Glenbrook North High school students who completed the survey following distribution of high school coping kits in 2021 reported that the contents were useful to them.

CATCH measures the effectiveness of our educational programs in a couple of ways. We track that most webinar attendees remain until the very end and do not exit the Zoom events early. CATCH attributes this to interest and engagement in the topic and speaker. The question-and-answer portions of CATCH events are almost always lively and active. We record our events and post them for all to view on the CATCH YouTube channel. CATCH monitors carefully how many views these videos receive. For example, our four *Lunch and Learn* webinar events in Spring 2022, averaged fifty attendees and sixty-five additional views on YouTube after they were posted. ([Lunch and Learn events on CATCH YouTube channel](#))

CATCH also measures the effectiveness and impact of our Parents Connect peer support groups by asking participants to complete a survey. Feedback has been positive and helpful. CATCH has made proactive changes to our Parent Support Network programming in response to these surveys.

12. CATCH addresses the mental health needs of the community in a variety of ways.

In December of 2021, the U.S. Surgeon General declared a mental health emergency amongst our nation's youth. Between 2009 and 2019, the number of high school students reporting feelings of sadness or hopelessness rose by forty percent. The isolation of the pandemic only served to worsen an already dire situation and our youth are suffering with feelings of helplessness, loneliness and suicidal ideation at rates never before seen. ⁽¹⁾ Glenview's youth are not immune to this crisis. CATCH was founded as a place where parents, whose kids are struggling with their mental health, could find a soft place to land, information and resources, and, most importantly, other parents who truly understand how difficult and lonely the parenting journey can be when one's child is mentally unwell. CATCH works to support all families who find themselves amidst a mental health crisis. CATCH works to educate parents and youth about mental health and mental illness and help families understand where to find help. We are dedicated to empowering families to foster resilience in their children and to helping our kids truly understand that they are *enough as they are* and that *it's ok not to be ok*, because help and support are available and there is no shame seeking them.

The administrators and counselors with whom we partner at the Glenbrook high schools are reporting a dramatic increase in the number of students seeking mental health support over the last three years.

13. Anxiety and depression are serious mental illnesses if left unacknowledged and untreated. CATCH seeks to normalize the conversations around mental illness and mental health so that those who need help will seek it without shame and fear. Our students are suffering and, thus, so are our community's families. CATCH directly addresses these issues in a number of ways. CATCH hosts regular educational events, featuring both local mental health experts and nationally recognized speakers, to help our parents and kids understand the complexities of mental health and how to ensure that we nurture it and prioritize it. CATCH is proud to offer peer support groups for parents in our community at large. Resources, strategies, fears and challenges are shared in these confidential groups and they have proven to be invaluable to those who attend. ([CATCH Parent Support Network](#)) And, CATCH creates original resources in the form of on demand videos, blogs and even a podcast to which anyone can turn at

any time for advice, information or comfort. Our community's collective mental health is hanging in the balance. CATCH's strategy is to help everyone in our area to talk about it, erase the stigma, address it and work to better and support our mental health in a variety of positive ways.

14. CATCH has established excellent relationships with other mental health organizations in our community. We have reached out and met with many of them to understand best how we can collaborate and partner in support of our area's families and children. And, we have co-hosted webinars with Family Service Center, Compass, Glenview Northbrook Youth Services and many more. In May of 2021, CATCH created ***Together for Mental Health - an Alliance for Greater Chicago***. The Alliance consists of other community mental health organizations on the North Shore including; Paws for Patrick, No Shame on U, BStrong Barrington and more. We meet regularly to share ideas, collaborate on programming and ensure that we are not duplicating or competing for time, space and topics. It has proven to be very helpful for all its members and we relied on each other for support and resources during the pandemic and following the Highland Park shooting.

Just about one year ago, CATCH also created a ***Glenbrook North Community Mental Health Partnership***. Its mission is to learn what the needs of the GBN students are, how we, as community organization members, can support GBN in addressing these needs and to promote honest, transparent communication about the mental health of our community's teens and what we can do about it. The partnership consists of high school administrators, student service faculty, teachers, parents and community mental health organizations such as Family Service Center, Josselyn, Compass, Northbrook Police, Youth Services of Glenview/Northbrook and more. We have worked together beautifully, meet bi-monthly and are excited to host our first partnership event on October 20, 2022 when we will welcome Dr. Bill Strixrud and Mr. Ned Johnson; authors of "The Self-Driven Child" and "What Do You Say?" They will speak to students at both District 225 high schools and there will be a parent presentation that evening at Glenbrook North. All are welcome. CATCH hopes to be able to help create a similar Mental Health Partnership with Glenbrook South and the Glenview community as our collaboration with Glenbrook South High School strengthens.

15. The community support for CATCH continues to grow. We can document increased interest and support in many ways. Our mailing list has grown to twenty-six hundred people. Our monthly e-newsletter is typically opened by well over fifty percent of those contacts and special mailings regarding events or other notifications have open rates higher than that. From what experts have told us, those are very successful rates of engagement. ([CATCH newsletters](#))

The CATCH volunteer list continues to grow too. We had over 25 volunteers respond to assist CATCH in packing our mental health coping kits to be distributed to the freshmen classes in District 225 upon their return to school. Volunteers are also involved in making My Red Said ribbons for CATCH's fall mental health awareness campaign. CATCH employs volunteers to represent CATCH at community events. Recently, a loyal volunteer was asked to join the CATCH board and has stepped into the role of school engagement chair. As CATCH diversifies and expands to support our community, we will rely even more regularly on our dependable volunteer squad.

CATCH offers confidential referrals to mental health providers and organizations for anyone who reaches in to us by phone or email. Our number of 2022 referrals are up over four hundred percent for the same time period last year.

One of CATCH's goals for this year is to increase our engagement and collaboration with the schools in Northfield Township. With the help of a grant from the Township, CATCH will be hosting a fall mental health awareness campaign in the Township junior high schools and in both D225 high schools. The *My Red Said* awareness campaign allows CATCH to reach into schools, offer a chance to partner on a meaningful project with them and further our abilities to get our programming, resources and support information to as many families as possible. ([CATCH- My Red Said](#)) The CATCH school engagement committee is talking with administrators, school leaders and PTO presidents in Northbrook, Glenview and Northfield in hopes of developing more mutually beneficial relationships with them all.

Individual CATCH supporters provided just over 50% of CATCH's overall revenues in 2021 contributing over \$22,000 in direct contributions to CATCH. CATCH depends on this support and remains very grateful to a community that supports our mission and believes in CATCH as a reliable and trustworthy community resource.

16. CATCH relies completely on grants and direct fundraising contributions. We continue to try and identify new funding sources every year by researching and talking with our partners in the Mental Health Alliance and community at large. To date, CATCH has sought grant contributions from sources that have a local, vested interest in our mission and projects. Grants are written throughout the year and most often correspond to a specific project, event or awareness campaign. CATCH is grateful to have received grant money for speaker series events, awareness campaigns, mental health coping kits, and mission awareness expansion.

CATCH also hosts numerous direct fundraising “events” each year. These are on-line events that encourage donations through Facebook or directly through the CATCH website. We have been successful on Giving Tuesday, in celebration of CATCH’s birthday, in honor of our personal birthdays, with general ongoing CATCH support opportunities and with special project direct appeal. CATCH will continue to seek personal donations from the community on special dates and occasions throughout the year.

17. CATCH will be releasing the final podcast of our first season of “Parenting the Mental Health Generation” in a few weeks. Hosted by two members of the CATCH board, a mom and CATCH Executive Director, and a mom and psychologist, we welcome guests monthly for conversations about mental health topics that concern us. Our podcast is available on all streaming platforms and has had over seven hundred fifty downloads to date. Increasing numbers of parents are listening and learning all the time. ([CATCH podcast - “Parenting the Mental Health Generation”](#))

The Northfield Township Grant provided CATCH with funds to invest in promotional means and materials. We will use these materials at PTO and PTA meetings throughout the township schools this year in an effort to invite all families to engage with CATCH resources, peer support opportunities and educational events. CATCH will also more regularly “boost” our social media promotions to increase visibility and reach new audiences and we plan to upgrade our Zoom capacity to virtually “host” larger audiences as we expand.

The Parent Support Network at CATCH has recently added two volunteers to its committee. That will allow for CATCH to host additional Parents Connect peer support

groups in the fall. We hope to welcome new parents searching for support and solidarity while facing the tough challenges that mental illness can create at home.

In the Spring of 2022, CATCH introduced “Lunch and Learn” events to our speaker series lineup. They have been very successful and offer a chance for parents to join a webinar over their lunch hour or when their children are at school. The attendance at these presentations averaged 50 people and an average of 65 more people viewed the recordings on CATCH’s YouTube channel.

CATCH is always brainstorming about how we can best support our community and expand our reach so that as many families as possible can take advantage of all that we bring to the community in support of its mental health.

18. CATCH was founded because nothing like it existed in this community. Northbrook and the surrounding areas are high pressure, competitive suburbs where, very often, parenting is aimed at accomplishment rather than core values. That can, and does, lead to trouble for our youth’s mental well-being. CATCH meets the needs of parents who are struggling alone and afraid as a result of their children being mentally unwell. CATCH provides a place to which families can turn and find people who understand and support completely. CATCH hopes to help our community as a whole understand how vitally important mental health is for our children and how quickly it can disintegrate without nurture. The entire community at large was underserved in this area of education and support. CATCH is here to help us *all* see the importance of talking and learning about and, then, prioritizing mental health so that our children can grow into confident, capable, whole persons who are at peace with themselves and the world into which they launch to navigate and discover.

(1) U.S. Surgeon General Issues Advisory on Youth Mental Health Crisis Further Exposed by COVID-19 Pandemic

Section B: Financial Information

Requestor’s Fiscal Year:

Revenues – Provide a detailed report of revenue by funding source using the tables below. Detail such as the name of the agency providing funding should be included. Additional rows can be added to the tables as needed. Total for each category should be included at the bottom of each table and the total of all sources should be included in the final table.

Funding Sources			
Government Funding	FY 2021	FY 2022 as of July 31st	Anticipated FY 2023
Northfield Township Grant	\$0.00	\$13,000.00	\$8,000.00
Village of Northbrook Grant	\$5,000.00		\$2,500.00
Village of Northbrook 2020 COVID Carry Over Grant	\$2,885.00	\$0.00	\$0.00
Village of Glenview Not for Profit Grant			\$3,800.00
Total Government Funding:	\$7,885.00	\$13,000.00	\$14,300.00

Funding Sources			
Non-Government Funding	FY 2021	FY 2022 as of July 31st	Anticipated FY 2023
Northbrook Civic Foundation Grant	\$1,000.00	\$2,200.00	\$1,000.00
Northbrook Women's Club Grant	\$1,000.00	\$1,750.00	\$1,000.00
The Glenbrook Foundation Donation	\$5,000.00	\$0.00	\$2,500.00
PTOs Program Specific Funding	\$1,000.00	\$2,500.00	\$1,500.00
School Districts Program Specific Funding	\$1,600.00	\$0.00	\$1,000.00
Corporate Donation	\$690.00	\$1,500.00	\$1,000.00
Total Non-Government Funding:	\$10,290.00	\$7,950.00	\$8,000.00

Funding Sources			
Client Fees/Other Revenue	FY 2021	FY 2022 as of July 31st	Anticipated FY 2023
CATCH Fundraising	\$15,379.94	\$2,149.78	\$6,100.00
Others Fundraising	\$7,282.00	\$3,653.86	\$2,000.00
CATCH Board Dues	\$0.00	\$1,384.40	\$1,500.00
Total Client Fees/Other Revenue:	\$22,661.94	\$7,188.04	\$9,600.00
Total of ALL Revenue Sources:	\$40,836.94	\$28,138.04	\$31,900.00

Expenses – Provide a detailed report of expenses by category using the tables below. To the best of your ability, please categorize expenditures as **program expenses, administrative expenses, or fundraising expenses**.

Expense Type	FY 2021	FY 2022 as of July 31st	Anticipated FY 2023
Administrative Expenses	\$2,946.73	\$2,806.44	\$4,300.00
Program Expense: Mission Awareness	\$1,521.69	\$1,067.16	\$2,800.00
Program Expense: Programming	\$21,584.01	\$13,502.91	\$26,000.00

Total of ALL Expense:	\$26,052.43	\$17,376.51	\$33,100.00

Staffing – Provide a count of your full time, part time and volunteer staff.

Total # of Employees	FY 2021	FY 2022	Anticipated FY 2023
Full time:	0	0	0
Part time:	0	0	1
TOTAL			
Volunteer Staff:	6	9	15

Section C: Funding Request

19. This is the first application for Village of Glenview funding submitted by CATCH, Community Action Together for Children's Health.

20. N/A

21. CATCH is requesting thirty-eight hundred dollars (\$3,800.00) for 2023.

22. N/A

23. N/A

24. *CATCH is requesting thirty-eight hundred dollars to fund seven hundred forty CATCH Mental Health Coping Kits for distribution to each incoming freshman at Glenbrook South High School in the fall of 2023. The coping kits are meant to empower our community's teens to care for themselves and/or reach out for help if needed. They consist of tools and resources to which a student can turn to help when navigating life's challenges becomes difficult. And, the kits send a message to the students that their school and community value mental health and see, hear and support them.

*As noted earlier in the proposal, our nation is experiencing a mental health emergency amongst our youth. Many Glenbrook South students are in crisis. Others just need some additional support when times are tough. The mental health tool kits that CATCH has developed provide tips and strategies for managing stress and using grounding techniques, fidgets to use as calming and tension release tools, emergency phone numbers, stickers to promote mental health awareness and more. The kits empower students to take action to help themselves when feeling overwhelmed.

*Each incoming Glenbrook South freshman (approximately 740 students) will receive a mental health coping kit.

*CATCH is requesting thirty-eight hundred dollars from the Village of Glenview. Each kit, as designed today, costs five dollars and fifteen cents. This includes; strategies card, wallet card with emergency numbers easily scanned into one's phone, three mental health awareness stickers, metal brain teasers, sensory putty, scented ChapStick and lotion, acupuncture ring and fidget. *(Please see attached page for images of the kit contents.)*

Number of GBN freshmen	Cost of CATCH MH coping kit	Total Cost
740	\$5.15	\$3,811.00

25. Glenbrook South students who are recipients of the coping kits will be asked to complete an on-line survey as to their impact and effectiveness. The survey will include questions similar to the following and will allow CATCH to effectively measure the effectiveness of the kits' contents.

- Overall, did this kit provide you with some useful coping tools - Y or N?
- Please put a check mark next to the tools and resources you found useful or might find useful (list of kit contents).
- Would you recommend that these kits be distributed to students in the future?

26. CATCH first developed mental health coping kits in the Winter of 2021 following the death by suicide of one of Glenbrook North's seniors. We wanted to give the senior class a gift to honor their classmate and to arm the graduates with tools and resources with which to care for their own mental health. These kits were very well received and the following year, with financial assistance from the Village of Northbrook and the Glenbrook Foundation, CATCH provided each student at Glenbrook North with a mental health coping kit. The Village of Northbrook has again funded coping kits for the incoming freshmen of Fall, 2022. These will be distributed shortly after school begins when the students meet in small groups with their advisors. CATCH is confident that this support will continue and that the CATCH coping kit-Village of Northbrook- partnership has been solidified with this second grant.

CATCH would like to develop a similar partnership with the Village of Glenview so that every incoming freshman at GBS is provided a mental health coping kit when starting their high school career. For the first time this year, CATCH is providing coping kits to all the entering freshmen at Glenbrook South in Fall, 2022. This addition was generously funded this year by the Northfield Township. However, CATCH is very hopeful that, just like the Village of Northbrook, the freshmen class mental health coping kits can, in the future, be supported by the Village of Glenview. Seven hundred and forty Glenview students will be immediately and positively impacted by receiving these kits. The Village, the school and CATCH send a meaningful message of support and compassion by supplying these empowering kits to the students.

CATCH is, at its heart, committed to the emotional well-being of our community's children and youth. We work tirelessly to ensure that our kids grow up to be emotionally healthy and that when they are *not*, they, and their families, are understood and supported at school, at home and throughout our communities. These kits are a labor of love that push that mission forward in the most direct of ways. They tell our teens that *they are enough*, that they are seen, heard and cared for and that help is out there if they need it.

26. If the Village of Glenview is unable to fund the entire thirty-eight hundred dollars to produce and distribute seven hundred forty CATCH mental health coping kits at Glenbrook South High School in the Fall, 2023, CATCH welcomes any assistance that it is able to give toward that goal. For the third year, CATCH hopes to receive the grant from the Village of Northbrook to support coping kits for Glenbrook North freshmen. CATCH will do all we can to ensure that *every* freshman student in District 225 is armed with coping tools and resources upon entry to high school. So, if the Village of Glenview is unable to support our efforts at Glenbrook South in their entirety, CATCH will work to fill the gap and seek other funding sources.

HIGH SCHOOL MENTAL HEALTH COPING KITS 2022



WALLET RESOURCE CARD

You are not alone. You matter. Help is available.

Reach out to these local mental health providers for support:

The Zoselovs Center
847-441-5600

Youth Services Glenview/Northbrook
847-724-2620

National Suicide Prevention Lifeline
Always open: 24/7
800-273-8255

NEDA
National Eating Disorder Association
800-933-2237

NAMI
National Alliance on Mental Illness
800-950-6264

Trevor
866-488-7266

CATCH
catchcommunity.org

FLAVORED CHAPSTICK



HELP HOTLINE DECAL

YOU ARE ENOUGH
YOU ARE IMPORTANT
YOU MATTER
1-800-273-8255

BRAIN TEASER PUZZLE



YOUR MENTAL HEALTH MATTERS

STRATEGIES & TIPS

I CAN

REPEAT THESE MANTRAS TO MYSELF:

- It's brave to ask for help.
- Tough days don't erase the progress I have made.
- Panic cannot hurt me. It will pass.
- Just because I think it, does not make it true.
- Everyone has bad days and makes mistakes. I am not a failure.

I CAN

REFOCUS STRESSFUL THOUGHTS WITH GROUNDING TECHNIQUES:

- Pause and take 10 deep breaths. Think "in" and "out" with each breath.
- Stop and Notice what I hear, see, smell, feel and taste.
- Listen to music, apply scented lotion, hold an ice cube or use a fidget.
- Walk, bike, meditate, journal, garden, do yoga, or hug my pet.

I CAN

USE THESE STRATEGIES IN THE MOMENT:

- Name my panic attack anxiety. Accept it. Do not try to control it.
- Use a grounding technique. Remember the feeling will not last forever.
- Call my doctor, therapist, a trusted friend or adult.
- Seek immediate help if I have suicidal thoughts or plans.
- Call 911 or 1-800-273-8255.

I CAN

DO THESE THINGS DAILY:

- Resist the urge to avoid anxiety provoking situations.
- Avoidance will make my anxiety worse.
- Resist the urge to isolate. Reach out to friends or family.
- Practice grounding techniques so they feel natural when I am stressed.
- Exercise.
- Eat healthy foods.
- Get a good night's sleep.
- Spend time outdoors.
- Be open about my struggles to help myself and others erase the stigma.



catchcommunity.org



AARON'S PUTTY



BODY LOTION



CHAIN FIDGET



FUNKY DECALS



SCREENTIME CARD

9 Ways To Break Phone Addiction

1. Commit to one phone-free day weekly.
2. Use an app to help limit screen time.
3. Charge it outside of your bedroom.
4. Turn off notifications.
5. Set a longer passcode.
6. Turn on Do Not Disturb.
7. Set screen to grayscale.
8. Remove distracting apps from home screen.
9. Put a rubber band around your phone to limit scrolling.



Are You Addicted To Your Phone?

The average person touches their phone 2,617 times daily! Think before you scroll.

- Using a phone this much can lead to some pretty serious problems like...
- Decreased capacity for connection with friends and family
 - Reduced short-term memory and problem-solving skills
 - Interrupted sleep patterns
 - Increased risk of obesity
 - Intensified depression and lower self-esteem



ACCUPRESSURE RING





CATCH Inc.

Budget Overview: CATCH Annual Budget

January - December 2022

	TOTAL
Revenue	
Additional Revenue Sources	
Fundraisers Hosted by Others (Facebook)	1,000.00
Individual Donor (Cash/check)	1,000.00
Total Additional Revenue Sources	2,000.00
CATCH Fundraising Campaigns	
Amazon Smile	100.00
Be A CATCH Supporter	1,100.00
CATCH Birthday Drive	4,000.00
Giving Tuesday	900.00
Total CATCH Fundraising Campaigns	6,100.00
Dues	
Executive Board Dues	1,498.00
Total Dues	1,498.00
Grant Funding	
Northbrook Civic Foundation	1,000.00
Northbrook Woman's Club	1,000.00
Northfield Township	3,000.00
The Glenbrook Foundation	2,500.00
Village of Northbrook	2,500.00
Total Grant Funding	10,000.00
School Funding	
District	1,000.00
PTOs	1,500.00
Total School Funding	2,500.00
Total Revenue	\$22,098.00
GROSS PROFIT	\$22,098.00
Expenditures	
Administration Costs	
Bank Charges & Fees	7.99
Charitable Contributions	500.00
Gifts	500.00
IL and Fed Fees	10.00
Insurance	1,600.00
Legal & Accounting Fees	1,400.00
Meals & Entertainment	200.00
Office Software & Hardware	75.00
Office Supplies	100.00
Total Administration Costs	4,392.99
Mission Awareness	
CATCH Give Aways	750.00
CATCH Promotional Material (Branded)	500.00

CATCH Inc.

Budget Overview: CATCH Annual Budget - FY22 P&L

January - December 2022

	TOTAL
Dues and Fees	378.33
Facebook/Social Media Ads	800.00
Printed Collateral	330.00
Supplies & Equipment	100.00
Total Mission Awareness	2,858.33
Programming Fees	
Documentary Film Fees	750.00
Local Speaker Stipend	1,500.00
Parents Support Network (Coffee Talks) Cost	100.00
Peer Support Programming Costs	500.00
Speaker Fees	10,000.00
Video and Podcast Production Fees (original content)	414.00
Webinar Hosting Fees	474.00
Website Hosting Fees	580.00
Total Programming Fees	14,318.00
Project Printing	
Coping Kits Printing	610.00
My Red Said Printing	364.00
Total Project Printing	974.00
Project Supplies	
Coping Kits Supplies	10,000.00
My Red Said Supplies	500.00
Total Project Supplies	10,500.00
Total Expenditures	\$33,043.32
NET OPERATING REVENUE	\$ -10,945.32
NET REVENUE	\$ -10,945.32

Cash on hand as of 1-1-2022: \$14,784.51
Forecasted cash on hand as of 12-31-2022: \$3,839.19



CATCH Inc.

Budget Overview: Operating Budget 2021 - FY21 P&L

January - December 2021

	TOTAL
Revenue	
Donorbox.com Donations	2,500
Grant Funding	
Northbrook Civic Foundation Grant	1,300
Northbrook Woman's Club Grant	1,000
Village of Northbrook (2021)	2,500
Village of Northbrook Grant (2020)	2,885
Total Grant Funding	7,685
Individual Donor (Cash/check)	500
November Giving Tuesday Campaign	600
Total Revenue	\$11,285
GROSS PROFIT	\$11,285
Expenditures	
Advertising & Marketing	500
Bank Charges & Fees	72
Charitable Contributions	400
Documentary Film Fees	600
Fundraising Fees	25
Gifts	350
IL and Fed Fees	35
Insurance	1,500
Legal & Accounting Fees	150
Office Supplies & Software	175
Parent Support Network	100
Professional Fees	2,885
Speaker Fees	3,000
Subscriptions	30
Webinar Hosting Fees	420
Website Hosting Fees	480
Total Expenditures	\$10,722
NET OPERATING REVENUE	\$563
NET REVENUE	\$563



CATCH Inc.
Statement of Activity
January - December 2021

	TOTAL
Revenue	
Additional Revenue Sources	
Event Donation Box	33.00
Fundraisers Hosted by Others (Facebook)	457.00
Individual Donor (Cash/check)	5,650.00
Sales of Product Revenue	135.00
Total Additional Revenue Sources	6,275.00
CATCH Fundraising Campaigns	513.97
Amazon Smile	34.21
Be A CATCH Supporter	1,137.20
CATCH Birthday Drive	4,791.73
Giving Tuesday	3,069.85
Special One Time 50isFab Fundraiser (2021)	3,610.79
Special One Time GBN Coping Kits Class 21	2,222.19
Total CATCH Fundraising Campaigns	15,379.94
Corporate Donations	
Silver Level Corporate Donations	690.00
Total Corporate Donations	690.00
Grant Funding	
Northbrook Civic Foundation	1,000.00
Northbrook Woman's Club	1,000.00
The Glenbrook Foundation	5,000.00
Village of Northbrook	5,000.00
Village of Northbrook Roll Over Grant (2020)	2,885.00
Total Grant Funding	14,885.00
School Funding	1,600.00
PTOs	1,000.00
School Organizations	1,007.00
Total School Funding	3,607.00
Total Revenue	\$40,836.94
GROSS PROFIT	\$40,836.94
Expenditures	
Administration Costs	
Bank Charges & Fees	37.64
Charitable Contributions	200.00
Gifts	62.99
IL and Fed Fees	325.00
Insurance	1,589.00
Legal & Accounting Fees	200.00
Meals & Entertainment	219.27

CATCH Inc.

Statement of Activity

January - December 2021

	TOTAL
Office Software & Hardware	214.98
Office Supplies	69.98
Taxes Paid	27.87
Total Administration Costs	2,946.73
Mission Awareness	
CATCH Give Aways	59.00
CATCH Promotional Material (Branded)	567.69
Dues and Fees	378.88
Facebook/Social Media Ads	76.48
Printed Collateral	208.35
Supplies & Equipment	231.29
Total Mission Awareness	1,521.69
Programming Fees	
Charitable Donation	135.00
Documentary Film Fees	50.00
Professional Fees	1,250.00
Speaker Fees	5,000.00
Video and Podcast Production Fees (original content)	53.25
Webinar Hosting Fees	158.00
Website Hosting Fees	571.64
Total Programming Fees	7,217.89
Project Printing	
Coping Kits Printing	602.83
My Red Said Printing	364.00
Northbrook Cares Printing	1,544.25
Total Project Printing	2,511.08
Project Supplies	
Coping Kits Supplies	11,331.78
My Red Said Supplies	523.26
Total Project Supplies	11,855.04
Total Expenditures	\$26,052.43
NET OPERATING REVENUE	\$14,784.51
NET REVENUE	\$14,784.51

Year End Expenses:

11% tied to administration costs

88% tied to programming and services of mission



CATCH Inc.

Statement of Financial Position

As of December 31, 2021

	TOTAL
ASSETS	
Current Assets	
Bank Accounts	
Checking (6474)	16,996.93
Total Bank Accounts	\$16,996.93
Accounts Receivable	
Accounts Receivable (A/R)	0.00
Total Accounts Receivable	\$0.00
Total Current Assets	\$16,996.93
TOTAL ASSETS	\$16,996.93
LIABILITIES AND EQUITY	
Total Liabilities	
Equity	
Opening Balance Equity	2,212.42
Retained Earnings	
Net Revenue	14,784.51
Total Equity	\$16,996.93
TOTAL LIABILITIES AND EQUITY	\$16,996.93

**VILLAGE OF GLENVIEW
2023 Non-Profit Core Service Funding Application**

Section A: Organizational Information

1. **Date of Application:** August 15, 2022
2. **Organization Name:** Family Service Center of Wilmette, Glenview, Northbrook, & Kenilworth
3. **Year Founded:** 1913
4. **Mailing Address:** 191 Waukegan Road, Suite 206; Northfield, IL 60093
5. **Organization Contacts:** Dr. Renee Z. Dominguez, Co-Executive Director
Chris Pippin Northwick, Co-Executive Director
6. **Business Phone Number:** 847-251-7350
7. **Email:** info@familyservicecenter.com
8. **Organization Tax ID:** 36-2171173
9. **Is the organization organized, qualified, and recognized as non-profit, tax-exempt as defined by the Internal Revenue Service under U.S.C. 501 (c)(3) or equivalent? (Y/N):** Yes
10. **Describe the organization’s mission, scope of work, and goals:**

Family Service Center (FSC) began offering services in 1913 to help families when aid was needed due to unfortunate circumstances and difficult transitions. In 1949 the Glenview community requested that the organization expand into Glenview and began contributing funds to ensure services for Glenview families. Early in their work, the community leaders who governed FSC realized that mental health support was most often at the core of helping families thrive during challenging times. They have worked since to build an organization around a team of highly trained and experienced clinicians whose talents can be accessed by **families and family members of any age** when in need - while also removing financial and other barriers to receive care.

FSC Vision	FSC Mission	We Believe:
A community united in actively supporting emotional and mental wellbeing	To strengthen and empower families and communities by providing accessible evidenced-based counseling, crisis response, outreach, and education	<ul style="list-style-type: none"> • Everyone is deserving of emotional and mental wellbeing • Everyone is capable of change • Our work has the power to improve lives and radiate wellness • Collaboration is the bedrock of a healthy community

Needs continue to rise.

While the evidence for mental health support remains steadfast in its positive outcomes, our world has become increasingly complex and overwhelming. The pandemic, political upheaval, threats to human rights (LGBTQIA+, Roe v. Wade, etc.) and violence - including the recent horrific July 4th shooting -- have affected people, their ability to cope, and how they interact.

Mental health challenges have increased, are pervasive, and are garnering more attention today than ever before. This has had several repercussions. First, it has raised awareness and is helping to bring important ideas and conversations into the light. Second, it has resulted in many more inquiries and requests for services. And third, clinicians, especially those who are skilled and experienced, are in higher demand across all sectors. The for-profit sector has always offered much higher salary and benefits, but the increase in new jobs and incentives

since the pandemic, along with work from home options via telehealth, has had a very negative impact on not-for-profits ability to hire and retain staff.

These factors resulted in FSC being understaffed during much of FY21, with increased demands on all service fronts. FSC prioritized our resources to meet our mission with the broadest impact possible. This included deepening community partnerships, mobilizing our Board and Advisory Council members to talk with community leaders about their greatest needs, extending clinician's reach through digital means, and prioritizing community crisis work, all while evolving as an organization to allow us the best path forward to meet the growing challenges in our community.

Unmet needs in the community.

One of the key takeaways from talking and listening to local community leaders, and one that resonated deeply with our clinical staff, is that the past couple of years has led to more people living with adverse symptoms of mental health issues. Many affected may not realize that there are ways to alleviate and address these symptoms that are negatively impacting their functioning. Many have come to accept their current experience as a "new normal" that includes lost joy, lost productivity, frayed relationships, declining physical health, and risk of worsening symptoms. Community leaders want desperately to help those they lead to access help. They communicated the importance of their constituents better understanding what mental health is, their symptoms, support options, and seeing ways past the many obstacles that exist. Without earlier interventions, we will likely continue to see a growing number of crisis cases.

Crisis support is critical.

FSC's core value of realigning resources when urgent need and crises arise is key to meeting community needs. The clinical staff at FSC are often able to respond within days or weeks when a local organization reaches out in need of customized programming in support of any number of issues. Recent examples include program development to address the effects of cumulative chronic stress stemming from the pandemic and the aftermath of trauma (i.e., assault, accidental traumatic death, and community violence/mass shooting).

FSC often responds within hours to requests for crisis support either for an entire organization or from a school in need of a health and safety assessment for a student. These are situations that are impossible to plan for, almost always require completely customized responses, and can take a tremendous outlay of human resources as well as a significant emotional toll on the FSC staff involved. However, when an organization experiences a traumatic event, whether a sudden death of child or a co-worker, a suicide, a criminal act, or an act of incredible violence, being able to reach out to a team of trauma-informed experienced therapists to help guide a response is an invaluable service. FSC does not require payment for these services but does request funds to help cover costs once the immediacy of the crisis has passed. As **Dr. Pearson, Director of Special Education, District 225** states well in the attached letter of support, that grant support of FSC "will provide an umbrella policy, if you will, ensuring there is the staffing and resources available to call upon in an unanticipated, emergency situation." [See Attached **letter of support from Dr. Pearson**] [It should be noted that FSC is not available 24/7, nor do we have emergency care services. Those who reach out for support with an imminent life-threatening issue are referred to 9-1-1, or another higher level of care program.]

The key goals that position FSC for greater impact in FY23 include:

- **Enhance FSC organizational infrastructure to better support the mission.** Since March 2022, FSC has hired and onboarded three skilled, mission-focused, full-time and one part-time clinician, and has started a clinical intern program. **We have increased our therapy capacity by 63% since February 2022 as well as our capacity for education and outreach in the community.**
- **Offer Spanish language counseling, education, and outreach.** This new program will support critical needs identified in collaboration with our community partners and leaders. The FSC team will provide culturally adapted services for those in our Latino community.

- **Increase digital outreach.** FSC will be extending clinical tools and strategies on our re-purposed website that is expected to launch in fall of 2022. Our clinical staff is developing content that will better guide community members with trustworthy information about mental health that was requested by local community leaders.
- **Crisis response readiness.** FSC will continue to prioritize responding to community needs that arise and providing customized trauma-informed expert assistance.
- **Development of measures to assess impact.** FSC is currently working to enhance existing survey tools to better measure the impact of each type of service offered and are evaluating additional tools and frequency of distribution.
- **Continued needs assessment through community leader interviews.** FSC Co-Executive Director Chris Northwick, along with eight Board and Advisory Council members interviewed over 42 community leaders between November and April 2022. The primary goal of the “listening tour” was to learn more about what leaders are seeing in the community, gain an understanding of how those needs have changed over the past several years, and identify gaps in mental health services exist that FSC might fill.

11. Describe how the organization establishes goals and measures progress/outcomes. Be specific and include data from the past year when possible. Measures should evaluate effectiveness of service delivery when possible:

The FSC Board adapted an updated Strategic Plan Map in June 2022 [See Attached Strategic Plan Map]. A Strategic Plan committee was designated. Their first step was the creation of the FSC Beyond Boundaries (BB) program and committee. The group’s goal was to learn about mental health needs in our immediate area and identify needs that we may not be fully serving. The BB committee established an interview protocol, including anonymity to ensure candor, and interviewed a variety of community leaders, including social service providers, mental health professionals, clergy, parent leaders within our immigrant communities, government (township, village, policy, park districts) leaders, and health care provider leaders.

FSC went beyond talking to leaders in existing partner organizations by asking at the end of each meeting, “Who else should we be talking to?” and “Will you introduce us?” We continued this iteration and attempted to delve into as many community pockets as possible between November 2021 and April 2022 which resulted in 42 interviews with community leaders, half of whom were Glenview leaders.

The results of this work were summarized by the committee, presented to the FSC Board in April 2022, and was then used through the strategic planning process to recommend a Strategic Map forward for FSC. FSC staff is currently in the process of establishing the highest priority initiatives for the coming year along with timelines, SMART goals, and outcome measures for each.

Goals established in fall 2021 are below with the outcomes of Glenview specific goals achieved in FY22.

Goals	Outcomes
Prevention: ✓ Collaborate with community partners to identify needs, develop, and deliver programming ✓ Grow skill building opportunities for residents to participate in Resilience Builder and Mindfulness Programming.	✓ Beyond Boundaries committee successfully interviewed 42 community leaders and summarized their input resulting in an updated Strategic Plan Map. ✓ A Fall 2021 program was successfully completed at Glenbrook North, but due to COVID and staffing, the planned Skill-Building Spring 2022 group programming was delayed to FY23. Mindfulness skills were taught and shared as a component of many educational programs and digital outreach.
Intervention:	✓ FSC provided an average of 13 counseling sessions for each of 41 incorporated Glenview residents and their families in FY22.

<p>✓ Provide outpatient counseling services across the lifespan, including delivery to those with limited financial means. This includes individual and family therapy, as well as group therapy for children and adolescents</p> <p>✓ Digital Outreach. Providing trusted, reliable, and helpful information and navigation tools to residents who are in need of support.</p>	<p>Approximately 50% (22) of these residents were adults. These adults received 66% of the 570 sessions.</p> <p>Client surveys indicate that 81% agree with the statement “Since I began therapy, I would say that I have improved in my overall functioning.” 18% were neutral with 1% disagreeing with the statement. 95% would recommend a friend and/or family member to seek help at Family Service Center.</p> <p>✓FSC successfully distributed 24 clinically customized educational articles based upon challenges that FSC clinicians were frequently encountering. These emails go out to over 2,200 community members with open rates averaging 45%. Early survey results indicate readers found value in the articles, with therapist’s guidance on dealing with COVID the most helpful. 85% of respondents found the information helpful, with over half stating it was <i>extremely helpful</i>.</p> <p>✓FSC will be launching its refined and redesigned website this fall that aligns with needs outlined in Beyond Boundaries and strategic planning work.</p>
<p>Crisis Support:</p> <p>✓ Complete Health and Safety Assessments with Glenview students, including onsite delivery during the Signs and Symptoms of Suicide screening days.</p> <p>✓ Support community groups after traumatic death of community member</p>	<p>✓FSC completed 22 Health and Safety assessments during FY22. FSC supported the GBS community in the Fall of 2021 by completing health and safety assessments on campus with freshman students who were identified as high-risk during GBS’ delivery of the Signs and Symptoms of Suicide curriculum.</p> <p>✓ FSC provided organizational crisis support in Glenview due to three incidents this past year including a student assault, an accidental and traumatic death of a student, and the mass shooting on July 4th in Highland Park. FSC provided trauma-informed crisis consultation to organizational leaders, as well as clinical services to staff and students. FSC spent an estimate of 66 hours providing support to 44 individuals. [See attached letter of support from Dr. Pearson, Director of Special Education, District 225]</p>
<p>Additional goals that touch all three domains of clinical care:</p> <p>✓ Co-lead Year 4 of the Glenview D34 ParentConnect parent education collaboration</p> <p>✓ Participate in Glenview-based service committees</p> <p>✓ Expand the awareness within the community of FSC services</p>	<p>✓ D34 ParentConnect programming included 4 ParentConnect programs. [See materials here and attached letter of support from Cathy Kedjidjian, Executive Director of Communications & Strategic Planning, District 34.] In Spring of 2022 in collaboration with the Debra Gelfand Fund we added 3 FamilyConnect Nights to support community reconnections and mental health supports. Nearly 400 parents and students attended across the three programs. [See attached letter of support from Barbara Silver, President of the Debra Gelfand Children’s Foundation, and Karen Hitzeman, Glenview School District 34 Gelfand Board Liaison]</p> <p>✓ FSC continues to participate in monthly meetings of the Crisis Response Network, Character Counts! In Glenview, and the Social Services Committee. FSC also participated in the Glenview Northbrook Coalition for Youth and the Glenview Values Project.</p>

	<p>✓FSC successfully expanded awareness through a variety of outreach efforts including the Beyond Boundaries project, events such as the Glenview Necessities Community Fair, Direct mailings, FSC’s annual fundraising event, and our digital outreach campaign.</p>
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12. Describe the local needs the organization addresses. Local data should be used to describe the overall Glenview community need and the specific needs of beneficiaries:

FSC seeks to help across the spectrum of mental health. However, the majority of FSC resources currently support therapy interventions. In FY22 FSC supported Glenview clients with the following areas of concern (listed in order of greatest prevalence): Anxiety, Depression, Adjustment Disorder, PTSD, Gender Dysphoria, ADHD, Personality Disorder, Disturbance of Conduct, Social Phobia, Panic Attacks & Suicidal Ideation.

However, greater needs exist in the Glenview community as was verified through the FSC Beyond Boundaries interviews which included 23 Glenview community leaders. What leaders told us can be summarized in the following key points. Below each are direct and paraphrased quotes from those interviews.

1. COVID has increased the need for all mental health services.
 - a. *Since the pandemic, we have seen a 300% increase in referrals for hospitalization, partial hospitalization, or intensive outpatient therapy.*
 - b. *Text-a-tip, the teen anonymous text-communication system for immediate mental health assistance, has seen a 400% increase since the start of the pandemic.*
 - c. *We are seeing employees needing more help...People are just struggling more.*
 - d. *Covid has created a general lack of grace and civility that has made our teams work and lives more stressful on many levels.*
 - e. *I fear we have only scratched the surface of long-term impacts.*
2. There are not enough services to meet demand.
 - a. *I hope we again have resources to move back to more holistic preventative programming within the next year or so.*
 - b. *The demand for mental health support significantly exceeds supply. People are waiting for everything from counseling to psych hospital beds even when in acute crisis.*
 - c. *Seems like a full moon every night.*
 - d. *Can you double your staff?! We need FSC in the community.*
3. There is a great deal of misinformation and lack of clarity around what mental health supports are, how they can work, who can access them, and how they can help an individual or family.
 - a. *It would be wonderful if FSC could develop and deliver programs for parents to help them with the stresses they and their children are under. Our team doesn't have the bandwidth or the charter to do this and parents are so overwhelmed. Their lives have been "picked up and shaken like a snow globe."*
 - b. *People don't understand the options. Can you present to our staff in an "easy to digest" manner – everyone is overworked and understaffed.*
 - c. *My families don't know what they need and adults can generally not be a fan of therapy – they can see it as too time consuming and hold stereotypes from a different time.*
 - d. *Some don't realize its more than a bad day, year, etc. – that they are actually suffering from something like anxiety or depression.*
 - e. *Is there a way you can help people understand "what help looks like" – visualize how it works, lessen the mystery.*

4. There are more obstacles than ever in getting mental health services. Below is an overview of the obstacles shared by community leaders.

Lack of Clarity (Murkiness)	Logistical	Stigma & Fear	Availability
<input type="checkbox"/> Is this really a problem? <input type="checkbox"/> Does this rise to the level of "need help?" <input type="checkbox"/> Will services make a difference? <input type="checkbox"/> Difficulties "navigating the system" <input type="checkbox"/> Process and paperwork	<input type="checkbox"/> Finances <input type="checkbox"/> Transportation <input type="checkbox"/> Time <input type="checkbox"/> Child Care/Other care <input type="checkbox"/> Language <input type="checkbox"/> Lack of Internet Access <input type="checkbox"/> Paperwork	<input type="checkbox"/> Lack of trust in people and the system <input type="checkbox"/> Do not want diagnosis <input type="checkbox"/> Impact on their "Permanent Record" <input type="checkbox"/> Impact on future insurability <input type="checkbox"/> Family members may have conflicting opinions on need/desire of services	<input type="checkbox"/> Waitlists <input type="checkbox"/> Available specialists <input type="checkbox"/> Lack of specific services (esp. Trans and Psychiatry)

5. Members of immigrant communities face special obstacles in getting help.
- Our parents don't always know how to identify mental health issues. They tend to normalize that behavior.*
 - A lot of immigrant families are culturally not willing to share that they struggle or have emotional hardship. (We sometimes) Indirectly hear of challenges through the kids.*
 - Immigrant parents are more willing to ask for help for their kids than for themselves.*
 - The people I deal with from local immigrant communities are often hesitant to ask for help. Typically, when they find someone they trust, they will feel comfortable asking that person for help even in areas not related to that person's usual role.*
 - Often recent immigrants don't have any idea what services are available.*
 - With respect to non-native English speakers, in-person meetings are key – as they are often not confident enough to test language skills over the phone.*

In preparation of launching our Spanish language mental health programming, we also met with our Glenview School District 34 partners who work most closely with the Spanish speaking families to ask what they see as the greatest needs in the community. Areas of needed support in the community discussed included:

1. Family interaction and transitioning support.

- There has been a substantial increase in major depressive episodes and suicidal ideation recently. Parents need more education to help them understand what signs of depression are and how to support their children.
- Help with navigating difficult conversations, dealing with trauma (especially in immigrant and refugee families), mistrust between members and others, and disconnection.
- Families often grieve the loss of elements of their culture, especially newly relocated families. We discussed the idea of developing a program to target support and adaptive coping to families transitioning.
- Latino families who have children with disabilities need even greater supports (children and parents).

2. Preventative mental wellness skill development.

- For Parents: Bi-Cultural Understanding. Help parents understand what being bi-cultural can mean and how it impacts their children. Educate parents on managing and approaching issues,

especially when difficult situations develop. Support parents in establishing consequences for their children's actions while maintaining a trusting relationship.

- b. For Children: How to make good and healthy choices, build resilience, and understand and develop self-esteem.

See attached letter of support from Raquel Kim, Assistant Superintendent for Multilingual Services at Glenview Community Consolidated School District 34.

FSC seeks to meet these local needs through the following type of services that we also have begun to provide to Spanish speaking families:

1. **Education and Outreach.** Customized programs and presentations designed to reach as many in the community as possible in various modalities to help with:
 - a. Prevention and Skill-Building tools and strategies
 - b. Identification of Mental Health Challenges
 - c. The Possible Ways Back to Healthy Living
 - d. Navigation and Support for How to Access Mental Health Services
2. **Individual, Group and Family Consultations and Therapy.** Sessions can be one time or many, and can address support across levels of symptom severity. All are developed to help community members with:
 - a. Skill-Building
 - b. Tools and strategies to address mild symptoms
 - c. Interventions to alleviate moderate to severe symptoms
3. **Health & Safety Assessments.** Sessions are often one time and in person to help community members with:
 - a. Understanding the level of risk to an individual student
 - b. Recommendation for a course and level of care
4. **Crisis Support after traumatic event.** Customized support to provide trauma-informed short-term support to organizations and those they serve to help community members with:
 - a. Grief counseling
 - b. Identifying and managing the impacts of trauma

13. Explain what strategies the organization uses to specifically and directly address the identified needs:

FSC is working to address needs for education, information, and therapy intervention services while minimizing barriers to service. We are working to allow community members to access help in the modality that meets them at the level they are willing to embrace today.

FSC seeks to increase access to preventative education and skill building, as well as to provide support, education, direct services, and referrals as needed to those who are currently experiences the symptoms of a wide variety of mental health challenges.

Affordable Services. FSC offers a sliding scale fee option for individuals who are uninsured or underinsured. FSC is paneled with many insurance providers, including those that reimburse at a lower rate and are rarely an option for private practices. Most private practices do not accept insurance and can charge upward of \$225 per session.

Accessible Counseling for All Ages. Given that mental health issues impact individuals across the lifespan, FSC is structured to provide outpatient counseling for children, adolescents, adults, older adults, and families. In addition to financial accessibility, FSC operates seven days a week, including evening and weekend hours, to

ensure community members are able to obtain services that fit, not interfere, with their other commitments. FSC offers these services in person, or via telehealth.

Experienced Clinicians Trained in Evidenced-Based Interventions. FSC sets itself apart from other community mental health agencies through its service delivery by experienced, licensed clinicians who have expertise in treating varying presenting issues and populations. FSC therapists include licensed clinical psychologists, licensed clinical social workers, licensed clinical professional counselors, associate licensed marriage and family counselors and licensed professional counselors (including bilingual Spanish and Arabic counselors).

FSC clinicians are trained in a wide range of evidence-based interventions including, but not limited to, Cognitive-Behavioral Therapy (CBT), Psychodynamic Psychotherapy, Dialectical Behavior Therapy (DBT), Resilience Builder Program (RBP), and Eye Movement Desensitization Reprocessing Therapy (EMDR). FSC's staffing patterns allow us to work with the vast majority of people seeking services who need weekly outpatient counseling.

Spanish Language Program Development. FSC will be growing and tracking the number of Spanish speaking families that receive services from FSC via direct counseling, health and safety assessments, crisis consultation, and live educational programming. FSC will also track the number of Spanish speaking families that interact with our information digital distribution channels.

Educational Outreach. There is a large unmet demand for outreach throughout the communities FSC serves. Clinicians are actively developing materials and content that can be used in a variety of modalities to help educate and reach those in need that would benefit from mental health supports. Our goal is to meet people where they are in how they feel most comfortable accessing trusted information. The new hub for accessing these materials and service will be FSC's new website which is launching this fall.

Collaboration with Local Organizations. Collaborating with larger systems (e.g., Glenview School District 34, GBS) that systematically interface with high need and underserved members of our community. These collaborations also provide greater access to more of the community.

Prioritized care. When wait lists do occur, FSC seeks to prioritize those residents from areas that have governmental subsidizes.

14. Explain how the organization formally collaborates with other local organizations to decrease duplication of services and improve results for the community (i.e.: information-sharing, shared resources, defined measurables, written partnership agreements, joint marketing, memoranda of agreement). Provide specific examples where appropriate:

FSC is an active and consistent partner in many Glenview service-based committees including: Social Services Committee, Character Counts! in Glenview Committee, Crisis Response Network of the North Shore, Glenview Northbrook Coalition for Youth (GNCY), Leadership Glenview (Monica Garvey), Glenview Northbrook Coalition for Youth (GNCY), Glenview Values Project Committee (Dr. Dominguez served as FY22 Secretary).

Consistent monthly participation in these committees has connected FSC with other social service agency leaders including: Youth Services, Josselyn Center, Northfield Township, North Shore Senior Center. It has also connected us with Glenview schools (e.g., GBS, District 34, District 30, Wesley Child Care Center), Glenview Police, Glenview Library, Village of Glenview, and Glenview religious institutions.

Collaborative relationships also are in place with other Glenview schools, social organizations, and agencies which will often refer residents in need. We also have been asked to present and support staff at the Glenview Park District and Glenview Public Library.

Glenview’s connected and collaborative environment has allowed for opportunities to discuss community needs and service delivery to minimize duplication. Formal Glenview Partnership Agreements include:

District 34: The D34 ParentConnect Initiative, a partnership between the Glenview School District 34 and FSC, began in the summer of 2018 after the completion of a comprehensive districtwide needs assessment. D34 ParentConnect created a core steering and planning committee, “D34 Parent Connect Council” which included district parents, social workers, administrators, and FSC clinicians. More information about D34 ParentConnect can be found here: <https://www.glenview34.org/for-parents/parent-hub/for-parents/d34-parentconnect>. [See attached letter of support from Cathy Kedjidjian, Executive Director of Communications & Strategic Planning, D34.]

Debra Gelfand Foundation: In Spring of 2022 FSC partnered with D34 and the Debra Gelfand Foundation for three FamilyConnect Nights to support community reconnections and mental health supports. These presentations had materials and available translations in Spanish, Korean and Mongolian. Nearly 400 parents and students attended across the three programs. [See attached letter of support from Barbara Silver, President of the Debra Gelfand Children’s Foundation, and Karen Hitzeman, Glenview School District 34 Gelfand Board Liaison]

15. Provide evidence of community support for your organization and the services it provides. This may include plans for community collaboration, types of volunteer involvement, relationships with local schools, contributions from community members, etc.:

Due to the confidential nature of our work, direct volunteer involvement with counseling clients does not exist. However, FSC has a very active and engaged Board of Directors and Advisory Council. Village of Glenview community members are actively involved in both. FSC’s Board of Director leadership team includes Glenview residents Board President Keryl Klemm, Board Vice President Cathe Russe, and Board Treasurer, Mike Skweres. Additionally, FSC’s Advisory Council is co-chaired by Glenview resident and former Superintendent of District 34, Bill Attea, and former Park District Executive Director, Chuck Balling. [See attached document “The People Behind the Mission” which highlights staff, Board and Advisory Council members that reside in Glenview.]

As mentioned throughout this proposal, FSC has relationships with many Glenview schools and their administrative teams including D34, D30, D225, as well as Loyola Academy.

Glenview residents have also shown their support through their generous individual donations in support of FSC’s community work. Over 100 Glenview families contributed \$63,000 to FSC’s FY22 Annual Appeal. The support from Glenview for our 2022 Casino Night included 70 Glenview families who contributed over \$60,000 as well as over three dozen Glenview businesses who generously donated items to support this year’s event. See additional details in the attached FY21 Annual Impact Report.

16. Describe the organization’s annual fundraising activities and efforts to identify additional/diversified sources of funding:

FSC continues to strategically focus on creating greater, sustainable, reliable funding streams to support the agency’s growth, mission and vision. The following highlights efforts from FY22 and a look into FY23:

- **Annual Appeal.** Each fall FSC engages with the community to support FSC’s mission. This past year we asked the community to support our Hallway of Hope by adding engraved butterflies onto the halls of our new offices. This successful campaign raised over \$125,000 which was 56% more than FY21 and will have our clients welcomed by over 120 butterflies of all sizes when they meet with therapists in our offices. We hope to bring the Butterflies out of our offices in FY23!
- **Events.** FSC re-configured its development team, hiring a new Events Manager who will not only oversee FSC’s major annual fundraiser but will be adding new events in FY23. Currently scheduled:
 - New: **Pickleball Social** (9/16/22) This inaugural event we hope will spur future opportunities for both fundraising as well as attracting new donors and sponsors.
 - **2nd Annual Casino Night** (4/29/23). FSC had its most successful “spring” event in recent history on June 4, 2022 – FSC’s **Casino Night: All-In on Hope!**, grossing over \$150,000 with 300 guests. We look to build on this success with next April’s event. Our provisional revenue budget is \$175,000.
- **Federal Funding.** FSC received forgiveness for our second SBA Paycheck Protection Program in the amount of \$85,382. We also applied and received funds through the Employee Retention Credit program in the amount of \$28,480.
- **Grants.** FSC established a new Board Grant Sub-Committee to allow for greater identification, research, and support to find mission-aligned granting opportunities.
- **Investments.** The FSC Board established a new Investment Policy and directed a portion of reserve funds to low risk, but higher return investments which should increase FY23 funding.

17. Describe the organization’s most recent efforts to expand services and target new audiences:

Attract and retain talent. FSC has worked diligently to creatively invest in both compensation and culture to attract and retain the right team to support the FSC mission. A core belief is that those in the community that face financial or other obstacles to private therapy services still deserve the same level of compassion, expertise and quality when they work with FSC. **We have increased our therapy capacity by nearly 63% since February 2022 as well as our capacity for education and outreach in the community.**

Bilingual Spanish Expansion. FSC has been in search of a Spanish speaking bilingual Senior Clinician to join our team and help develop programming and services to respond to the need in the Latino communities we serve. In June we identified and hired the right person to help lead this effort. Rich Moorman, LCSW, starting with FSC in mid-July. Mr. Moorman has 15 years of experience as a social worker, providing bilingual individual and family therapy, case management, community support, and crisis intervention. He has worked with Spanish-speaking men, women, and children of all ages, and has extensive experience working with these clients on issues related to trauma, immigration, domestic violence, depression, anxiety, severe mental illness, grief and loss, and other stressors.

Our goal is to build a program that mirrors our English programming and is based upon the services outlined above which are prioritized by greatest need. The FSC Board has provisionally approved reserve funds to develop the program, while we seek to build a funding arm to support this development and growth. We have already begun to reach out to our Spanish speaking community leaders and connectors (schools, government, other agencies, etc.) to develop relationships and better understand the highest priority needs around the information and services described above. Additionally, we are currently in the process of recruiting a native Spanish-speaking professional intern through the Council of International Programs in Chicago. Our goal is that by fall we will have a full-time skilled psychologist, social worker, or educator participating at FSC in a cultural learning exchange program.

Re-purpose and Re-launch the FSC website. Unfortunately, those in need often find it quite challenging to navigate a path to reliable support. In a world with an internet filled with expert advice, the National Alliance on Mental Illness (NAMI) recently published survey findings, "NAMI has confidence that improving the accuracy and user experience of mental health navigation tools could have a major positive impact on effectively connecting more people to treatment and support services before they reach a crisis." [Source: Needs and Experiences of Users of Digital Navigation Tools for Mental Health Treatment and Supportive Services: Survey Study Published on 6.9.2021 in Vol 8, No 6 (2021): June JMIR Mental Health]

Much like the impacts of the pandemic, navigation challenges in finding mental health care are exacerbated by poverty, language/cultural barriers, age, racial and gender inequities.

Clinician and Educational Outreach in the Community. FSC has been shifting its therapist roles to include more resident engagement outside of FSC offices. We have been working with our partners and looking to expand to new partners to engage in new ways in the community. This will be particularly critical in building relationships within the Latino community. We have experienced early success in participating in the Glenview Necessities Network Community Fair in May as well as the District 34 Community Fair in August.

18. Describe the program’s engagement of high need and/or underserved populations:

Individuals and families often reach out to FSC for counseling support when they are experiencing significant distress and their symptoms are interfering with their functioning. It is widely documented that a significant percentage of people in need of mental health services do not access them. By definition, FSC’s outpatient counseling clients can be considered high-need based on their presenting problems. Additionally, individuals living in low-income families have increased risk for mental health problems and are less likely than families with financial resources to access quality mental health services.

As discussed previously, limited financial resources are a significant barrier to accessing service. The majority of local private practice clinicians identify as “out of network” providers or only accept insurances that reimburse at relatively high rates. This results in limited accessibility by community members who are enrolled with other insurance companies and/or cannot afford out-of-pocket costs. High premiums, deductibles, and co-pays also limit community members’ use of health insurance benefits when financial resources are needed for other household expenses.

Additionally, FSC also has clinical expertise in working with LGBTQIA+ clients and has seen a rise in need within this population. The new Spanish language programming will play a key role in a currently high need and underserved area of our communities. See more details in Q17.

Section B: Financial Information

Requestor’s Fiscal Year: July 1 to June 30

Funding Sources			
Government Funding	FY 2021 *	FY 2022	Anticipated FY 2023
New Trier Township	70,199	75,799	75,600
Northfield Township	32,000	40,000	35,000
Northbrook Village	18,680	21,320	20,000
Village of Glenview	25,000	48,500	25,000
SBA PPP Loan (to be forgiven) **	85,382	0	0
Employee Retention Credit ***	28,480	0	0
Total Government Funding:	259,741	185,619	155,600

Funding Sources			
Non-Government Funding	FY 2021 *	FY 2022	Anticipated FY 2023
Events ****	237,890	151,391	196,000
Programs/Appeals	63,806	125,115	120,000
Churches	5,500	12,405	12,500
Foundations	39,750	13,000	13,500
Organizations	25,850	39,683	95,000
Individuals	1,753	6,665	37,500
Total Non-Government Funding:	374,549	348,259	474,500

Funding Sources			
Client Fees/Other Revenue	FY 2021 *	FY 2022	Anticipated FY 2023
Client Revenue	456,606	336,001	450,844
Program Fees	48,040	28,600	36,000
Interest and other Income	327	2,269	4,584
Total Client Fees/Other Revenue:	504,973	366,870	491,428
Total of ALL Revenue Sources:	1,139,263	900,748	1,121,528

Expenses – Provide a detailed report of expenses by category using the tables below. To the best of your ability, please categorize expenditures as program expenses, administrative expenses, or fundraising expenses.

Expense Type	FY 2021 *	FY 2022	Anticipated FY 2023
PROGRAM Staff Salaries, Benefits, Taxes	403,039	414,401	554,054
Professional Fees/Contractual Services	27,505	25,468	28,042
General Operating Expenses	60,141	25,561	77,074
Occupancy and Utilities	51,812	78,989	81,170
ADMINISTRATIVE Staff Salaries, Benefits, Taxes	167,949	177,874	234,325
General Operating Expenses	14,475	20,784	27,758
Occupancy and Utilities	6,096	9,046	9,554
FUNDRAISING Staff Salaries, Benefits, Taxes	103,168	160,755	175,860
Occupancy and Utilities	3,048	4,552	4,771
Other Fundraising Expenses	23,373	45,101	58,991
Total of ALL Expense:	860,606	962,531	1,251,599

Staffing – Provide a count of your full time, part time and volunteer staff.

Total # of Employees *****	FY 2021 *	FY 2022	Anticipated FY 2023
Full time:	5	4	6
Part time:	4	6	6
TOTAL	9	10	12
Volunteer Staff:			

* FY21: See Audited statements

FY22: Preliminary audit results

FY23: Cash basis budget (provisional)

** SBA Payroll Protection Program loan was received in FY21 and was forgiven in FY22.

*** IRS Employee Retention Credit was reported as revenue in FY21 and was received in FY22.

**** FY20 Annual Gala was postponed, due to Covid-19, resulting in 2 events during FY21.

***** Total # of Employees are as of the last day of the fiscal year.

Section C: Funding Request

19. Funding received from Village of Glenview in 2022 (if applicable):

\$25,000 toward counseling services + \$23,500 toward Educational Programming, Digital Outreach, Skill Building, and Crisis Response.

20. If the organization received funding in 2022, describe how 2022 Village of Glenview funding was used.

Provide any specific information with quantifiable measures of success for the funded services/programs, as well as the number of unique incorporated Glenview individuals served:

We are grateful for the Village of Glenview’s support this past fiscal year in not only continuing to make counseling affordable by subsidizing an average of 13 counseling sessions for each of 41 incorporated Glenview residents and their families (570 hours), but for the additional one-time funding authorized this past year for our clinicians to develop customized content for the community, which was distributed virtually and in-person [See attached document 2022 Invited Presentations], and through digital delivery (24 articles emailed to thousands of community members and via social media), as well as helping FSC build it’s more impactful re-designed website. This also included support for trauma-informed clinicians to provide crisis support when needed for Glenview organizations. While impossible to predict, crisis continues to be a part of our community experience. Below is an overview in detail for each area of funding.

Type of service funded in FY22	Funding provided	Outcomes in FY22
<p>Individual and Family Counseling Offering quality counseling to Glenview residents in need, in particular offering a sliding scale fee for those with no insurance or underinsured</p>	<p>\$25,000 (Estimated to reach 40-77 with approx. 195 subsidized sessions)</p>	<p>In FY22 FSC delivered 570 sessions to 41 incorporated Glenview residents and their families.</p> <p>24% of counseling sessions were delivered to adults 65 years and older (clients averaged 27 sessions during the year), 25% of counseling sessions were delivered to adults aged 26-64 (clients averaged 16 sessions during the year), 17% to young adults aged 18-25 (clients averaged 12 sessions during the year) and 34% of counseling sessions were delivered to youth aged 17 or younger (clients averaged 10 sessions during the year).</p> <p>22% of sessions were eligible for sliding scale services and the other 78% were reimbursed by insurances at a rate that does not cover the cost of services. Overall, Glenview’s grant was able to cover approx. 47.5% of unfunded counseling services for incorporated Glenview residents.</p>
<p>Educational Programming</p>	<p>\$4,500 (Estimated to reach 500-1500)</p>	<p>FSC delivered 15 large group presentations, the majority which included Glenview residents. [See attached document Invited Presentations]</p>
<p>Digital Outreach</p>	<p>\$10,000 (Estimated to reach 500-1500)</p>	<p>FSC successfully distributed 24 clinically customized educational articles responding to community input. These emails go out to over 2,200 community members with open rates averaging 45%.</p> <p>FSC will be launching its refined and redesigned website this fall aligning with needs outlined in Beyond Boundaries and FSC strategic planning work.</p>

Skill Building Resilience Builder Program and Mindfulness Group Sessions	\$7,500 (Estimated to reach 7-20)	Due to the challenges coordinating spring groups during a COVID spike, we postponed the program and have held \$7,500 in scholarships funded by Glenview last fiscal year to be used in FY23.
Crisis Response	\$1500 (Estimated to reach 10-150)	FSC provided organizational crisis support in Glenview due to three incidents this past year including a student assault, an accidental and traumatic death of a student, and the mass shooting on July 4 th in Highland Park. FSC provided trauma-informed crisis consultation to organizational leaders, as well as clinical services to staff and students. FSC spent an estimate of 66 hours providing support to 44 individuals. [See attached letter of support from Dr. Pearson, Director of Special Education, District 225]

21. 2023 Request Amount:

FSC respectfully requests continued support to subsidize individual and family counseling for Glenview families (to include a CPI increase) of **\$27,350**. We also request continued funding in the amount of **\$1,500** to assist FSC in its support of Glenview organizations when crisis situations arise. Lastly, we request new funding of **\$7,500** to offset costs associated with FSC’s new Spanish Language Programming.

22. If the 2023 request amount exceeds the 2022 award, provide specific rationale for the increased request:

FSC’s FY23 request of \$36,350 is 25% less than the \$48,500 generously granted to FSC in FY22.

23. List any “in-kind” services the Village may be providing the organization and estimated financial value:

The Village does not provide an “in-kind” service to FSC.

24. Summarize the organization’s grant award proposal including explanation of the request amount and how specifically the Village funds would be used.

Program	Benefits	Est. Glenview Residents	Funding Request
Individual and Family Counseling	Evidence-based counseling consistently provides symptom relief and improved functioning to many who participate.	40-75	\$27,350 can subsidize the cost of 195 low-or no insurance resident therapy sessions. (195 x \$138 per session)
Spanish Language Program	Evidence-based culturally appropriate individual and family counseling and consultation sessions as well as adaptation, outreach, and delivery of educational programming in Glenview. These services will provide symptom relief and improved functioning to many who participate.	32-45	\$7,500 can subsidize the cost of 50 low-or no insurance resident Spanish language therapy sessions. (50 x \$153 per session)
Crisis Response	Ensuring seasoned clinicians are available to respond to assess an individual’s immediate safety, as well as offer organizational support in times of	10-150	\$1,500 Offsets clinical staff costs to respond to 20 hours of community crisis. (\$75/hour x 20 hours)

	unexpected crisis is an incredible asset in Glenview.		
Total Request:		82-270	\$36,350

25. Describe how the organization will measure the impact/success of the program(s) being funded by the Village. Be as specific as possible:

Counseling Services

- ✓ FSC will measure the impact and success of this program by its accessibility to and engagement by Glenview residents, by tracking the number of people served, the number of sessions delivered, and requesting demographic data for each client.
- ✓ Success will be defined by services being delivered to a significant proportion of low-income clients and clients who have insurance that is not typically accepted by many practitioners (i.e., due to low reimbursement rates).
- ✓ Client satisfaction survey data will be collected and analyzed.
- ✓ FSC intends to incorporate assessment measures to evaluate the impact of counseling services on symptom presentation and client functioning. Assessment measures will be administered pre and post treatment to evaluate effectiveness. While evaluation of optimal assessment tools is underway, it is likely that anxiety, depression, and self-reported stress levels will be evaluated.

Crisis Response

- ✓ FSC will track the number of Health and Safety Assessments completed.
- ✓ FSC will track the number of times clinicians are deployed for crisis support after a community tragedy.

Outreach and Education

- ✓ FSC will track the number of presentations delivered to the Glenview community.
- ✓ FSC will distribute program evaluation questionnaires to obtain feedback about the impact of programming.
- ✓ FSC will collect demographic data as well as survey benefits from those who access and use our new digital website hub once launched (digital outreach).

26. Describe why the organization is requesting Village funding. Please include how Village funding would help the organization advance its mission and goals, support the need for services your organization provides to the Glenview community and enhance the quality of life for the Village and its residents:

Q24 describes the services we believe are important for Glenview residents to have as a resource. Given Glenview community leader insights, we do not anticipate the need diminishing any time soon. While we hope crisis stays at bay, having experts available is a true value to the community.

Because mental health difficulties can negatively impact so many aspects of life, the impacts to a community with unmet mental health supports can be vast with many rippling impacts.

27. Describe the organization’s plans if the amount of Village funding assistance is less than anticipated and how the organization would respond:

FSC will continue to provide its evidence based, quality, traditional counseling services to Glenview residents. In FY22 requests for counseling services again outpaced our ability to serve, as was true of most agencies. With increased capacity, FSC currently can take new clients and we strive to pace funding and agency growth with demand. A reduction in anticipated funding will result in less resources available for outreach, education, and its effort to connect more people in need with services that can positively impact their lives. The pace at which we will be able to respond and grow to the needs in the Latino community is also contingent on finding ways to fund this new program.



2023 Non-Profit Core Service Funding Application

The Village of Glenview Board of Trustees provides limited grant funding to eligible non-profit social services providers in the Village. Organizations seeking funding must complete and submit this application and all required materials by **August 15, 2022**. Completed applications and questions regarding the application process can be directed to Ben Wiberg, Assistant to the Village Manager, at bwiberg@glenview.il.us or (847) 904-4310.

Completed applications should be limited to 15 pages not including requested supplemental material.

Village staff will review applications and make funding recommendations to the Board of Trustees at a future meeting. Applicants may be asked to appear before the staff committee, the Board of Trustees, or both to explain their application. Applications will be evaluated using the Application Rating Scorecard found on the Village's website.

By submitting an application, the agency agrees that it does and will meet the following criteria during the grant period:

- ✓ Agency is a 501(c)(3)
- ✓ Agency provides social services to incorporated Glenview residents
- ✓ Agency complies with all state and federal nondiscrimination, religious, political, and other laws regarding public funding
- ✓ Agency will not contract other agencies to provide the services described in the application
- ✓ Agency will meet all reporting obligations required by the Village

Section A: Organizational Information

1. Date of Application: 8/15/2022
2. Organization Name: Housing Opportunity Development Corporation
3. Year Founded: 1983
4. Mailing Address: 5340 Lincoln Avenue, Skokie, IL 60077
5. Organization Contact (Name, Title): Richard Koenig, Executive Director
6. Business Phone Number: 847-564-2900
7. Email: rkoenig@hodc.org
8. Organization Tax ID: 36-3237455
9. Is the organization organized, qualified, and recognized as non-profit, tax-exempt as defined by

the Internal Revenue Service under U.S.C. 501 (c)(3) or equivalent? (Y/N): Y

10. Describe the organization's mission, scope of work, and goals:

Housing Opportunity Development Corporation (HODC) is a community-based nonprofit developer of affordable housing founded in 1983. HODC's mission is to develop, manage and preserve housing that is affordable to low- and moderate-income households primarily in Chicago's northern suburbs. We serve families, seniors, persons with disabilities, individuals and local workers in north suburban Cook, Lake and McHenry Counties. HODC is a Community Housing Development Organization (CHDO) as well as a HUD-certified housing counseling agency. Our Board of Directors includes local citizens, real estate professionals, community leaders and tenants. HODC works to achieve our mission through four primary programs: Housing Development, Property Management, Housing Counseling and Community Education.

Completed developments target families, seniors, and supportive housing for those who are living with a disability or are homeless. About 20% of HODC's tenants earn less than the poverty line with more than half below twice the poverty line. In total, approximately one-third of our tenants are seniors, one-third are individuals living with a disability, and another one-third are low-income working families or individuals. By offering rental units at prices affordable to people making less than \$40,000 per year, HODC works to overcome the obstacle of access to opportunity. Many lower income households are working in and moving to the suburbs to gain access to the jobs, schools and services available.

HODC developed, owns and manages Axley Place in Glenview. Located at 3235 Milwaukee Avenue, Axley Place provides 13 units of affordable supportive housing for persons with disabilities. Completed in 2019, Axley Place has a mix of 1 bedroom, 2 bedroom and 3 bedroom units at below-market rents. Amenities include a community garden, community room, on-site laundry, tenant storage and ample parking.

HODC's target area is north suburban Chicagoland where affordable options are otherwise extremely scarce. This area has jobs, hospitals, medical clinics, and amenities that come from being wealthy. Research shows that affordable housing positively impacts the health of low- and moderate-income households because affordable housing: frees resources to be spent on health care and better food; provides stability to address health issues; and reduces crowding and associated exposure to health risks such as infectious diseases. It also stabilizes the community by increasing the buying power for low-income families that can mean steady income for local businesses, more job creations, and economic growth.

Households who benefit from HODC's efforts in Glenview, as well as the northern suburbs of Chicago include:

- persons with disabilities who need to be near their families and support networks to remain independent,
- senior citizens on fixed-incomes who can no longer afford to stay in the home where they raised their families,
- single mothers who want a good education and better health for their children,
- people who work in the suburbs and want to be closer to their jobs instead of commuting several hours each day, spending extraneous time away from their families in order to support them, and
- formerly homeless and nearly homeless individuals who would be on the streets if not

for our housing but instead have a stable base from which to work.

11. Describe how the organization establishes goals and measures progress/outcomes. Be specific and include data from the past year when possible. Measures should evaluate **effectiveness** of service delivery when possible:

HODC measures progress in the number of affordable housing units developed or preserved, and the number of people safely and affordably housed. In 2021, HODC housed almost 600 people in over 400 affordable rental units managed by HODC at 26 locations in a dozen communities throughout the Chicagoland area. In 2020, HODC's board of directors and staff established a three year Strategic Plan Strategic Plan. The 2020-2023 Strategic Plan outlines strategies to grow our portfolio by an additional 200 units by the end of 2023 by attracting resources and support for our work. Turn-over rates of HODC's units remain low due to high demand for safe, clean and affordable housing.

The evidence-based impact of Service Coordination for our tenants includes significantly improved housing stability and increased connections to service providers and supportive resources, more job and life skills trainings and jobs secured, and enriched community involvement by tenants living their best lives. Since starting this program five years ago, 420 low-income households across HODC's portfolio, including those at Axley Place in Glenview, have been served and over 200 agency liaison connections have been established, developing a roster of partner agencies on behalf of the tenants.

In 2021 HODC's Service Coordinators supported residents in connecting with local food banks, completing paperwork to access support services or federal benefits, navigating health insurance issues, obtaining CaptionCall phones for individuals with a hearing loss, transitioning to a nursing home or assisted living for those residents who needed additional care, navigating community transportation services, receiving donated Thanksgiving meals, participating in local Angel Tree programs, and accessing Christmas dinners from Jewel Osco courtesy of NAMI.

12. Describe the local needs the organization addresses. **Local** data should be used to describe the overall Glenview community need and the specific needs of beneficiaries:

HODC develops and manages affordable housing for low income households and seeks to create additional affordable units in Glenview as well as enhance the lives of the households currently living with us in Glenview. According to Census data, Glenview's median household income in 2020 was \$118,019 with a population of 48,769 people. The poverty rate is 4.8% meaning nearly 2,300 people in Glenview lived below the poverty line. The median value of owner-occupied housing units in 2020 was \$498,000. The median gross rent in 2020 was \$1,810 which means that a household would need to earn \$72,400 to afford the median valued apartment. Approximately 7.3% of the housing stock in Glenview is affordable according to the Illinois Housing Development Authority. Over 1,400 people, 2.9%, under age 65 in Glenview are living with a disability and many of them need affordable housing with supportive services related to their disability. People living with a disability face high rates of homelessness and housing instability, which can undermine their access to health care and, in some cases, force them to live in congregate or institutional settings that undermine their independence. Severely cost burdened poor households are more likely than other renters to sacrifice other necessities like healthy food and healthcare to pay the rent, and to experience

unstable housing situations like evictions. There is a need for more affordable units and for increased services for persons with disabilities.

13. Explain what strategies the organization uses to specifically and directly address the identified needs:

By providing affordable housing opportunities in the community, HODC helps increase aesthetic appeal through rehabs of buildings that otherwise would remain vacant; retain quality employees for local employers; create culturally rich communities; establish a resident base that is highly invested in the community's economic development; and increase revenue to the community by moving properties back onto the tax rolls.

In addition to 26 affordable housing properties throughout the Chicagoland area, HODC owns and manages a supportive housing development in Glenview for people living with a disability, Axley Place, where residents have access to a full spectrum of supportive services which encourage independent living and are tailored to their individual needs. The property consists of thirteen apartments in 2 two-story buildings that were constructed with the first floor at-grade for accessibility. With a mix of one, two, and three bedroom units for individuals and families living with a disability and on a low income, the property is a part of the 7.3% of Glenview's affordable housing stock mentioned in Question #12.

Some of HODC's tenants include elderly individuals and persons living with disabilities who have unmet needs and require services and assistance that property owners or managers cannot identify or effectively coordinate. In order to reduce their risk of homelessness and improve their access to supportive services for our residents HODC has established a Service Coordinator Department.

HODC Service Coordinators provide supportive services with the intent of assisting residents with housing stability, and ongoing support to establish and meet their financial, medical, long-term personal and housing goals. Service Coordinators help to coordinate the provision of supportive services to help all residents to stay stably and independently housed, age in place, and delay or avoid the need for higher levels care (e.g., an assisted living facility or skilled nursing facility). Service Coordinators manage and provide access to necessary supportive services in the community, provide case management services as needed and requested, and develop programs and resources that support wellness for the entire resident population.

Core functions that Service Coordinators fulfill include:

- Conducting comprehensive, non-clinical assessments of residents for wellness and social needs;
- Helping residents to identify, access, and coordinate services (such as personal care services), including monitoring of services provided and follow-up communication with service providers;
- Monitoring the receipt and follow through of services, including encouraging and motivating residents to engage with providers and participate in their own care/services management;
- Proactively developing and arranging educational/preventative health programs and services for residents;

- Developing and sustaining partnerships with the Area Agency on Aging, the Aging & Disability Resource Connection, community-based supportive service providers and other community stakeholders; and
- Maintaining an up-to-date resource directory with all local service providers.

Service Coordinators work closely with HODC’s property management team. Service Coordination Referral Process:

- Property managers may determine that the resident would benefit by working with a service coordinator. It is good practice to discuss referral with service coordinator. Property managers should make referrals to service providers with permission from or at the request of the resident, if the resident is unable to do so independently. Also, the resident should be aware that a HODC service coordinator will be contacting them and aware of the concerns raised by the property manager submitting the request. When possible, it is good practice for the property manager to call the service coordinator with the resident present to make an introduction. This can help build a direct relationship and will encourage the resident to follow through with the referral.
- A referral should be made in writing using the HODC Resident Referral Form for residents that may need any of the services. HODC Resident Referral forms provided in the Appendix of the HODC Service Coordination Manual. The form should include the following information:
 - Resident’s name and contact information.
 - Building name, address and apartment number.
 - If known, the resident’s service provider’s information (agency, staff member name and number).
 - Pertinent information related to why the referral is being submitted.
 - Recommendation for addressing concern/issue.
- Property managers may wish to refer residents with the following types of issues such as: damage to property, need for a repair, or failure to pay rent arise to the service coordinator for assistance in resolving the issue(s) so as to prevent, where possible and feasible, eviction, or other adverse tenancy actions.
- Service coordinators will contact the referred resident to assess needs and obtain written consent from the resident for all referrals to community partners when personal information about the resident (e.g., income, assets, chronic health conditions, etc.) other than basic contact information is to be shared. If the resident agrees, the service coordinator may also follow up with the service provider to ask about ongoing service provision.

14. Explain how the organization formally collaborates with other local organizations to decrease duplication of services and improve results for the community (i.e.: information-sharing, shared resources, defined measurables, written partnership agreements, joint marketing, and memoranda of agreement). Provide specific examples where appropriate:

Over the past 30 years, HODC has partnered with a variety of nonprofit social service organizations and for-profit development companies to create affordable housing. An important

partner is Thresholds, who provides healthcare, housing, and hope for thousands of persons with mental illnesses and substance use disorders in Illinois each year including to their residents in HODC buildings. HODC worked with the Center for Independent Futures to create homeownership for persons with developmental disabilities.

HODC's Service Coordinators partner with the following agencies to provide necessary services for our tenants: Trilogy (mental illness), Thresholds (mental illness), Center for Independent Futures (developmental disabilities), Connections (homeless), Clearbrook (developmental disabilities), Catholic Charities (homeless), Housing Options (mental illness), WINGS (victims of domestic violence), Kenneth Young Center (mental illness).

Service Coordinators act as liaisons between tenants and these local service organizations. They are tasked with:

- Assessing residents' needs; help identify, access and coordinate services and monitor receipt and follow through of services
- Seek to establish and sustain strong coordination that help residents to identify and effectively manage their preventative health and social service needs
- Create and sustain partnerships with community based supportive service providers, hospitals, health agencies service providers and other community stakeholders.

15. Provide evidence of community support for your organization and the services it provides. This may include plans for community collaboration, types of volunteer involvement, relationships with local schools, contributions from community members, etc.:

HODC is governed by a board of directors comprised of local citizens, real estate professionals, and community leaders. Jon Teuber, a Glenview resident for twenty years, has served on HODC's board since 2020. HODC staff have met with village staff about affordable housing issues and with local affordable housing advocates in Glenview to explore opportunities for creating additional units that would be affordable to low income households.

HODC has partnered with Youth Services of Glenview/Northbrook for over twenty years to enhance the lives of our residents. Youth Services staff provide direct supports to many children who live and have lived in our units over the years.

HODC is regularly supported by a group of Glenview residents who have contributed throughout the years to our annual year end appeal, spring appeal, major gifts campaign, and other fundraising events.

16. Describe the organization's annual fundraising activities and efforts to identify additional/diversified sources of funding:

A Communications & Development Coordinator was hired in 2019 in a newly created position to facilitate a fundraising and grant writing program in support of HODC's programs and tenants. In addition to searching for funding opportunities to further HODC's programs, this position also oversees annual fundraising activities in the spring and at the year end.

Starting in 2020 HODC launched its first major fundraising effort called the Key Campaign. The goal is to raise \$500,000 in order to increase HODC's capacity to implement more affordable

housing projects. Seeded with a \$100,000 challenge gift from our current board president, the Campaign has raised over \$300,000 just from board members and a few major donors. The Key Campaign is ongoing and will help create more affordable housing developments.

17. Describe the organization's most recent efforts to expand services and target new audiences:

HODC continues to seek out opportunities to develop or preserve affordable housing in the community. Several new projects are in the pipeline in neighboring suburbs.

- A new affordable housing development is expected to be completed in the fall of 2022 in Evanston. This Accessory Dwelling Unit (ADU) will add a 2-bedroom unit to an existing property currently owned and managed by HODC. The tenant is expected to move in before the end of this year.
- Construction has begun on a new affordable housing development in Elgin that is expected to be completed in the fall of 2023 with tenants moving by the end of the year.
- Construction on a 25-unit affordable housing development for working families and individuals is expected to begin in spring of 2023 in Deerfield.
- HODC is working with Mt. Pisgah, a church in Evanston, to move a mixed-use development that would include 44 affordable housing rental apartments through the financing and zoning process. Construction is expected to start in spring 2023 with completion in spring 2024. New tenants will move in to their new homes by summer 2024.

18. Describe the program's engagement of high need and/or underserved populations:

The Service Coordination program primarily serves high need and underserved populations: people living with a disability and who are living on a limited or fixed income often struggle to navigate community services and systems of support. HODC's tenants are among the demographic of those who are likely to be most severely impacted by COVID-19 (low-income, living with a disability, or over the age of 60), social distancing, and the hardships resulting from the economic instability. The impact of Service Coordination services for our tenants includes making connections to service providers and resources during some of the most challenging periods in recent history. These connections and resources can prevent a mental health crisis from worsening, an under-treated health condition leading to nursing home care, slipping into homelessness as a result of life changes, or unhealthy coping skills derailing a path to a better life. This can mean the difference between staying where they are, and homelessness, incarceration, or institutionalization where the risks increases exponentially.

Residents are not required to engage with the service coordinator, service coordination is voluntary. The service coordinator records the resident's participation preference in his or her file. To provide assistance and make referrals for appropriate supports or services, service coordinators learn about each resident's wants, needs, interests, and abilities through an intake assessment. Some residents may receive case management services or other assistance from other organizations or may have family members that provide assistance. Service coordinators are not clinicians and are prohibited from attempting to make any medical, physical, behavioral, or psychological diagnoses or clinical conclusions as a result of the information gained from assessments or screenings. However, service coordinators with these types of backgrounds may use their expertise and knowledge of other support systems to assist residents in navigating these

systems. Where their initial observations suggest there may be an issue that requires diagnosis and treatment, service coordinators would consult a nurse, doctor, or other trained clinician to make a more specialized assessment.

Section B: Financial Information

Requestor’s Fiscal Year:
January 1 – December 31

Revenues – Provide a detailed report of revenue by funding source using the tables below. Detail such as the name of the agency providing funding should be included. Additional rows can be added to the tables as needed. Total for each category should be included at the bottom of each table and the total of all sources should be included in the final table.

Funding Sources			
Government Funding	FY 2021	FY 2022	Anticipated FY 2023
Total Government Funding:			

Funding Sources			
Non-Government Funding	FY 2021	FY 2022	Anticipated FY 2023
Contributions/Fundraising	67,899	1,377,711	60,000
Operations	861,193	802,109	1,458,300
Grants	763,359	40,065	60,000
Total Non-Government Funding:	1,692,451	2,219,885	1,578,300

Funding Sources			
Client Fees/Other Revenue	FY 2021	FY 2022	Anticipated FY 2023
Rental Income	2,244,559	2,812,864	2,338,053
Total Client Fees/Other Revenue:	2,244,559	2,812,864	2,338,053
Total of ALL Revenue Sources:	3,937,010	5,032,749	3,916,353

Expenses – Provide a detailed report of expenses by category using the tables below. To the best of your ability, please categorize expenditures as **program expenses, administrative expenses, or fundraising expenses.**

Expense Type	FY 2021	FY 2022	Anticipated FY 2023
Office and Administration	1,819,797	2,309,575	1,479,260
Property Expenses	3,090,090	3,847,400	2,115,572
Total of ALL Expense:	4,909,887	6,156,975	3,594,832

Staffing – Provide a count of your full time, part time and volunteer staff.

Total # of Employees	FY 2021	FY 2022	Anticipated FY 2023
Full time:	23	23	24
Part time:	1	1	1
TOTAL	24	24	25
Volunteer Staff:	1	2	2

Section C: Funding Request

19. Funding received from Village of Glenview in 2022 (if applicable):

\$0

20. If the organization received funding in 2022, describe how 2022 Village of Glenview funding was used. Provide any specific information with quantifiable measures of success for the funded services/programs, as well as the number of unique incorporated Glenview individuals served:

N/A

21. **2023 Request Amount** - Applicants should make every effort to prevent year-to-year requests from increasing. If an applicant did not receive funding in 2022, their request should not exceed \$15,000. If an increase is being requested, rationale must be provided in question 22 as to how the increase will support new or enhanced programming. Any year-to-year increase may not exceed the Consumer Price Index for the previous 12-month period which as of the publication of this application is 9.4%. Request amounts above these parameters will not be considered:

\$15,000

22. If the 2023 request amount exceeds the 2022 award, provide specific rationale for the increased request:

N/A

23. List any “in-kind” services the Village may be providing the organization and estimated financial value: No in-kind services are currently being provided by the Village.

24. Summarize the organization’s grant award proposal including explanation of the request amount and how specifically the Village funds would be used. The proposal should specifically provide the following:

- What program/services will be provided with Village funds
- Describe the benefits of providing the program/services
- Estimated number of unique incorporated Glenview residents to be served for each program/service type. Individuals served through larger scale trainings/seminars/conferences should not be included in this figure.
- Requested funding amount for each program/service type with explanation of how the request amount was calculated. Figures must show the specific amount of funding associated with each program/service.

HODC is requesting \$15,000 from Village funding to support the position of a Service Coordinator at HODC to work with tenants who live in the apartments at Axley Place, our supportive housing development in Glenview for people living with a disability. The impact for our tenants includes increased independence, better connections to service providers and resources, more job and life skills trainings and jobs secured, and enriched community involvement by tenants living their best lives.

Our Service Coordinator manages and provides access to necessary supportive services in the community, provides case management services as needed and requested, and develops programs and resources that support wellness for the entire resident population. They stand in the gap, halting the possible domino effect of negative outcomes that could arise from a destabilizing life-

event, obstacle to independent living, or crisis that could lead to the loss of stable, safe, and affordable housing. The impact for our tenants can prevent a mental health crisis from worsening, an under-treated health condition leading to nursing home care, slipping into homelessness as a result of life changes, or unhealthy coping skills derailing a path to stable housing and a meaningful engagement in community life. This can mean the difference between staying where they are, and homelessness or institutionalization.

Some residents need a one-time intervention, such as connecting with a captioned phone provider to assist with communication independence due to the onset of hearing loss. Other residents may need long-term intensive help that pushes the borders of care giving, such as making connections to independent living support systems for a tenant who experienced a stroke and is in danger of being homeless after no longer being able to live independently. Both are necessary and make significant impacts on people's lives that make the Service Coordinator a life-saving benefit.

The funds requested will cover one-quarter of our Service Coordinator's salary and benefits of \$60,000 or \$15,000. This level was determined since that is the current percentage of her time (25%) spent working with tenants at Axley Place.

25. Describe how the organization will measure the impact/success of the program(s) being funded by the Village. Be as specific as possible:

Service coordinators must closely track their program's performance to ensure they are working as effectively as possible and meeting the needs of the residents they serve through monthly and annual reports.

- The monthly report gathers data on the number of intakes and discharges, case management interventions, services provided, referrals, community engagement, administrative tasks as well as the types of professional training attended. It also documents the service coordinator's efficiency in providing coordination by reporting success stories and examples of problems/challenges encountered throughout the course of their work. Monthly reports should be submitted to the supervisor on or before the 5th calendar day of each month.
- The annual report gathers data on the number of residents served, resident demographics, and the total number of intakes and discharges, case management interventions, services provided, referrals, community engagement activities and ranges of services provided throughout that calendar year. Annual reports should be submitted no later than 15 days after the end of each reporting period. The reporting period is January 1 to December 31 each calendar year.

26. Describe why the organization is requesting Village funding. Please include how Village funding would help the organization advance its mission and goals, support the need for services your organization provides to the Glenview community and enhance the quality of life for the Village and its residents:

HODC is requesting Village funding to support this program that directly supports a vulnerable population in staying stably and affordably housed in Glenview. The outcome of this program will lead to increased housing stability for current tenants who may be buffeted by economic and personal stressors as well as helping to keep rents affordable by supplementing program costs. It helps tenants connect with support services and work through issues that could cause them to lose

their ability to remain in their current home. Housing is a key social determinant of health. Without appropriate shelter, it can be extremely difficult to access the basic needs of food security, safety, anti-violence measures, employment, or healthcare.

27. Describe the organization's plans if the amount of Village funding assistance is less than anticipated and how the organization would respond:

HODC continues to apply for funds from other grant sources and foundations to supplement program costs for the Service Coordination program. Additional funds for this program and other operations expenses help HODC keep rents as low as possible for our tenants.

Section D: Supplemental Materials and Submittal Instructions

Organizations seeking funding must complete and submit this application and all required materials to Ben Wiberg at bwiberg@glenview.il.us by **August 15, 2022**. Below is an outline of all required materials.

- √ Completed Application
- √ Current Year Budget
- √ Next Year's Budget (if available) – Not Available: Next Year's Budget is currently being developed.
- √ Last Year's Audited Financial Statement
- √ Any additional documentation that could assist the Village in evaluating the funding proposal

Questions regarding the application process can be directed to Ben Wiberg, Assistant to the Village Manager, at bwiberg@glenview.il.us or (847) 904-4310.



2023 Non-Profit Core Service Funding Application

The Village of Glenview Board of Trustees provides limited grant funding to eligible non-profit social services providers in the Village. Organizations seeking funding must complete and submit this application and all required materials by **August 15, 2022**. Completed applications and questions regarding the application process can be directed to Ben Wiberg, Management Analyst, at bwiberg@glenview.il.us or (847) 904-4310.

Completed applications should be limited to 15 pages not including requested supplemental material.

Village staff will review applications and make funding recommendations to the Board of Trustees at a future meeting. Applicants may be asked to appear before the staff committee, the Board of Trustees, or both to explain their application. Applications will be evaluated using the Application Rating Scorecard found on the Village's website.

By submitting an application, the agency agrees that it does and will meet the following criteria during the grant period:

- ✓ Agency is a 501(c)(3)
- ✓ Agency provides social services to incorporated Glenview residents
- ✓ Agency complies with all state and federal nondiscrimination, religious, political, and other laws regarding public funding
- ✓ Agency will not contract other agencies to provide the services described in the application
- ✓ Agency will meet all reporting obligations required by the Village

Section A: Organizational Information

1. Date of Application: August 15, 2022
2. Organization Name: The Josselyn Center
3. Year Founded: 1951
4. Mailing Address: 405 Central Avenue, Northfield, IL 60093
5. Organization Contact (Name, Title): Clyde Walter, Chief Growth Officer
6. Business Phone Number: 847-373-6694
7. Email: cawalter@josselyn.org
8. Organization Tax ID: 36-221-7996
9. Is the organization organized, qualified, and recognized as non-profit, tax-exempt as defined by the Internal Revenue Service under U.S.C. 501 (c)(3) or equivalent? (Y/N): Yes.
10. Describe the organization's mission, scope of work, and goals:

Josselyn exists to close gaps in access to mental health services by providing high-quality, affordable mental health services for people of all backgrounds, particularly those who are low-income. Founded in 1951 by pioneering child psychiatrist Dr. Irene Josselyn, The Josselyn Center is a

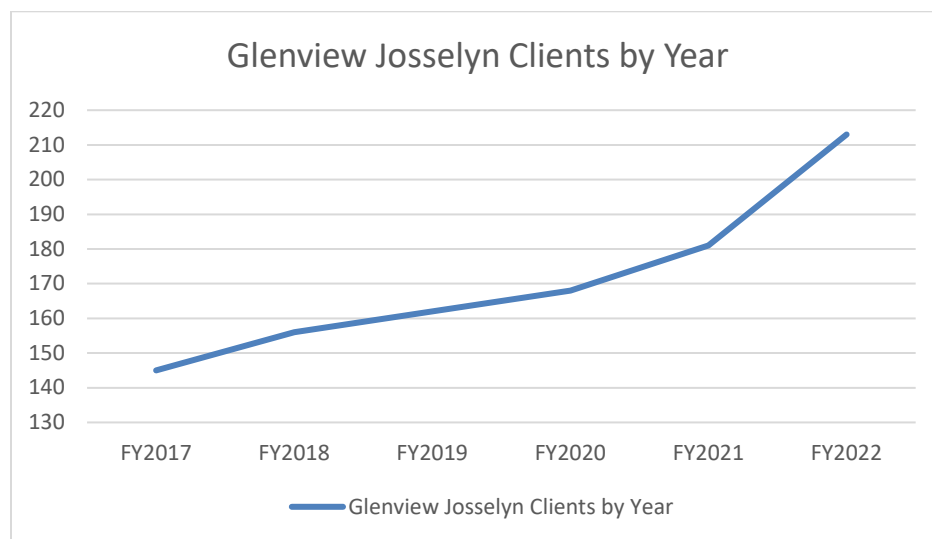
certified Community Mental Health Center serving more than 4,400 clients – an increase of 63% since we last applied for Village funding – through our two locations in Northfield and Waukegan, Illinois. We are the only provider of psychiatric services and medication management to clients with Medicaid in a 375-square-mile area, and the closest for incorporated Glenview residents. This service is in great need (we receive as many if not more calls for psychiatric services as for therapy); it is not duplicative of other agencies.

Though best known for our psychiatric services, we provide comprehensive, coordinated mental health care. Glenview residents will have access to the following services with your support:

- Therapy (individual, family, couple, group, art and movement therapy);
- Psychiatric services;
- Case management
- Employment support;
- The Living Room, a free alternative to the ER for a mental health crisis;
- Mental Health First Aid community training courses;
- Camp Neeka, our therapeutic summer day camp for children ages 8–12; and
- Our new Youth Intensive Outpatient Program (IOP).

Despite a severe shortage of psychiatric providers – a scarcity that is even worse in child and adolescent psychiatry – Josselyn’s medical services team is on par with those of top area hospitals and private health providers. Clients experience our services in a coordinated fashion: If a therapy client is also receiving psychiatric services, the client’s therapist and psychiatric provider share notes in one client record, discuss the case, and provide coordinated care. Coordinated care is quite simply the best approach to mental health care.

The pandemic exacerbated already growing mental health challenges: Our service hours are up by 86% over last year. We serve 213 Glenview residents, an 18% increase over last year (and a 28% total increase in the past two years).



Our overarching goal is to be here for clients before the point of crisis. Improving access to care among low-income residents is the precise reason we exist. We see this time as an opportunity to help close gaps in access when mental health care is MOST needed.

11. Describe how the organization establishes goals and measures progress/outcomes. Be specific and include data from the past year when possible. Measures should evaluate effectiveness of service delivery when possible:

Our staff gather data for progress measures through the client intake and appointment process, and through HIPAA-compliant, anonymous client surveys. Our client surveys measure program success through client ratings and qualitative feedback. Josselyn’s Quality Improvement Department of three, led by our Director of Quality Improvement, oversees the compilation and assessment of all Quality data. The Director is a member of Josselyn’s Senior Management team and provides regular reports to Senior Management and our Governing Board. Josselyn’s Quality and Compliance Committee, a subcommittee of the Governing Board, meets monthly to review data and discuss needed improvements. The committee includes our CEO & President, Chief Clinical Officer, Director of Quality Improvement, fully licensed mental health professionals, and a high school counselor.

Our goals, outcome measures, and results from the past year are noted in the table below.

Goal	Outcome Measure	Result
Clients will report improvement in mental health.	87% of clients surveyed will "strongly agree" or "agree" that their mental health has improved because of services through Josselyn.	75% of clients strongly agreed or agreed that because of services received at Josselyn, they feel their mental health has improved. (We’d like to note that due to significant client growth during the grant term, several respondents to our client survey were new to Josselyn and have not yet had time to experience and attribute improvement in mental health to our services.)
Clients will experience fast access to care.	90% of clients will be scheduled for an initial assessment within 30 days of initial contact.	The average time between first phone call to Josselyn and first assessment was 7 days.
Clients will report satisfaction with Josselyn services.	How likely is it that clients would recommend The Josselyn Center to a friend or colleague?	Our Net Promoter score, measured by responses to this question, was 58.11. This is considered a high NPS, and meets or exceeds the healthcare industry average. (Source: Retently 2022 NPS Benchmark)

Managing our organizational growth is also essential to our impact on clients and community mental health. Our Key Performance Indicators (KPIs) are shared across our Board and leadership, so we

have fine-tuned, transparent measures of growth, quality, and accountability across the organization. Our KPIs measure organizational metrics such as number of new clients each month, number of open positions, and funds raised, all of which are essential to managed growth of our organization and, therefore, our impact.

12. Describe the local needs the organization addresses. Local data should be used to describe the overall Glenview community need and the specific needs of beneficiaries:

Josselyn's services focus on inclusive, affordable access to mental health treatment for Glenview youth and adults because:

- Of IL Medicaid recipients, 25% have behavioral healthcare needs (IL Dept. of Healthcare and Family Services claims data, 2015). Approximately 2,365 Glenview residents are living below the federal poverty line ([2019 Census](#)); given that a quarter of Medicaid recipients in Illinois report behavioral health needs, approximately 600 low-income Glenview residents are in need of mental health services.
- Most serious mental health conditions are associated with lower levels of income (JAMA Psychiatry, 4/2011). We served 213 Glenview residents in the past year with comprehensive mental health services, including psychiatry, and stand ready to continue to serve more. Of these clients, the majority are low-income.
- IL is among the lowest ranking states for Medicaid reimbursement rates. Low reimbursement to providers severely restricts access to care. Yet Josselyn has expanded our staff, including adding new psychiatrists, in a field that is incredibly constrained.

Importantly, our service providers and clients mirror Glenview's demographics. Of our clients, 36% are youth under age 18, 10% are Black or African American, 23% are Latinx, and 4% are Asian. Of Glenview residents, 25% are under age 18 and 24% of color (U.S. Census).

Glenview's young people are of high priority, particularly in the aftermath of challenging experiences such as living through the COVID-19 pandemic, the tragic deaths of students in the area, and the recent mass shooting at the 4th of July Parade in nearby Highland Park – all on top of an already growing mental health crisis among youth. The earlier a mental health challenge is recognized and treated, the sooner an individual can gain the skills to heal. Half of serious mental illness begins in childhood, yet only about half of these youth receive treatment ([JAMA](#)).

New calls for our comprehensive services – which set us apart from other providers – have skyrocketed. Every single month, 250 area residents are turning to Josselyn to begin mental health services, many times the number of new clients who turned to us even a year ago. As previously mentioned, our Glenview clients continue to increase year-over-year. This aligns with findings from the [2019 NorthShore University Health System Community Health Needs Assessment](#), which listed **access to behavioral health as the top-ranked external factor affecting community health**.

Without a mental health system that meets the needs of low-income residents, Glenview's residents and communities will suffer. Our timely, comprehensive treatment helps prevent school dropout, job loss, incarceration, and even suicide.

13. Explain what strategies the organization uses to specifically and directly address the identified needs:

Josselyn directly addresses Glenview's community mental health needs by providing affordable, accessible, comprehensive, and bilingual and culturally competent mental health care for all.

Comprehensive mental health care is effective care. Josselyn services for Glenview include **therapy** (individual, family, and group), **psychiatric services**, **Supported Employment service**, a teen **Intensive Outpatient Program (IOP)**, and **community programming** (The Living Room, the Drop-In Center, Camp Neeka for children ages 8-12).

We adhere to the following strategies to address accessibility to care (the highest-ranked need according to the NorthShore Community Health Needs Assessment), the effectiveness of our treatment for Glenview residents, and the diversity of our staff, since this matters to client outcomes.

- **Affordable Services:** Josselyn accepts Medicaid, Medicaid, and insurance, and provides a sliding fee scale, made possible through grant funds from the Village of Glenview and Northfield Township.
- **Timely, Streamlined Access:** Our goal for time from a new client's first call to the point of assessment is 7 days. Due to rapid growth in mental health needs, we expanded our clinical staff. Every week we receive far more requests for psychiatric services than any other service, and we have expanded our psychiatric services to better support this clear need.
- **Comprehensive Care:** We are building out our comprehensive mental health services to be of the most robust and highest quality profile for a Community Mental Health Center, in particular bolstering our psychiatric services and adding an Intensive Outpatient Program for teens and young adults; there is no such program in the area that accepts Medicaid and provides availability for low-income families, as Josselyn's does.

Mental health treatment is not one-size-fits-all. We have expanded our services to include new modes of movement and art therapy, a supported employment service to help area residents find and keep jobs, and peer-specialist drop-in and crisis aversion centers.

We are also becoming a regional leader in providing Mental Health First Aid (MHFA) to build understanding and reduce stigma around mental health. More than 2.5 million Americans have completed MHFA; variations of the course focus on adults, adults who spend time with youth, and teens. We are in discussions with Glenbrook South High School to provide MHFA courses to staff and students.

- **Diverse and Inclusive Providers for Youth and Adults:** We have recruited and retained an overall culturally diverse staff, because research shows mental health care is more effective when the provider understands and shares a client's background, ethnicity, and/or belief system. ([NAMI](#)) Of our staff, 21% are Hispanic, 8% are Black, 4% are two or more races, and 12% are not defined or other. We are also working intentionally to embody diversity, equity, and inclusion across our community outreach, policies, practices, and culture.

14. Explain how the organization formally collaborates with other local organizations to decrease duplication of services and improve results for the community (i.e.: information-sharing, shared resources, defined measurables, written partnership agreements, joint marketing, memoranda of agreement). Provide specific examples where appropriate:

Our partnerships improve client access to care, strengthen the safety net for vulnerable area residents, and increase efficiencies. As the only area provider of psychiatric services for low-income Glenview residents, we do not duplicate the services of other area providers – rather, we complement our peer organizations that provide important mental health services. Since we provide

psychiatric services that are coordinated with therapy at Josselyn, we serve as a streamlined, unified community mental health center.

Josselyn regularly communicates with school districts, police and fire, Glenbrook Hospital and North Shore University Health System, and other area non-profit agencies to share referrals, discuss community needs, and to raise awareness of the mental health services we provide

Josselyn’s partnerships include the following:

Organization	Type of Partnership	Description
Maine Township	Formal Agreement	Josselyn provides psychiatric services and case management on-site at MaineStay Youth & Family Services so Township residents can access care close to home.
Illinois Department of Human Services	Formal Agreement	Participating provider. Josselyn is a provider for the state Call4Calm line, free and available 24/7. Our Living Room program, a calming alternative to the ER for those experiencing crisis, is open to all residents at no cost to them; it is supported through a state grant and adheres to state requirements. Our Intensive Outpatient Program and Supported Employment service are also supported by the state, a sign of quality and impact.
Connections for the Homeless	Formal Agreement	Written partnership agreement. Josselyn provides counseling to participants on site at this Evanston-based organization. These individuals are housing insecure.
Northwestern Medicine	Formal Agreement	Josselyn provides a full-time Care Coordinator at Lake Forest Hospital to support and schedule patients who present in the ER but do not need inpatient treatment, so that they can receive coordinated outpatient care at Josselyn. This Care Coordination agreement helps ensure vulnerable area residents who turn to the ER as mental health provider do not slip through the cracks.
NorthShore University Health System	Collaboration	Josselyn worked with NorthShore this year to provide Mental Health First Aid training courses to their staff.
Glenbrook Hospital Community Advisory Board	Collaboration	Information-sharing and referrals. Meet to discuss referrals to our services, and how our services work in tandem with the hospital’s services.

Crisis Response of the Northshore	Collaboration	Information-sharing and shared resources. Josselyn has been a member of this Crisis Response network, which meets regularly, for more than 30 years.
Glenview Police Department	Collaboration	We receive referrals from Glenview Police Department to accept clients in need of mental health services and prevent crises.
Glenbrook Transition Services	Collaboration	Information-sharing and referrals. Josselyn met with the District 225 Glenbrook Transition Services team to continue our strong record of support for students transitioning to adulthood, including those in or exiting the evening school.

15. Provide evidence of community support for your organization and the services it provides. This may include plans for community collaboration, types of volunteer involvement, relationships with local schools, contributions from community members, etc.:

Relationships with Local Schools

We are working with Glenbrook South High School to be able to offer Youth and Teen Mental Health First Aid courses, which would provide adults and teens in the school with potentially life-saving training courses that help them recognize, understand, and respond to potential signs of mental health challenges in their students and peers.

Community Collaboration

We work closely with Glenbrook Hospital Community Advisory Board and met this year to discuss referrals to our services, and particularly how our psychiatric services can work in tandem with the hospital. We aim to help prevent the use of the Glenbrook ER as mental health provider by ensuring Glenview residents can access our comprehensive mental health care before the point of crisis.

We partner in a year-round fashion with service committees at religious institutions, such as Glenview Community Church. We are happy to meet with additional organizations that you recommend and would also gladly work with them to offer Mental Health First Aid trainings to constituents.

Volunteer Involvement

Josselyn’s three volunteer boards incorporate the valuable talents and experiences of Glenview residents. Our three Boards include the following:

- Governing Board: 23 volunteers who financially support Josselyn. Our Board Secretary resides in Glenview.
- Auxiliary Board: 30 volunteers who support fundraising and awareness-building.
- Junior Board: 50 area high school students who engage in mental health education and raise awareness among their peers. The Junior Board includes students from District 225.

16. Describe the organization’s annual fundraising activities and efforts to identify additional/diversified sources of funding:

Josselyn intentionally maintains a diversified mix of revenues so we can remain sustainable. Of our \$3,696,063 total in grants/donations/gifts:

- 6% comes from events/benefits including A Night for Josselyn and our Spring Luncheon;
- 11% comes from unrestricted individual gifts/donations;
- 15% comes from Townships in our service area;
- 12% comes from other non-federal government sources (e.g., the State of Illinois);
- 57% comes from a two-year federal grant through the Substance Abuse and Mental Health Services Administration (SAMHSA).

This total represents 47% of our revenue margin, with client billing and revenue contributing the rest. While a majority of our revenue comes from client billing and insurance, this is by far our highest expense – we therefore must fundraise in an ongoing manner to cover the cost of services to your residents.

As needs grow, we are further defining our fundraising efforts and efforts to identify additional sources of funding. Our activities include the following:

- Our signature benefits in the fall and spring, namely A Night for Josselyn and the Josselyn Spring Luncheon. Combined, we anticipate raising \$214,500 from these marquis fundraising events for our mental health services. The Spring Luncheon specifically raises funding for our children’s services and summer therapeutic day camp.
- A capital campaign to add and renovate sufficient space for our programming, staff, and clients, since we are currently bursting at the seams due to skyrocketing demand for our services. The capital campaign includes a dedicated effort to renovate our building at 495 Central Avenue, Northfield for our new Youth Intensive Outpatient Program, which will serve Maine Township residents.
- An enhanced individual and major gifts program, stewarded by our Philanthropic Engagement Manager, Chief Growth Officer, and CEO.
- New corporate partnership prospecting to engage area businesses in our work and the importance of accessible mental health services for communities these businesses serve.
- Expanded grant prospecting to identify opportunities that fit with our current size, expanded services, and diversity, equity, and inclusion efforts.
- Digital peer-to-peer fundraising tactics to increase individual engagement among communities in north suburban Illinois, in support of our services and mental health for all.

17. Describe the organization’s most recent efforts to expand services and target new audiences:

In the last 12 months, Josselyn increased our staff by 38% to support a fast-growing client population, including adding to our psychiatric services staff with a new Psychiatric Mental Health Nurse Practitioner, Cale Wardell, APRN, PMHNP-BC (Illinois has a shortage of psychiatric service providers, further highlighting our commitment to serving needs).

We opened our new Josselyn IOP this year to fill a deep need for affordable intensive outpatient care that is more in-depth than weekly therapy but not as extensive as hospitalization. We seek to serve

over 500 adolescents each year once fully scaled out. We will address an unmet need as the first IOP in north/northwest suburban Chicago to accept Medicaid. The only other such program for low-income teens is more than an hour’s drive from our location.

As discussed further in this application, we have expanded the number of bilingual providers at Josselyn and created bilingual materials for our community outreach. The number of Latinx residents in the suburbs is growing, a trend that experts expect to continue.

18. Describe the program’s engagement of high need and/or underserved populations:

Breaking down barriers to care among vulnerable populations drives our work at Josselyn.

Josselyn exists to serve your community members who are low-income and may not have the financial means or insurance to access mental health care. Of our clients, 9 in 10 receive Medicaid or qualify for our sliding fee scale, which your funding helps underwrite.

There has been a particular dearth of bilingual providers in north suburban Cook County, including those who provide psychiatric services. We have worked hard to recruit and have more than 40 bilingual therapists and administrators who speak Spanish, Ukrainian, Russian, Polish, and Malayalam.

Youth are a high-need population, given a decade-long increase in suicide rates and rates of mental illness combined with the more recent impacts of the pandemic. The 2021 [State of Mental Health in America](#) report found that among youth with severe depression, only 27.3% received consistent treatment. We are prioritizing youth services by adding new clinical staff and teaching Mental Health First Aid training courses to high school students.

Section B: Financial Information

Requestor’s Fiscal Year: July 1, 2022-June 30, 2023

Revenues – Provide a detailed report of revenue by funding source using the tables below. Detail such as the name of the agency providing funding should be included. Additional rows can be added to the tables as needed. Total for each category should be included at the bottom of each table and the total of all sources should be included in the final table.

Funding Sources			
Government Funding	FY 2021	FY 2022	Anticipated FY 2023
State of Illinois	461,911	1,195,904*	428,796
Townships & Municipalities	405,941	470,500	559,767
Other government	CARES: 1,245,206	CDBG: 155,000	SAMHSA: 2,105,000
Total Government Funding:	2,113,058	1,821,404	3,093,563

**State funding restricted for The Living Room, our supported employment service, and our new IOP.*

Funding Sources			
Non-Government Funding	FY 2021	FY 2022	Anticipated FY 2023
Contributions (Unrestricted)	789,049	403,000	388,000
Annual Benefit Events	48,710	295,000	214,500

Contributions (Restricted)	2,606,190	2,731,000**	2,035,000
Other (Board Dues, Connections for the Homeless, Josselyn Champions In-Kind, Medical Records)	85,772		
Total Non-Government Funding:	3,478,480	3,429,000	2,637,500

**Includes 2,150,000 that was restricted for our new IOP.

Funding Sources			
Client Fees/Other Revenue	FY 2021	FY 2022	Anticipated FY 2023
Client Fees and Insurance	3,275,138	8,024,660	17,300,767
Total of ALL Revenue Sources:	8,379,896	13,275,064	23,031,830

Expenses – Provide a detailed report of expenses by category using the tables below. To the best of your ability, please categorize expenditures as **program expenses, administrative expenses, or fundraising expenses.**

Expense Type	FY 2021	FY 2022	Anticipated FY 2023
Salaries & Benefits	4,769,955	10,883,968	16,587,051
Professional Fees (Legal, IT, Tax/Auditor, Clinical, Payroll Service, PR, Recruitment)	160,327	470,700	561,200
Supplies/Phones/Printing/Postage/Equipment	284,344	263,360	472,460
Occupancy	233,860	454,365	741,635
Transportation	256	4,200	4,200
Other (Taxes/Property Taxes, F&E, Training/Meetings, Meals/Entertainment, Membership, Marketing, Insurance, Continuing Education, Billing/Credentialing)	700,016	801,872	852,740
Total of ALL Expense:	6,148,758	12,878,465	19,219,286

****Audited figure. Of Expenses: 74% for Program Services, 21% for Management and General, 5% for Fundraising.

Staffing – Provide a count of your full time, part time and volunteer staff.

Total # of Employees	FY 2021	FY 2022	Anticipated FY 2023
Full time:	53	116	174
Part time:	11	24	19
TOTAL*	64	140	193
Volunteer Staff:	90	100	100

*Total does not include seasonal staff for Camp Neeka (e.g., 27 in FY22).

Section C: Funding Request

19. Funding received from Village of Glenview in 2022 (if applicable): \$55,000

20. If the organization received funding in 2022, describe how 2022 Village of Glenview funding was used. Provide any specific information with quantifiable measures of success for the funded services/programs, as well as the number of unique incorporated Glenview individuals served:

Your support helped us serve more clients, quickly and with outstanding providers, including in psychiatric services. We kept wait times minimal even as some providers had to turn new clients away. Clients provided high levels of satisfaction with our services. Three-quarters of our clients reported in our annual survey that their mental health improved because of receiving our services. New clients were scheduled well within our 30-day goal.

With your generous support this past year, Josselyn provided mental health services to 220 Glenview residents (an 18% increase) who received thousands of hours of care. Of these service hours, 70% were for therapy, 20% were for psychiatric services, and 10% were for our Supported Employment service, case management, and our summer therapeutic day camp, Camp Neeka. Your support particularly helped us provide psychiatric services, which are costly to provide and leave us with financial gaps to fill, as noted later in this application, yet must be available due to severe shortages in the field.

21. 2023 Request Amount: \$61,000

22. If the 2023 request amount exceeds the 2022 award, provide specific rationale for the increased request:

As the number of Glenview residents turning to Josselyn increases substantially, we respectfully request a \$5,000 increase in support to fill cost gaps created by the 18% increase in Glenview clients we serve. Medicaid reimbursement ratios in Illinois are among the lowest in the nation (43 of 50 states). These low Medicaid rates leave us with a \$198/hour gap to provide psychiatric services to Medicaid recipients. As we serve more of your residents, we need more funding to continue being here for them.

23. List any “in-kind” services the Village may be providing the organization and estimated financial value:

Josselyn does not receive any in-kind services from the Village.

24. Summarize the organization’s grant award proposal including explanation of the request amount and how specifically the Village funds would be used. The proposal should specifically provide the following:

The Josselyn Center respectfully seeks \$61,000 to continue to close deep gaps in comprehensive mental health services for low-income Village of Glenview residents, including those who receive Medicaid. Your funding of \$61,000 will cover cost gaps for Glenview clients to receive psychiatric services, as described in this section.

While your funding specifically will go to psychiatric services (which are the most costly for us to provide, leaving us with significant gaps), we will absolutely provide our overall coordinated, comprehensive mental health services to a growing number of Glenview clients, as described in this section. We will provide our sliding fee scale for Village residents and continue to provide psychiatric services to Medicaid recipients, despite low Medicaid reimbursement rates in Illinois (among the lowest in the nation).

We will provide outstanding services overall, even as we meet increasing demand. Your funding will enable us to provide psychiatric services to the growing number of Glenview clients at Josselyn. We will also overall:

- **Continue providing our sliding fee scale for Glenview residents, so cost is not a barrier to mental health.** Your residents will affordably access not only therapy and psychiatric services but our Supported Employment program, Individual Placement & Support, to help them find and keep jobs; Art Therapy, a proven approach for children and adults; The Living Room (a free service for adults in need of a calming, therapeutic response to a mental health crisis), The Drop In Center (to build connections with peers who have lived experience with mental illness), our support groups, and our summer therapeutic day camp for children.
- **Serve low-income clients, which is increasing exponentially due to job losses from the pandemic.** All mental health services, particularly psychiatry, are in short supply in the region. There is an extreme shortage of providers who accept Medicaid due to low reimbursement rates in IL. Your funding helps cover a portion of this shortfall, allowing us to serve Village residents.

Our Medicaid billing capabilities are strong, allowing us to leverage federal and state funds to minimize human service expenses for the Village. This partnership with you maximizes our administrative and clinical strengths while keeping your community healthy.

Your support will ensure Josselyn can provide immediate, outstanding, comprehensive mental health services, specifically helping us provide psychiatric services, for low-income incorporated Glenview residents even as needs grow. With support from the Village, we will treat more Glenview residents in need in 2023. We are your comprehensive Community Mental Health Center, including providing psychiatric services.

- What program/services will be provided with Village funds:

Your funding will help cover psychiatric services for Glenview clients. However, these Glenview residents will experience coordinated care overall. Josselyn will provide streamlined intake and coordinated mental health services to an estimated 230-240 total youth and adults who reside in Glenview. Our circle of care at Josselyn means low-income residents receive the services that are right, and effective, for them. These will include:

- Individual, Couple, Family and Group Therapy
- Psychiatric Services (child, adolescent, and adult)
- Community Support Service to work with clients out in the community
- Case Management
- Supported Employment
- The Living Room, an alternative to the ER for a mental health crisis (free)
- Drop-In Center, for adults seeking support from trained peers who are in recovery from mental illness (free)
- Camp Neeka, our therapeutic summer day camp for children ages 8–12
- Mental Health First Aid training courses

- Intensive Outpatient Program for teens

We will ensure bilingual services to break through historic cultural and linguistic barriers to mental health care. Josselyn's behavioral health team is uniquely qualified to address unmet needs. Our robust psychiatric services team, led by Medical Director, Louis J. Kraus, MD includes 5 adult and child psychiatrists, 3 full-time APRNs, and is home to a residency training program for 4 Rush University Medical Center child psychiatry fellows. Our five pro-bono Josselyn Champions, who are leading psychiatrists with specialties in areas such as ADHD, also work with youth and adolescent clients monthly at Josselyn. Our team of therapy providers is trained in a full range of therapeutic theories and approaches. Our multi-cultural team includes 30 clinicians and case managers who are fluent in Spanish, Ukrainian, Russian, Polish, and Malayalam.

- Describe the benefits of providing the program/services

Affordable, effective mental health services will have a compounded impact on success in school, the ability to find and keep employment, relationship and family stability, and physical health. Psychiatric services are the hardest to access in general for Glenview residents and individuals throughout Illinois and the nation. The more support we receive, the more community members to whom we can provide our psychiatric services. Strengthening the availability of affordable psychiatric services for incorporated Glenview residents who need such services will lead to better quality of life and engagement in society, and prevent deepening spirals of disengagement from school, substance abuse, involvement in the criminal system, joblessness, homelessness, and even suicide.

- Estimated number of unique incorporated Glenview residents to be served for each program/service type

We anticipate 230-240 Glenview residents in total will experience our therapy, which is our bedrock service. We anticipate that of these, 45-90 will use our psychiatric services, with medication as part of their individual treatment plan.

- Requested funding amount for each program/service type with explanation of how the request amount was calculated

We respectfully request that the Village of Glenview contribute \$61,000 to cover only what is not available from other governmental sources for psychiatric services for Glenview clients. Our request is within your ceiling of increase in funding, yet reflects the 18% more Glenview clients we are serving this year.

Of our 220 Glenview clients, all receive therapy, and approximately 20% (44 clients) receive psychiatric services. As mentioned previously, psychiatric services leave us with a cost gap of \$198 per hour for Medicaid recipients. Your funding of \$61,000 covers the gaps for these 44 clients to receive 8 hours of psychiatric services for the year. In reality, many need more than that amount of care; we also apply for funding through Northfield Township to help support our services for Glenview residents, as well as for those who reside in Northbrook and parts of Northfield. The Township's \$68,000 in funding works with yours to ensure we can provide needed services to Glenview residents.

25. Describe how the organization will measure the impact/success of the program(s) being funded by the Village. Be as specific as possible:

Your funding will directly help a significant number of incorporated Glenview residents access effective mental health care.

1. We will track the number of residents we serve, and service hours provided to your community.
2. We will hold high standards for the quality and effectiveness of these services. We will track, assess, and make improvements using the following outcomes and measures:
 - Outcome: Clients will strongly agree or agree that because of services received at Josselyn, they feel their mental health has improved.
 - Measurement Tool: Client survey
 - Metric: 87% agree/strongly agree
 - Outcome: Clinicians will respond to requests for services for new and current clients quickly. The average time from first call to assessment will be on average 7 days.
 - Measurement Tool: Intake data
 - Metric: Average time from first call to first assessment.
 - Outcome: Clients will be satisfied with services, recommending Josselyn to friends and colleagues.
 - Measurement Tool: Client and clinical team reporting
 - Metric: Net Promoter Score (prior year Score was 40.51).

Please also note that The Josselyn Center is certified by the Illinois Department of Human Services and holds the highest level of accreditation from the Commission on Accreditation for Rehabilitation Facilities (CARF). We hold ourselves to extremely high standards.

26. Describe why the organization is requesting Village funding. Please include how Village funding would help the organization advance its mission and goals, support the need for services your organization provides to the Glenview community and enhance the quality of life for the Village and its residents:

We view mental health services for low-income residents, and for all, as essential to community health in Glenview. Your support for our mental health services is essential to community health, because as more clients turn to us, our ability to serve them will have a cascade effect. Affordable, effective mental health services will have a compounded impact on success in school, the ability to find and keep employment, relationship and family stability, and physical health. The more support we receive, the more community members we can serve.

We face significant cost gaps to provide mental health services affordably for clients. Psychiatric services are costly to provide, yet we must ensure they are available to low-income Glenview residents. The Josselyn Center is one of the few area providers that leverages all forms of Medicaid to achieve a sustainable revenue model. Medicaid billing and compliance is complicated, but we view it as our responsibility in partnership with you and with private philanthropic entities.

We respectfully request that the Village of Glenview contribute \$55,000 to cover only what is not available from other governmental sources.

27. Describe the organization's plans if the amount of Village funding assistance is less than anticipated and how the organization would respond:

At a time when competition for funding dollars is high, we will work as hard and smart as needed to secure our ability to serve your residents. We are deepening our individual giving and Major Donor campaigns, which would help fill gaps in funding should you not fully fund our request.

However, it is of our strong belief that mental health services, including for Medicaid recipients, is part of the community safety net in Glenview. Medicaid requires significant billing expertise and our willingness to cover major gaps in costs due to low reimbursement rates. If we overly rely on private sources, we will find ourselves on less stable footing just as we serve more Glenview residents, due to the unpredictable nature of private giving. Your funding, including a small increase of \$5,000 to reflect that we are serving more Glenview residents this year (and anticipate continued increases based on the past five-year trend), is an essential plan in our strong, diversified fundraising plan. Without full funding, our ability to serve the surging need could be compromised.

Lastly, we view the Village government as an important partner in social services for low-income residents. Should you decide not to fully fund our request, we strongly welcome a conversation with you to learn more about why, and how we can discuss the alignment of our services to your residents' needs.

Section D: Supplemental Materials and Submittal Instructions

Organizations seeking funding must complete and submit this application and all required materials to Ben Wiberg at bwiberg@glenview.il.us by **August 15, 2022**. Below is an outline of all required materials.

- √ Completed Application
- √ Current Year Budget
- √ Next Year's Budget (if available)
- √ Last Year's Audited Financial Statement
- √ Any additional documentation that could assist the Village in evaluating the funding proposal

Questions regarding the application process can be directed to Ben Wiberg, Management Analyst, at bwiberg@glenview.il.us or (847) 904-4310.



The Village of
Glenview

Village Manager's Office
(847) 904-4370 direct
(847) 724-1518 fax

2023 Non-Profit Core Service Funding Application

The Village of Glenview Board of Trustees provides limited grant funding to eligible non-profit social services providers in the Village. Organizations seeking funding must complete and submit this application and all required materials by **August 15, 2022**. Completed applications and questions regarding the application process can be directed to Ben Wiberg, Assistant to the Village Manager, at bwiberg@glenview.il.us or (847) 904-4310.

Completed applications should be limited to 15 pages not including requested supplemental material.

Village staff will review applications and make funding recommendations to the Board of Trustees at a future meeting. Applicants may be asked to appear before the staff committee, the Board of Trustees, or both to explain their application. Applications will be evaluated using the Application Rating Scorecard found on the Village's website.

By submitting an application, the agency agrees that it does and will meet the following criteria during the grant period:

- ✓ Agency is a 501(c)(3)
- ✓ Agency provides social services to incorporated Glenview residents
- ✓ Agency complies with all state and federal nondiscrimination, religious, political, and other laws regarding public funding
- ✓ Agency will not contract other agencies to provide the services described in the application
- ✓ Agency will meet all reporting obligations required by the Village

Section A: Organizational Information

1. Date of Application: 8/12/2022
2. Organization Name: Meals at Home dba Meals on Wheels Northeastern Illinois
3. Year Founded: 1968
4. Mailing Address: 1723 Simpson St., Evanston Il 60201
5. Organization Contact (Name, Title): Deborah Morganfield, Executive Director
6. Business Phone Number: 847-332-2678
7. Email: executivedirector@mealsonwheelsnei.org
8. Organization Tax ID: 36-2662113
9. Is the organization organized, qualified, and recognized as non-profit, tax-exempt as defined by the Internal Revenue Service under U.S.C. 501 (c)(3) or equivalent? (Y/N): Y

10. Describe the organization's mission, scope of work, and goals:

The mission of Meals on Wheels Northeastern Illinois (MWNEI) is to foster health and contribute to individual well-being and independence by delivering nutritious meals and medically prescribed diets and by providing other support services to the homebound, elderly, disabled, and persons unable to care for their nutritional needs.

Scope of work

MWNEI takes a holistic approach by addressing the nutritional and broader social needs of older persons and individuals with disabilities. MWNEI's accomplishments are first steps toward the additional growth required to address the needs of the growing elderly population. Current services include:

Nutrition support

Six days a week, 52 weeks a year, MWNEI volunteers deliver fully prepared, nutrient-dense meals to vulnerable older persons living in Northeastern Cook and Lake Counties. Each set of meals (lunch and dinner) provides at least two thirds of an adult's daily recommended dietary allowance.

Food for health and enjoyment

To encourage those with flagging appetites and other obstacles to healthy eating, MWNEI's kitchen is transforming the usual bland and boring meals for the elderly into food that is nutritious, delicious, and visually appealing (sometimes with edible flowers). To further encourage clients to eat, clients may choose from various menus, including meals that are welcoming to the Hispanic community. For example, clients can choose from different menu items including chicken tinga, arepas with shredded beef, cornbread and collard greens, rice pudding, meatloaf and mashed potatoes, chicken marsala in a wine reduction with mushrooms, and more.

Therapeutic meals

All meals produced and delivered by MWNEI are diabetic- and cardiac-friendly, and are low in sodium. For individuals with illnesses that are further impacted by diet -- kidney failure, swallowing disorders, etc. -- therapeutic meals are tailored to their conditions. Low carb, controlled portion, gluten free, vegetarian, renal (very low sodium), and modified texture (chopped or pureed) meals are prepared under dietitians' supervision. About half our clients receive special meals

Nutrition education

Each meal comes with a food label which lists the number of calories, sodium, protein, etc. and specific ingredients in every meal. This information serves as a guide to the recipient for making his/her own nutrient food choices.

Affordable meals

Persons who have difficulty paying for meals get MWNEI subsidies on a sliding fee scale at about 11.5 percent of their daily income. MWNEI's subsidies for meals frees up money to pay for medical care, prescriptions, rent, etc. Subsidized clients get full MWNEI services: nutritious meals, therapeutic diets, nutrition education, links to safety net services, and even free food for their dogs or cats. In the coming year, MWNEI has budgeted \$386,716 for food for subsidized clients. MWNEI subsidizes 80% of its clients

...But food is not enough

Connections to support services

While good nutrition is a key driver of good health, it takes more than healthy eating to achieve well-being. The root causes of health -- economic status, nutrition, housing, and the like -- also must be addressed. So, MWNEI uses its extraordinary access to clients during meal deliveries to help clients remain as independent as possible living in their own home and community. MWNEI is more than a meal.

Volunteers set the process in motion when they deliver meals. During daily deliveries, they assess clients' conditions, and inquire about their needs. This frequency is vital with older persons whose conditions can change rapidly. MWNEI staff are alerted to clients' changing status.

Depending on their needs, clients may be referred for personal assistance with dressing, bathing, household help (doing laundry, etc.), managing medications (getting prescriptions filled etc.), assistance with home energy bills, handyman improvements for safety (grab bars, railings, sufficient lighting), for social engagement to avoid the health-damaging effects of loneliness, alcoholism treatment, access to digital devices and internet connection, and more.

Some clients have dogs or cats, which help them deal with loneliness and depression. MWNEI offers a weekly supply of food for clients' who are pet owners. Now, they are less likely to share their meals with their beloved companions. Everyone eats.

Providing meals by other agencies

MWNEI also provides nutrition support for community agencies such as the area American Red Cross that provides MWNEI meals for victims of tornados, house fires, and other disasters. The Frisbie Senior Center in Des Plaines, Hilda's Place Transitional Shelter, and Shore Services also receive MWNEI meals.

Addressing health equity

While it does not target clients based on race, ethnicity, gender, or any other identity factors, MWNEI is cognizant of the diverse needs of marginalized groups and provides culturally sensitive services to persons in marginalized groups.

Goals

Organizational goals are embedded in the MWNEI mission statement. They are "to foster health" and "contribute to individual well-being and independence."

Implementation goals are to deliver nutritious meals and medically prescribed diets and provide other support services to "the homebound, elderly, disabled, and persons unable to care for their nutritional needs."

Functional goals are to

- Provide nutrition support that will help avoid malnutrition among the elderly and persons with disabilities
- Offer affordable meals and subsidies to persons who need help paying for their meals
- Connect persons with resources that improve the quality of their lives
- Promote health equity
- Address the need for meals by other agencies

11. Describe how the organization establishes goals and measures progress/outcomes. Be specific and include data from the past year when possible. Measures should evaluate effectiveness of service delivery when possible:

Organizational goals were established in the MWNEI mission statement. They are "to foster health" and "contribute to individual well-being and independence." The mission statement further specifies the methods of carrying out the goals " by delivering nutritious meals and medically prescribed diets and by providing other support services." And it names the recipients of its efforts, "the homebound, elderly, disabled, and persons unable to care for their nutritional needs."

Program goals are developed activities for each of its programs. Progress is then measured by comparing expected outcomes with actual results

Evaluating services

Goal: To avoid malnutrition among the elderly and persons with disabilities

Expected outcome: 95% of MWNEI clients continue to age in place for as long as possible as a result of getting regular nutrition-dense meals.

Actual results: This goal has been achieved over the past several years

Measure: Inasmuch as good health -- aided by good nutrition -- is a key to being able to live independently, this is a surrogate measure of the success

Also, progress is measured by comparing published data with MWNEI outcomes. (Nationally, 92% of recipients of home delivered meals that these meals enabled them to continue to live at home.)

Data Sources: The numbers come from MWNEI computerized data base and from anecdotal evidence from clients, staff, volunteers, and family members. Example of client input, [Without MWNEI] "I wouldn't have been able to eat. I wouldn't have been able to stay home, I would have had to go to a care facility until I was completely recuperated.")

Goal: To offer affordable meals

Expected outcome: 60% of MWNEI clients receive subsidies.

Actual results have exceeded expectations. The rate has shot up to 80%

Measure Data Source: MWNEI financial records.

Goal To connect persons with resources that improve the quality of their lives

Expected outcome: 30 persons who were linked to services report increased satisfaction with their quality of life.

Actual results: 40 clients' needs for social care are being fulfilled

Measure Data Sources: ServeTracker, the MWNEI computerized client database

Goal: To reduce health disparities/promote health equity

Expected Outcome

a. Total number of clients will increase (nearly all are at risk of malnutrition) to 55 each month

Actual results: 25 per month last year

b. The number of meals delivered will increase from 4500 meals/month at the start of fiscal year to 6500 meals/month

c. Percent of subsidized clients will remain level

Actual results: The numbers have risen from 60% to 80%

Measure/Data sources: MWNEI's financial data and ServeTracker

Goal: To address the need for meals by other agencies

Expected outcome: An increase in the number of organizations served by MWNEI's kitchen.

Actual results: The number of agencies served has increased. However, we would hope to be able to further develop a congregate meals service program

12. Describe the local needs the organization addresses. Local data should be used to describe the overall Glenview community need and the specific needs of beneficiaries:

The majority of MWNEI clients are older adults. Those who are residents of Glenview face the same nutritional issues as seniors in the rest of the U.S.: Most are malnourished. With flagging appetites, chewing or swallowing problems, medications that interfere with absorption, and more, they are not getting the nutrients they need. They do not consume sufficient protein, other vitamins and vital minerals, and sufficient fluids. And when they do eat, they may open a can of soup or get fast food which is high in sodium, fat, and empty calories.

The result is ill health, slow healing, weakened immunity. Older adults need fully prepared, appealing food, attractive presentations, delicious tastes, menu choices, and culturally compatible nutrition dense food.

Need for therapeutic meals

Nearly a quarter of the population of the Village of Glenview is over age 65. One third of the U.S.

population over 65 years old has diabetes. Adhering to a diabetic diet is very challenging. The consequence of uncontrolled diabetes can be devastating: kidney disease, amputations, and blindness. Chronic kidney disease affects about 14% in the general population. Swallowing problems (dysphagia) affect one in 25 adults. They need medically-tailored diets -- low carb, reduced modified texture, gluten free – adapted to their medical needs.

Need for affordable meals

Across income levels people face food and other cost increases. But these increases affect individuals with meager resources the most. So, they may need help paying for nutritious meals -- subsidies. MWNEI meals are less expensive and healthier than restaurant fare and just as tasty.

Need for more than a meal - connections to care

Nearly 50% of homebound adults who have difficulty performing daily activities do not get the help they need with everyday tasks such as bathing. Of these, about one quarter do not get dressed; many do not get out of bed. Others have broader needs such as assistance with home energy bills, handyman improvements for safety (grab bars, railings, sufficient lighting), for social engagement to avoid the health-damaging effects of loneliness, alcoholism treatment, and computers. The latter inhibits their ability to use telehealth.

It is widely acknowledged that addressing social as well as physical needs is crucial to health and independence, but clinicians regret that they do not have adequate time or workforce to navigate patients to community resources.

Individuals find it challenging to access benefits. People usually lack knowledge of available services, eligibility requirements, costs, how to apply. This is true especially for persons with few computer resources.

Regular well-being checkups are especially important, for older persons, as their conditions can change rapidly. Early connections to services can head off expensive treatment when conditions get worse and are more costly to treat and ultimately diminish quality of life.

Need to reduce health disparities

Marginalized ethnic and racial groups, immigrants, the homebound, the mentally ill, and others need help attaining good health outcomes. Black, Latino, and Asian populations experience a disproportionate prevalence of diabetes, hypertension, and other conditions. They need help accessing health and social benefits.

A note about the homebound: Nearly 8 million older adults in the U.S. are completely or semi homebound, and the numbers of those over age 70 is doubling – particularly among Black and Hispanic individuals. The homebound elderly suffer from multiple diseases, as well as from cognitive impairment and depression, at higher rates than the general elderly population. It took a pandemic to expose the vulnerability of the homebound, and it took colossal efforts to get vaccines into their arms.

Need to control healthcare costs

Persons who are malnourished tend to make more visits to physicians, hospitals and emergency rooms. They have hospital stays that are nearly twice as long as those of well-nourished patients, and costs of their stays are higher. Not only do they suffer personal distress, the ultimate result is an increase in the national costs of health care

Maintaining an individual at home costs the family and community about half as much as housing the person in an institutional setting. The cost of a year's worth of nutritious home-delivered meals such as those delivered by MWNEI is roughly equal to the cost of just one day in the hospital. Researchers have

found that home delivered meals was the only statistically significant factor in keeping seniors out of nursing homes.

In the final analysis, good nutrition is a preventive healthcare measure which leads to cost savings. In addition, MWNEI's volunteer monitoring of clients' conditions and intervening prior to crises, also results in cost savings, e.g., reduced unnecessary 911 and ER visits, costly rehospitalization, etc.

Need for meals by community agencies

Organizations often need regular or intermittent regular for their clients. These may include group homes, congregate meals programs, community emergencies, and numerous other circumstances.

13 Explain what strategies the organization uses to specifically and directly address the identified needs:

How the need was identified and confirmed

MWNEI was founded in 1968 in response to the need of seniors who were at risk of malnutrition. During the ensuing 54 years, with input from clients, family members, government officials, referral sources, our large contingent of volunteers, community agencies and research data, MWNEI has identified and responded as appropriate to needs.

When MWNEI believes it could answer an unmet need, management will research the potential for MWNEI to fulfill the need, develop a plan, propose it to the Board for discussion and approval. Implementation will follow.

For example, it is increasingly recognized that nonmedical factors influence health. Always, in the past, when MWNEI volunteers discovered an urgent need, family police or other were contacted immediately. More recently, MWNEI sought to identify clients' broader needs. MWNEI uses its unique access to the homebound to screen clients for needs and connect them with resources that help improve their quality of life. In the past year, 6 clients who are Glenview residents were referred for needed services.

Satisfaction surveys tell us what foods clients prefer and what they dislike. The entrees they select also tell us what they like. Menu offerings are adjusted accordingly.

News reports give us economic data that healthy food is unaffordable for many seniors and clients tell us their struggles each day. So, we subsidize low income clients.

MWNEI administration is in touch with area government and community agencies which let us know what their needs are. For example, there is a growing interest in communities establishing or reviving their congregate meals programs. We are in discussion with area agencies

Innumerable studies have documented and confirmed the needs we have identified, including J Nutr Gerontol Geriatr. 2015 Apr-Jun; 34(2): 124–167, JAMA Intern Med. 2019;179(6):786-793, Home Healthc Now 2018 May/Jun;36(3):159-168 (literature review), Black Aging in America 2021, www.ncba-aging.org, Gerontology 2013;59:328–333 Health Services Research 48:3 p 1215, Thomas, KS and Mor, V. 2013, West J Emerg Med. 2022;23(4)579–588, and many, many more

14 Explain how the organization formally collaborates with other local organizations to decrease duplication of services and improve results for the community (i.e.: information-sharing, shared resources, defined measurables, written partnership agreements, joint marketing, memoranda of agreement). Provide specific examples where appropriate:

One of the most telling examples of how MWNEI collaborates with local organizations is the original Glenbrook home delivered meals program. Initially, MWNEI helped establish the Glenbrook Meals at Home program with shared information about policies and procedures. The Glenbrook program went on to operate independently for 32 years. In 2020, the program merged with MWNEI and continues to serve Glenview residents.

15 Provide evidence of community support for your organization and the services it provides. This may include plans for community collaboration, types of volunteer involvement, relationships with local schools, contributions from community members, etc.:

Very telling evidence of community support is the fact that 62 Glenview residents are MWNEI volunteers. That they give of their time and energy is powerful proof of support.

On the other hand, the Village of Glenview has provided support for our work. One of our clients was recently referred for and received social work support from the Village.

16 Describe the organization's annual fundraising activities and efforts to identify additional/diversified sources of funding:

Except for MWNEI's annual gala, fundraising activities are ongoing, throughout the year. They are as follows:

A diverse and growing base of funding includes service revenue, individual donations, corporate contributions, and organization, government, and foundation grants.

Activities to generate funds from:

Individual donations including direct mail solicitations and regular emails to retain donors.

Applications are submitted to Foundations that have an interest in services for the elderly, nutrition, health of marginalized groups. The Russell & Josephine Kott Memorial Charitable Trust, Daniel F. and Ada L. Rice Foundation, Dr. Scholl Foundation, RRF Foundation for Aging, The Henrietta Lange Burk Fund, and others have awarded grants to MWNEI.

Applications to Government agencies: New Trier Township, the Village of Glenview have grant programs that have funded MWNEI

Organizations have supported MWNEI such as the United Way of Metropolitan Chicago, Christ Church of Winnetka, a number of Rotary Clubs, and more.

MWNEI receives some service revenue from full pay clients. They, in effect, are underwriting the cost of operations, including subsidies. We appeal to persons who can afford to pay for their meals by pointing out that they can enjoy MWNEI's restaurant quality meals, well-being checkups, and other benefits.

Outside agencies that purchase our meals for their clients also generate some revenue.

MWNEI's Executive Director is tireless in contacting potential sources of new funding. To augment her efforts, MWNEI is in the process of recruiting a development director to intensify its fundraising efforts and generate funding from new sources including more corporate support.

17. Describe the organization's most recent efforts to expand services and target new audiences:

MWNEI is 54 years old and bears the hallowed "Meals on Wheels" name, but there are many individuals

who are unaware of MWNEI's nutrition and social support services that could make their quality of life better. Increased communications activities are resulting in greater awareness of the benefits offered by MWNEI and are prompting more contributions.

Communications with new audiences or referral agents to detail MWNEI benefits

- a. MWNEI's Executive Director meets with directors of social service agencies in its service area
- b. MWNEI's Community Outreach Manager meets with pastors of churches with predominantly Latino parishioners, with social service agencies serving Latinos, with social workers, hospital discharge planners, administrators of health clinics including dialysis centers, veterans' groups, etc.
- c. The MWNEI website is frequently updated and will contain Spanish language content.
- d. Press releases are sent to regular and special interest media
- e. Direct mail delivers our messages to the groups who are not internet-savvy
- f. Special events introduce the MWNEI meals to targeted groups

Plans for additional communications

- a. More Spanish print materials will be produced and distributed
- b. The MWNEI website will contain Spanish language content
- c. Press releases also will be sent to Glenview outlets including Glenview Announcements, Glenview Journal, Glenview Lantern, Glenview Patch, and Glenview Television (GVTV)
- d. Social Media placements designed to reach children of elderly persons

Messages

*Meals are attractive, delicious, and nutritious. Meals are pleasurable. To encourage those with declining appetites and other obstacles to healthy eating, MWNEI's kitchen is transforming the usual bland and boring meals for the elderly to food that is nutritious and also delicious, and visually appealing (sometimes with edible flowers).

Each set of meals offers 2/3 of an adult's daily dietary requirements

Clients are offered menu choices

Fully cooked meals are a safety measure: There is no handling of hot pots, etc.

*Medically tailored meals relieve clients and their families of the worry about complying with their special diets. Therapeutic meals are tailored to individuals' medical conditions – diabetes, swallowing disorders, kidney disease, allergies, etc. Diabetic, gluten free, vegetarian, renal (very low sodium), and modified texture (chopped or pureed) meals are prepared under dietitians' supervision for individuals' needs.

*Meals are affordable. Persons who have difficulty paying for meals get subsidies. They get the full array of MWNEI services as well: nutritious meals, therapeutic diets, nutrition education, links to safety net services, and even free food for their dogs or cats.

*MWNEI offers welcoming menu options

Clients can choose from different menus

*MWNEI volunteers keep an eye on clients' conditions

*Enrollment is easy. Service can begin within 24 hours

17. Describe the program's engagement of high need and/or underserved populations:

MWNEI has engagement with underserved populations in its DNA. MWNEI was founded in response to the need of an underserved group. In 1968 a group of citizens observed that a number of older persons in the community were at risk of malnutrition. With the help of CEDA, MWNEI was founded. During the ensuing

54 years, with input from people on the ground, government officials, referral sources, other community agencies and research data, MWNEI has identified needs and is support underserved groups. They include the homebound, people with low incomes, Black, Latino, and Asian individuals who experience a disproportionate prevalence of diabetes, persons who are stigmatized by their mental health diagnosis, and other marginalized groups.

The primary focus of MWNEI is on the homebound, who are hard to reach and overlooked. Nearly 8 million older adults in the U.S. are completely or semi homebound. The homebound elderly suffer from multiple diseases at higher rates than the general elderly population. And the numbers of those over age 70 is doubling – particularly among Black and Hispanic individuals. The homebound represent an important population to reach with quality health services.

MWNEI engages underserved older adults in innumerable ways. MWNEI reaches out to residents of low income housing, to referral agents including hospital discharged planners, medical personnel including dialysis centers, agencies serving minorities, to persons with a mental health diagnosis, and others. MWNEI also adopts programs that take into account ethnic preferences i.e., Menu offerings that appeal to diverse cultures.

And MWNEI adapts policies that take special concerns into account e.g., the reluctance of some persons to reveal their immigrant status.

Section B: Financial Information

Requestor's Fiscal Year:

Revenues – Provide a detailed report of revenue by funding source using the tables below. Detail such as the name of the agency providing funding should be included. Additional rows can be added to the tables as needed. Total for each category should be included at the bottom of each table and the total of all sources should be included in the final table.

Funding Sources			
Government Funding	FY 2021	FY 2022	Anticipated FY 2023
New Trier Township	20,883	20,416	25000
CDBG: City of Evanston	14,000	30000	30000
Total Government Funding:	\$34,883	\$50,416	\$55,500

Funding Sources			
Non-Government Funding	FY 2021	FY 2022	Anticipated FY 2023
Individuals	430,477	495,347	945,000
Corporate	51,298	21,523	205,000
Foundations	172,850	200,950	195,000
Organizations	45,225	52,712	28,000
Total Non-Government Funding:	\$699,850	\$770,532	\$1,373,000

Funding Sources			
Client Fees/Other Revenue	FY 2021	FY 2022	Anticipated FY 2023
Meal fees	\$157,354	\$172,651	\$252,484
Total Client Fees/Other Revenue:	\$157,354	\$172,651	\$252,484
Total of ALL Revenue Sources:	\$892,087	\$993,599	\$1,680,984

Expenses – Provide a detailed report of expenses by category using the tables below. To the best of your ability, please categorize expenditures as **program expenses, administrative expenses, or fundraising expenses.**

Expense Type	FY 2021	FY 2022	Anticipated FY 2023
Program	498,441	567,251	739,820
Administrative	446,743	437,084	396,843
Fundraising	23,681	69,782	174,472

Staffing – Provide a count of your full time, part time and volunteer staff.

Total # of Employees	FY 2021	FY 2022	Anticipated FY 2023
Full time:	6	6	9
Part time:	0	1	1
TOTAL	6	7	10
Volunteer Staff:	500	600	700

Section C: Funding Request

- 18 Funding received from Village of Glenview in 2022 (if applicable): NA
- 19 If the organization received funding in 2022, describe how 2022 Village of Glenview funding was used. Provide any specific information with quantifiable measures of success for the funded services/programs, as well as the number of unique incorporated Glenview individuals served: NA
- 20 2023 Request Amount - Applicants should make every effort to prevent year-to-year requests from increasing. If an applicant did not receive funding in 2022, their request should not exceed \$15,000. If an increase is being requested, rationale must be provided in question 22 as to how the increase will support new or enhanced programming. Any year-to-year increase may not exceed the Consumer Price Index for the previous 12-month period which as of the publication of this application is 9.4%. Request amounts above these parameters will not be considered:
- 21 If the 2023 request amount exceeds the 2022 award, provide specific rationale for the increased request: NA
- 22 List any “in-kind” services the Village may be providing the organization and estimated financial value: NA

24. Summarize the organization’s grant award proposal including explanation of the request amount and how specifically the Village funds would be used. The proposal should specifically provide the following:

- **What program/services will be provided with Village funds**
- **Describe the benefits of providing the program/services**
- **Estimated number of unique incorporated Glenview residents to be served for each program/service type. Individuals served through larger scale trainings/seminars/conferences should **not** be included in this figure.**
- **Requested funding amount for each program/service type with explanation of how the request amount was calculated. Figures must show the specific amount of funding associated with each program/service.**

Program/services to be provided with Village GRANT funds

- a. Subsidies provided to Glenview older residents who have difficulty paying for nutritious meals.
- b. Benefits Eating nutritious meals can help residents maintain mental sharpness, boost energy levels, and increase resistance to illness, and permit one to participate for a long as possible in family and community life.
- c. Number of incorporated Glenview residents to be served. Last year, MWNEI served 43 clients, with increased communications activities, we could double the number
- d. Funding amount requested \$15,000.
- e. How amount was calculated. The cost of the service far exceeds that amount, so the maximum allowed was requested.

Requested funding amount for each program/service type -- show the specific amount of funding associated with each program/service

Service: Reduced Meal Fee Subsidies \$ 386,716

Estimated number of unique incorporated Glenview residents to be served for each program/service type.

With grant support, MWNEI estimates that 80 Glenview residents will receive meals and 50 of those Glenview residents will require subsidies.

25. Describe how the organization will measure the impact/success of the program(s) being funded by the Village. Be as specific as possible:

Success is measured by the degree to which the programs’ expected outcomes compare with the

actual results. Data is input daily and tabulated regularly. Costs are monitored consistently. Program evaluating is ongoing.

Measurement tools/data sources include: satisfaction surveys; anecdotal evidence from clients, volunteers and staff; in house data bases – financial and ServeTracker, a client data base

The program evaluation process is as follows

- a. Expected outcomes are formulated during program design
- b. The program is initiated
- c. Data is gathered
- d. Comparisons are made between expected outcomes and results
- e. Management evaluates progress
- f. Program adjustments are made

Expected new underserved individuals during the grant year are

- 55 new i.e., formerly unserved or underserved individuals will enroll each month – a total 660 in the coming year
- 90% of those ordering MWNEI's new menu option favoring Latin tastes will give it a positive satisfaction rating
- 85% of diabetics report that they are better able to comply with their medically-tailored diets
- 80% of new low income clients will receive subsidies to help them pay for their meals
- 60% of clients will increase the frequency of their meal orders

26. Describe why the organization is requesting Village funding. Please include how Village funding would help the organization advance its mission and goals, support the need for services your organization provides to the Glenview community and enhance the quality of life for the Village and its residents:

Although Meals on Wheels Northeastern Illinois, formerly called Meals at Home, has been serving Glenview residents for more than 30 years, its presence has been low key. Support from the Village of Glenview will increase awareness of MWNEI's breadth of MWNEI services. With Village funding, more Glenview residents could benefit from better health and participate more fully in community activities.

Are the diabetics, persons with kidney disease, who have swallowing disorders, allergies and others who are on special diets complying with their special diets? MWNEI offers meals tailored to their medical conditions, so persons with chronic conditions do not need to worry that they are not eating the "right" foods and they can experience greater quality of life.

Although Village residents have access to many sources of food, they may not be consuming nutrient-dense meals. They may not be getting enough protein, or essential nutrients, or fluids. MWNEI offers meals that are delicious so clients may be motivated to eat healthy food for pleasure.

When MWNEI volunteers deliver meals they also "keep an eye on" i.e., screen, clients daily for health, self-care, mobility, home environment, loneliness or other conditions. Significant changes in condition trigger follow ups and connecting clients with needed safety net and other resources. This is a prevention program that heads off problems early, before they become difficult to resolve.

Regular screening of clients' status gives them and their families information for planning their care -- their futures. Analyzing trends will give clients and their families a sense of their evolving status. Plans may be based on this data.

Meals on Wheels Northeastern Illinois helps individuals continue to live in the community. Living in the community benefits individuals and the community. About a quarter of persons over age 65 live in the community – not in institutions. When they maintain health for as long as possible, they can become watchful eyes in the community and, thus, contribute to neighborhood safety. They share their knowledge and skills and enrich the lives of the young – they mentor next generations. They keep churches and other community organizations viable. They support local businesses and vote knowledgeably for local candidates. MWNEI clients help preserve and promote the values and stability of the community.

The needs are greater than MWNEI can afford to meet. Funding from the Village of Glenview would help serve more vulnerable individuals.

27 Describe the organization’s plans if the amount of Village funding assistance is less than anticipated and how the organization would respond:

The request is not for the full cost of the program, so MWNEI expects to raise and allocate additional funds to program. If the full amount is not granted, MWNEI will experience slower implementation until funds are raised to complete the plan. Because of the importance of the undertaking, MWNEI would not reduce the scope of its work.

Section D: Supplemental Materials and Submittal Instructions

Organizations seeking funding must complete and submit this application and all required materials to Ben Wiberg at bwiberg@glenview.il.us by **August 15, 2022**. Below is an outline of all required materials.

- √ Completed Application
- √ Current Year Budget
- √ Next Year's Budget (if available)
- √ Last Year's Audited Financial Statement
- √ Any additional documentation that could assist the Village in evaluating the funding proposal

Questions regarding the application process can be directed to Ben Wiberg, Assistant to the Village Manager, at bwiberg@glenview.il.us or (847) 904-4310.

The Village of Glenview

2023 Non-Profit Core Service Funding Application

Section A: Organizational Information

- 1. Date of Application:** August 10, 2022

- 2. Organization Name:** National Alliance on Mental Illness Cook County North Suburban (NAMI CCNS)

- 3. Year Founded:** 1991

- 4. Mailing Address:** 8324 Skokie Blvd., Skokie, IL 60077

- 5. Organization Contact (Name, Title):** Nathaniel Ekman, Executive Director

- 6. Business Phone Number:** (847) 716-2252

- 7. Email:** nekman@namiccns.org

- 8. Organization Tax ID:** 36-3714540

- 9. Is the organization organized, qualified, and recognized as non-profit, tax-exempt as defined by the Internal Revenue Service under U.S.C. 501 (c)(3) or equivalent? (Y/N):** Yes

- 10. Describe the organization's mission, scope of work, and goals:**
NAMI Cook County North Suburban (NAMI CCNS) requests \$ 8,500 to deliver mental health services in the Village of Glenview. NAMI CCS brings help and hope to individuals with serious mental illnesses and those who love and care for them. NAMI CCNS provides peer support to individuals living with mental illness; teaches family and loved ones how to appropriately support and advocate for someone with mental illness; and works to end the stigma of mental illness through public education and advocacy. Our service area includes the 17 communities of north suburban Cook County, including Glenview, Northfield, Des Plaines, Evanston, Glencoe, Golf, Kenilworth, Lincolnwood, Morton Grove, Mt. Prospect, Niles, Northbrook, Park Ridge, Rosemont, Skokie, Wilmette and Winnetka.

11. Describe how the organization establishes goals and measures progress/outcomes. Be specific and include data from the past year when possible. Measures should evaluate effectiveness of service delivery when possible:

The overall goal of all our programs is to eliminate the harmful stigma associated with mental illness at the individual, family, and community levels. NAMI CCNS does this by providing peer support to individuals living with a mental health disorder, educating family and loved ones on how to best support and care for a person with mental illness, and advocating for people with mental illness through public education and advocacy. Goals for each of our programs are drawn from the outcomes identified by NAMI National for each signature program.

Our goal is for 95% of our family education class participants to:

- More effectively manage crises, solve problems and communicate,
- Learn how to take care of themselves and handle stress,
- Understand the challenges and impact of mental health conditions on their entire family,
- Learn about current treatments, including evidence-based therapies, medications and side effects,
- Advocate for the child's rights at school and in health care settings (Basics),
- Find and use local supports and services for their loved one (Family to Family),
- Gain an overview of the public mental health care, school and juvenile justice systems (Basics).

Our goal for our peer support groups are for 95% of participants to:

- See the individual first, not the illness,
- Recognize that mental illnesses are medical illnesses that may have environmental triggers,
- Understand that mental illnesses are traumatic events,
- Aim for better coping skills,
- Find strength in sharing experiences.

We use quantitative and qualitative information to evaluate our programs. Evaluation forms are distributed at the end of Family to Family and Basics classes, and following Public Education Forums, NAMIReads and In Our Own Voice presentations, and Crisis Intervention Awareness sessions. Results are compiled and used by our Program Director to share with NAMI National and to hone our local programming as needed. We also plan to issue an annual online survey to our entire e-mail list (presently 6,000+) to obtain demographic information about our participants and satisfaction with our programs. The survey requests suggestions for program topics, which are carefully considered by our Board Program Committee and Program Director. Finally, we rely on the insight and feedback of our class teachers, support group facilitators, and board members to identify what is working or not working in our program offerings.

12. Describe the local needs the organization addresses. Local data should be used to describe the overall Glenview community need and the specific needs of beneficiaries:

NAMI CCNS clients are the 1 in 5 individuals and 1 in 4 families in north suburban Cook County, Illinois, who are directly affected by mental illness in any given year. This group needs,

and benefits from, the comprehensive, peer-led, community-based, 100%-free services and supports that we provide.

In 2020, according to the Centers for Disease Control and Prevention, (CDC), significant increases were observed in the percentage of adults who reported experiencing symptoms of anxiety (from 31% to 37%), depression (from 25% to 30.2%) and a significant increase in the percentage of adults who reported needing but not receiving counseling or therapy for their mental health (from 9.2% to 12.4%). Furthermore, national data shows that in 2020 suicide was the second leading cause of death for individuals between the ages of 10 – 34. It was the third leading cause of death for individuals between the ages of 15-24. It is imperative that we recognize the impact of the pandemic and other traumas on our mental health and the importance of increasing access to timely and effective care for those who need it.

The population of Glenview is 47,416 and approximately 10,000 adults in Glenview report having concerns about their mental health each year. Studies show that 30 to 80 percent of adults with mental health concerns do not seek help, this means that some 3,000 to 8,000 of the 10,000 Glenview adult residents are going without the help and support they need. There is a myriad of reasons why some adults and teens do not seek help for their mental health concerns some of which include: limited awareness, fear and shame, feelings of inadequacy, distrust, hopelessness, and practical barriers. In many cases, there are socioeconomic barriers and cultural differences that make any of these reasons a challenge to seeking help. In the Village of Glenview, incomes vary widely ranging from \$118,019 above the median household income to a considerable number, less than \$50,000. Many middle-class families with incomes under \$100,000 (and many above) often lack the financial resources for costly mental health care, with no other options other than caring for their loved ones themselves.

Notably, educated middle-class families like those who populate much of the Village of Glenview are not immune from the fear of stigma—far from it. Shame, fear and feelings of inadequacy, particularly in the current environment of rampant social media use, are powerful obstacles to addressing behavioral issues in school-age and adult children. Middle- to upper-class children are at higher risk of developing depression, anxiety and substance use disorder (i.e. Opioid use, etc.). The pressure to achieve makes this population especially vulnerable to fearing failure and developing crippling anxiety and depression as a result.

In 2021, NAMI CCNS delivered direct programming to 8,862 unduplicated North Suburban residents. Our programs and services are diverse and include education, support, and advocacy groups, workshops, and mental health classes to families and individuals. NAMI CCNS serves as a “life-line” for many of these families by providing education and wrap-around supportive services that are 100% free of cost. We provide support for living expenses such as food, clothing, transportation and medical costs, and assistance with navigating medical, social services and school-based programs on behalf of their loved one. All of NAMI CCNS’ programming is also extremely accessible, which removes the barrier of unavailability of mental health services. Our programming is offered via a hybrid model, remote and in-person. We deliver services in highly convenient local settings throughout our catchment area of 17

communities. Our on-line programming allows anyone to participate via computer or even telephone.

13. Explain what strategies the organization uses to specifically and directly address the identified needs:

NAMI CCNS works to end the stigma of mental illness through public education and advocacy; provides peer support to individuals living with mental illness; and teaches family and loved ones how to support and advocate for someone with mental illness. Most importantly, we provide 100 % cost-free services to individuals who may not otherwise seek mental health support. We are seeing an increase in participation in almost all of our in-person and virtual groups by 30% or more and our “*NAMI CCNS Grief and Loss Support Group*” witnessed a significant increase in attendance and participation during the pandemic. Our ongoing **peer-to-peer support** programming for families and for individuals with a mental health disorder include:

Recovery Support Groups and *Sundays at One* which is a social group for adults with serious mental illness that combats the isolation that tends to come with (and often worsens) the disease. *Balance for Success* is a support group for young adults seeking to incorporate their mental health recovery with their careers and educational pursuits. NAMI CCNS also offers an innovative equine therapy support group, “*Stable-ity*,” in partnership with Equestrian Connections in Lake Forest.

All NAMI CCNS programs are delivered at no cost to participants. There are no registration requirements, except for our equine-based therapy; for the latter, we need to ensure that enough horses and clinicians are available for participants. Class teachers and group facilitators must have direct experience with mental illness, either their own or a loved one, and undergo professional training by NAMI to become certified. NAMI CCNS regularly evaluates programs through evaluations and on-line surveys to ensure they meet participant needs.

Family Education for caregivers of adults with mental illness is delivered through the 12-week *Family to Family* class; and education for parents of children under 18 with a psychosocial condition is provided through the 6-week *Basics for Parents*.

Community Education and advocacy for the needs of our neighbors with a mental health disorder is achieved through 24 *Public Education Forums* a year, covering a variety of mental health topics; *NAMI Reads*, a quarterly presentation featuring the author of a memoir about mental illness; and a speakers program called *In Our Own Voice*, in which an individual in recovery shares her/his story.

NAMI CCNS has created a **crisis intervention** awareness program to address the need for an alternative to formal crisis intervention training for police and fire departments, which is costly and out of reach for many local communities. NAMI CCNS has also turned its attention to the military **veterans and their families** who live in our service area in coordination with the launch of NAMI Home front nationally. We offer bi-weekly support groups for veterans; this group is led by a specialized clinical psychologist. Our equine therapy programming, *Stable-ity*,

is also available to veterans and is held in collaboration with Equestrian Connection. We are currently developing specialized groups for female veterans that focus on their particular struggles. Other programs in development include NAMI Moves, a program that engages people living with mental health conditions in physical activity. Our program manager, Christine Somerville, PhD, also recently obtained certification as a Mental Health First Aid Instructor and will be launching programming to help children and families living with mental health and substance abuse issues.

One of our proudest achievements in the recent past is how quickly we were able to mobilize during the COVID-19 pandemic. We know the unexpected event has greatly affected those individuals already struggling with their mental health. To meet the burgeoning needs that have arisen, we have developed and strengthened some of our mental health support programs, including:

- **NAMI Chats**, which connects callers to a supportive peer who talks to them about their needs and situations, then offers specialized resources and support systems, and
- **NAMI Frontline Support**, a support group for healthcare workers that utilizes multiple techniques like equine-assisted therapy to help relieve the mental health crisis involving front line workers. Glenbrook Hospital, Highland Park Hospital, as well as Northwest Community Hospital, Evanston and Skokie hospitals in the NorthShore University Health System, are organizations we work with to reach families who's loved ones have received psychiatric care from area hospitals.

14. Explain how the organization formally collaborates with other local organizations to decrease duplication of services and improve results for the community (i.e.: information-sharing, shared resources, defined measurables, written partnership agreements, joint marketing, memoranda of agreement). Provide specific examples where appropriate:

NAMI CCNS collaborates with other local organizations such as Glenview Hospital, Glenview Public Library, Center for Discovery, Northfield/Glenview School District, Glenview Public School District, etc. We have partnership agreements with organizations geographically throughout northern Cook County ranging from Evanston, Highland Park, to Skokie, Northfield, Northbrook and Deerfield. This demonstrates NAMI CCNS's collaboration and partnership record of success within the 17 communities we serve.

15. Provide evidence of community support for your organization and the services it provides. This may include plans for community collaboration, types of volunteer involvement, relationships with local schools, contributions from community members, etc.:

For more than 30 years, NAMI CCNS has developed and cultivated partnerships throughout north suburban Cook County. We work directly with these partners and take referrals from / make referrals to them. Some of our ongoing partners include Evanston/District 65 School District, Skokie Public Library, Pillar Clinical Research, LLC, Youth Services of Glenview/Northbrook, Nick's Network of Hope, Eating Recovery Center/Insight Behavioral Health Center, Peer Services, Impact Behavioral Health, Mental Health America of Illinois,

AMITA Health, North Shore University Health System, City of Evanston, Moran Center, and the Family Institute at Northwestern University.

We have been able to assemble and retain an actively engaged board, with 100% board participation in both volunteerism and giving. The board believes strongly in our mission and programs. We are most grateful for this dedicated group of supporters and advocates who help guide our strategic direction. We are also thankful for the many talented and dedicated volunteers we are able to attract, retain and deploy. Many of our volunteers have been with us for years, even decades. All our volunteers give selflessly of their time, utterly committed to helping those with mental health issues and their loved ones. We have over 80 volunteers who tirelessly donate their time and skills in helping us reach and serve our large catchment area.

16. Describe the organization’s annual fundraising activities and efforts to identify additional/diversified sources of funding:

NAMI CCNS recently adopted a new Strategic Plan which provides a roadmap for building organizational capacity and long-term sustainability. We are aggressively seeking grant funding from private and public sources and held our first in-person springtime Gala after two years of hosting a virtual event due to COVID-19. We also plan to return to in-person for our fall Walk/Run fundraiser which will be held in Glenview at Gallery Park. Our annual walk will bring 300-500 individuals to Glenview who will dine, shop and support the local Glenview economy. NAMI CCNS selected Glenview because it is adjacent to The Glen, and accessible to the Metra train station and Pace bus. Gallery Park is also in the heart of our service area. We have established relationships in NAMI CCNS “Walk/Run” planning process with the Glenview Park District and the Village of Glenview.

17. Describe the organization’s most recent efforts to expand services and target new audiences: All of our existing programming is ongoing, scheduled regularly throughout the year. Programs are delivered in our 17 community catchment area when in-person participation is acceptable and all offered on-line, even our equine-assisted support groups. New programs, such as the support group for healthcare workers *NAMI Forefront Support*, will be ongoing, assuming interest remains high. Our goal is to expand our services to reach more individuals because the need for mental health support has increased exponentially over the last two years. In FY2023, NAMI CCNS plans to provide mental health services to approximately 300 Glenview residents and distribute 500 mental health self-care kits to the Glenview community at-large.

18. Describe the program’s engagement of high need and/or underserved populations: NAMI CCNS provides support to all individuals in need of mental health services and partners with organizations to engage under-represented, marginalized and communities of color. We work to de-stigmatize mental health which is a key strategy in gaining the trust of high- need and underserved populations. NAMI CCNS’ does not impose registration requirements, except for our equine-based therapy; for the latter, we need to ensure that enough horses and clinicians are available for participants. Class teachers and group facilitators must have direct experience with mental illness, either their own or a loved one, and undergo professional training by NAMI to

become certified. We have witnessed an increase in services to individuals with limited financial resources, even though they live in affluent communities such as Glenview.

Section B: Financial Information

Requestor’s Fiscal Year: FY2023

Revenues – Provide a detailed report of revenue by funding source using the tables below. Detail such as the name of the agency providing funding should be included. Additional rows can be added to the tables as needed. Total for each category should be included at the bottom of each table and the total of all sources should be included in the final table.

Government Funding	Funding Sources		Anticipated FY 2023
	FY 2021	FY 2022	
Direct Public Support			
Northfield Township	2,000	5,000	5,000
City of DesPlaines	5,000	5,000	5,000
New Trier Township	7,500	7,500	20,000
Maine Township	4,220	4,120	5,000
West Deerfield Township	3,000	0	
Total Government Funding:	\$ 21,720	\$21,620	\$35,000

Funding Sources			
Non-Government Funding	FY 2021	FY 2022	Anticipated FY2023
Direct Public Grants			
Christ Church Benevolence(Winnetka)	3,000	4,000	5,000
Park Ridge Community Fund	1,900	1,500	5,000
Northshore Univ. Health System	35,000	15,000	7,500
Kenilworth Community Fund	7,500	7500	
Healthcare Foundation of Highland Park	10,000	5,000	10,000
Dr. Scholl Foundation	5,000	5,000	10,000
Evanston Community Foundation	21,000	7500	10,000
McGraw Foundation	2,500	5,000	6,000
Northbrook Women’s Club	1,000	2,000	500
Andrew& Alice Fischer Charitable Trust	5,000	4,800	6,000
Northwest Community Healthcare Foundation	0	2,500	0
Total Non-Government Funding	91,900	58,000	\$60,000

Funding Sources

Client Fees/Other Revenue	FY 2021	FY 2022	Anticipated FY2023
Education Revenue			
Sundays at One	600	600	600
In Our Own Voice	151	600	600
Corporate Trainings	3,000	1,000	0
Fundraising Event Revenue			
Total Spring Event Income	75,609	97,500	125,000
Total Fall Walk Income	103,710	115,103	130,000
Total Annual Mail Appeal	56,461	50,000	95,000
Other Fundraising	11,923	0	0
Special Event	0	0	0
Tree of Life	150	150	150
Total Client Fees/Other Revenue			
Total of ALL revenue sources	\$391,500	401,500	411,350

Expenses – Provide a detailed report of expenses by category using the tables below. To the best of your ability, please categorize expenditures as **program expenses**, **administrative expenses**, or **fundraising expenses**.

Funding Sources

Expense Type	FY 2021	FY 2022	Anticipated FY2023
Please see attachment			
Total of ALL Expense	-		

Staffing – Provide a count of your full time, part time and volunteer staff.

Total # of Employees	FY 2021	FY 2022	Anticipated FY2023
Full-Time	0	0	0
Part-Time	6	6	6
TOTAL			
Volunteer Staff	60	80	80

Section C: Funding Request

19. Funding received from Village of Glenview in 2022 (if applicable): N/A

20. If the organization received funding in 2022, describe how 2022 Village of Glenview funding was used. Provide any specific information with quantifiable measures of success for the funded services/programs, as well as the number of unique incorporated Glenview individuals served: N/A

21. 2023 Request Amount - Applicants should make every effort to prevent year-to-year requests from increasing. If an applicant did not receive funding in 2022, their request should not exceed \$15,000. If an increase is being requested, rationale must be provided in question 22 as to how the increase will support new or enhanced programming. Any year-to-year increase may not exceed the Consumer Price Index for the previous 12-month period which as of the publication of this application is 9.4%. Request amounts above these parameters will not be considered:

NAMI CCNS requests **\$8,500** to provide mental health services to **300 individuals in the Village of Glenview** via in-person and online workshops, support groups and crisis-intervention activities. We also plan to prepare and distribute approximately **500 mental health self-care kits** to residents of Glenview.

22. If the 2023 request amount exceeds the 2022 award, provide specific rationale for the increased request: N/A

23. List any “in-kind” services the Village may be providing the organization and estimated financial value: N/A

24. Summarize the organization’s grant award proposal including explanation of the request amount and how specifically the Village funds would be used. The proposal should specifically provide the following: What program/services will be provided with Village funds

It’s important to note once again that the pandemic has exacerbated mental health issues across the board, worsening mental health issues in those that already have mental illness, and suddenly occurring in people who had not previously experienced mental illness. Social distancing and isolation, economic uncertainty, financial losses and job losses, fear for loved ones’ health, these pandemic-related factors are all known factors for mental health illness. We are seeing significant increases in participation for almost all NAMI CCNS programs.

We expect this to continue for a while as experts have noted the start of a long-term mental health fallout from the pandemic. NAMI CCNS programs generate grassroots advocacy on behalf of those who live with mental illness, in their community and beyond. We help anyone, of any age, gender, socio-economic background or circumstances. NAMI programs based in the Village of Glenview will make the community a much better place for people with mental illness and their families to live, and thrive.

NAMI CCNS requests \$8,500 to deliver services to approximately **300 individuals in the Village of Glenview and provide 500 mental health self-care kits to the community.** Services will include direct service support, wrap-around supportive service referrals, crisis intervention, peer-to-peer workshops, etc.

Budget (12 months):

500 self-care kits (unit cost: \$5.50 per person) = \$2,750

Volunteer stipends for workshops/group sessions (\$250 x10volunteer leaders) = \$2,500

Materials and supplies (paper, folders, printing, etc.)= \$2,525

Admin costs= \$725

Total: 8,500.00

25. Describe how the organization will measure the impact/success of the program(s) being funded by the Village. Be as specific as possible:

Our programs in the four funding focus areas (Family Education; Community Education; Peer & Family Support; and Direct Support) continue to be led by experienced and well-qualified staff and volunteers. Programs that replicate the “signature” programs designed and offered by NAMI National are held to high standards of quality, model fidelity, goal-orientation, and a commitment to evidence-based practice. We remain focused on evaluation with an eye to continuous quality improvement.

26. Describe why the organization is requesting Village funding. Please include how Village funding would help the organization advance its mission and goals, support the need for services your organization provides to the Glenview community and enhance the quality of life for the Village and its residents:

Funding from the Village of Glenview allows NAMI CCNS to continue providing the essential mental health services that are critical to communities like Glenview. As previously stated, NAMI CCNS is focused on de-stigmatizing mental health. The Village of Glenview, although considered to be affluent, is still plagued by an enormous increase in the need for mental health services and support. NAMI CCNS has a documented record of success in providing mental health services in Glenview and the 16 other communities within our catchment area. Support from the Village of Glenview would allow us to continue this mission-critical work.

27. Describe the organization’s plans if the amount of Village funding assistance is less than anticipated and how the organization would respond:

NAMI CCNS would be grateful for any level of funding the Village of Glenview is willing to provide. We are aggressively seeking public, corporation/foundation and individual donor support to further the work and mission of the organization.

Section D: Supplemental Materials and Submittal Instructions

Organizations seeking funding must complete and submit this application and all required materials to Ben Wiberg at bwiberg@glenview.il.us by August 15, 2022. Below is an outline of all required materials.

- √ Completed Application
- √ Current Year Budget
- √ Next Year’s Budget (if available)
- √ Last Year’s Audited Financial Statement
- √ Any additional documentation that could assist the Village in evaluating the funding proposal

Questions regarding the application process can be directed to Ben Wiberg, Assistant to the Village Manager, at bwiberg@glenview.il.us or (847) 904-4310.

SECTION A: Organizational Information

1. Date of Application: August 15, 2022
2. Organization Name: North Shore Senior Center
3. Year Founded: 1956
4. Mailing Address: 161 Northfield Road, Northfield, IL 60093
5. Organization Contact: Tish Rudnicki, MSW, Executive Director
6. Business Phone Number: 847-784-6027
7. Email: trudnicki@nssc.org
8. Organization Tax ID: 36-2366074
9. Is the organization organized, qualified, and recognized as non-profit, tax-exempt as defined by the Internal Revenue Service under U.S.C. 501 (c)(3) or equivalent? Yes
10. Describe the organization's mission scope of work, and goals:

MISSION

The mission of the North Shore Senior Center (NSSC) is to foster the independence and well-being of older adults, enhance their dignity and self-respect and promote their participation in and contribution toward all aspects of community life.

ABOUT NORTH SHORE SENIOR CENTER

Founded in 1956, the original intent of North Shore Senior Center (NSSC) was to enrich the lives of older adults by giving them a place to socialize, volunteer and learn. Today, NSSC serves and engages more than 24,000 older adults and their families each year throughout Chicago's northern suburbs. As a nationally accredited organization, NSSC offers a comprehensive suite of services, including social services, specialized care for people living with Alzheimer's disease and related dementias, care management, money management, therapeutic counseling, education and wellness programs, opportunities to socialize, and volunteer opportunities.

PEOPLE SERVED

NSSC provided services to 21,696 unduplicated individuals in fiscal year 2021 in Chicago's northern suburbs through Senior and Family Services, House of Welcome Adult Day Services, North Shore Senior Options, and Tax Assistance programs. 3,606 unduplicated individuals participated in at least one educational or recreational program through Lifelong Learning.

NEEDS ADDRESSED

The majority of older adults NSSC serves are low income and need support and resources to maintain their independence; assistance maintaining their financial security or their access to public benefits; and/or need help in order to preserve or improve their health and well-being. In fact, 74% of the older adults served through NSSC's social service programs are low income.

Older adults who receive support through NSSC have a wide range of needs, including inadequate nutrition, lack of access to medical benefits, and an inability to provide for the full range of their activities of daily living. NSSC's programs are designed to provide opportunities for socialization, avoid isolation and help seniors navigate the challenge of remaining in their homes. NSSC specializes in providing person-centered programs and services for all older adults, offering a full range of opportunities supporting healthy aging to them and their families with community-based services. One of NSSC's core values is "Embrace Diversity," which is achieved by providing services to adults of all races, ethnicities, religious traditions and spiritual practices, genders and sexual orientations.

As the only state-approved provider of the Community Care Program for Nilus, Northfield, New Trier and Maine Townships plus the City of Evanston, thousands of older adults are able to live safer, healthier, and more enriching lives because of NSSC's services. Care coordinators administer the Illinois Department on Aging Statewide Comprehensive Needs Assessment, which evaluates a person's ability to perform activities of daily living, mental status, medical conditions, nutritional status, social support system, access to transportation, spiritual support, as well as financial and legal needs. Once those assessments are complete, clients are connected to a wide range of appropriate services, whether through NSSC or outside referrals, that meet each person's individual needs. For example, if an older adult is having trouble meeting their nutritional needs, they might be connected with SNAP benefits, food pantries, and/or home-delivered meals.

NSSC is also the Adult Protective Services (APS) provider for Northfield, New Trier, and Maine Townships. As such, NSSC investigates reports of abuse, neglect, and exploitation impacting older adults and adults over 18 living with a disability. Through this program, highly skilled, caring case workers conduct investigations and connect vulnerable people with essential services, including but not limited to, in-home care, food, access to medical care, behavioral health, guardianship, and more. These services are designed to stabilize the lives of these adults and allow them to live with dignity. Often, APS case workers collaborate with law enforcement or medical and/or legal professionals to ensure the safety and well-being of these adults.

NSSC's caring and specially trained case workers also provide direct services to vulnerable adults in their own homes or in our offices, contributing to safer, more stable opportunities to age in place with dignity.

NORTH SHORE SENIOR CENTER PROGRAMS

Examples of NSSC programs and services include:

- **General Case Management and Care Coordination:** Care Coordinators conduct a comprehensive 21-page assessment to determine the services and resources needed for eligible adults age 60 and older and work closely with older adults to create and implement a person-centered plan to ensure all of their needs are met. NSSC is one of 8 organizations accepted into a National Committee of Quality Assurance cohort and will be implementing a new person-centered questionnaire in accordance with this initiative.
- **Older Adults Benefit Program:** Trained volunteers help older adults apply for and maintain public entitlements and other benefits. Individuals are screened for 20 different programs to determine their eligibility for money or services.
- **Choices for Care:** Individuals who plan to enter a nursing facility are screened to determine whether they actually need that level of care. Participants are informed of other options and community resources available to them so they can make an informed decision.
- **Support Groups:** NSSC offers a variety of support groups, free of charge to participants, their families, their caregivers and the community. Examples of support groups include low vision, Parkinson's disease, hearing loss, Alzheimer's disease and caregiver support.
- **Lifelong Learning:** Offers a diverse selection of thought-provoking, educational programs that promote physical and mental health and help create personal connections and socialization opportunities for older adults. Most of these programs are now available in a hybrid format – both virtually and in-person.
- **House of Welcome:** HOW provides specialized programs for people living with dementia and their family caregivers. NSSC's Day Program provides mental and physical stimulation for people living with dementia and much-needed respite for family caregivers. This care supports people living with

Alzheimer's Disease or other forms of dementia to live in the community for as long as possible. Services provided include the Day Program, dementia family support group, community education, and caregiver support.

Maintaining a broad spectrum of quality programming to support aging and help older adults remain vital in their communities is the overall goal of the organization. The maintenance and development of innovative, adaptive programming and the evaluation of those programs is essential.

11. Describe how the organization establishes goals and measures progress/outcomes. Be specific and include data from the past year when possible. Measures should evaluate effectiveness of service delivery when possible:

OBJECTIVES/GOALS

NSSC strives to provide services and programs that enhance the quality of life of older people. Separate goals and indicators are established for each of the programs provided. Success in meeting these goals is measured by examining the number of people served; reviewing cases to verify that individual needs were met; analyzing satisfaction surveys; and through determinations from outside evaluators such as AgeOptions and the State of Illinois.

Developing, monitoring, and reporting on all indicators and measures of success is the responsibility of the Supervisor of Program Evaluation/Quality Assurance working in tandem with supervisors and senior leadership across the organization.

On a larger scale, the Center's success is defined by accreditations from outside evaluators including AgeOptions (the Area Agency on Aging), the State of Illinois and various national organizations. In 1997, NSSC was one of the first of eight senior centers in the nation to be accredited by the National Council on Aging's (NCOA) National Institute of Senior Centers (NISC), the nation's only national senior center accreditation program. The Center continues to receive reaccreditation because it consistently meets the nine national standards of senior center operations. The Center is also accredited by CARF International, an independent nonprofit accreditor of health and human services organizations. NSSC received its first accreditation in 2003 and continues to maintain the level of excellence and best practice necessary to continue accreditation.

Some of the outcomes NSSC achieved in the last fiscal year include:

- North Shore Senior Center served 21,696 unduplicated persons with 69,597 hours of service through the following programs: Senior & Family Services, including Adult Protective Services; Senior Options; House of Welcome Adult Day Services; and Tax Assistance. 3,606 unduplicated people participated in a Lifelong Learning educational or recreational program. (Note: These numbers are lower than typical due to the impact of the COVID-19 pandemic.)
- Over 84% of Community Care/Case Management clients reported that their needs were met.
- 85% of support group survey respondents were satisfied with services provided.
- Older Adults Benefits program completed 432 LIHEAP applications that resulted in \$207,697 in financial assistance for energy bills.
- 100% of Daily Money Management clients agreed that they found solutions to their financial or billing-related issues.

In Fiscal Year 2021-2022, North Shore Senior Center served the following Glenview residents:

- Senior and Family Services, House of Welcome, Tax Preparation, and Senior Options served 771 incorporated Glenview residents with 2,508 hours of service.
- Of those, the Senior Services Coordinator, Kim Hand, personally served 490 incorporated Glenview residents with 527.5 hours of service.
- 146 people served were Limited English Speaking.
- 282 people were between the poverty line and low-income.

(12) Describe the local needs the organization addresses. Local data should be used to describe the overall Glenview community need and the specific needs of beneficiaries:

The Glenview Senior Services Coordinator focuses on the needs of older adult residents in the Village of Glenview. According to the 2020 American Community Survey, 13,600 of Glenview's residents are 60 years old or better. 4,290 Glenview residents 55 or older are living in poverty. Older adults in Glenview have a wide range of needs including assistance accessing essential benefits to address basic needs like housing, food, medical care, and social support. Other needs include assistance to meet the activities of daily living like housekeeping, personal care, and meal preparation. Low-income older adults also need emergency financial assistance and connection to financial benefits like utility assistance or rent payment.

13. Explain what strategies the organization uses to specifically and directly address the identified needs:

Kim Hand, the Senior Services Coordinator in Glenview serves as a first point of contact for both older adults in Glenview in need of support and Glenview residents who are seeking information and assistance for their older family members. In her role as the Glenview Senior Services Coordinator, Ms. Hand addresses the following needs for Village residents:

- Counsels older adults and their families on available community resources
- Assists with applications for Medicare, health insurance and entitlement programs such as energy assistance, tax relief and pharmaceutical assistance programs
- Provides information about community education programs available to older adults on a variety of relevant topics. Programs are open to the community and held at several Village locations including Glenview Village Hall, Glenview Public Library, Leadership Glenview, community-based organizations, senior living facilities and places of worship.
- Connects and coordinates individual Glenview residents to social services available to them from outside agencies and organizations
- Serves as a first point of contact and intermediary for Glenview residents who need the services of NSSC's Adult Protective Services (APS) Program. Along with NSSC APS staff, provided staff in-service to the Glenview Fire Department in six sessions to meet the needs of each shift
- Distributes Farmers Market coupons with a value of \$25 to eligible adults
- Operates a lending/loan closet where residents can donate and borrow durable medical equipment
- Collaborates with the Glenview Library to provide senior services including LIHWAP to their patrons through co-facilitator, GLEnergy.
- Maintains a Depot Square Senior Housing unit wait list
- Coordinates Senior Housing Assistance Program to assist with taxes or rent
 - Provides help processing all Senior Housing Assistance Program applications so residents can maintain stable housing within the Village of Glenview

- Devotes the month of January to help eligible residents complete their senior housing applications
- Contacts Senior Health Assistance Program (SHAP) recipients throughout the year with information and assistance about additional resources available to them
- Maintains contact with Senior Housing recipients throughout the year
- Provides residents with information on upcoming senior programs and services such as LIHEAP, Farmers Market Coupons, etc.
- Administers Village of Glenview Angel Funds, which are used to provide emergency assistance to Glenview residents
- A Comprehensive Benefits Checkup Questionnaire is mailed each year to Senior Housing Assistance participants and to other potential older adult residents in Glenview to assess their need for financial assistance programs.
- Assistance completing the necessary paperwork and applications.
- Each month, the Senior Services Coordinator mails an informational postcard which details Village resources and services to all Glenview residents who received 911 services that month. Address labels for the postcards are provided by the Village.
- The Glenview Police & Fire Departments regularly distribute contact information for the Senior Service Coordinator when they determine a resident may benefit from additional social services.
- In the last fiscal year, North Shore Senior Center served:
 - 157 Glenview residents through the Older Adults Benefits program
 - 159 Glenview residents through the Community Care Program Case Management services
 - 394 Glenview residents with Information and Assistance
 - 238 Glenview residents with free durable medical equipment through the Lending Closet
 - 15 vulnerable older adult Glenview residents through the Adult Protective Services program.

14. Explain how the organization formally collaborates with other local organizations to decrease duplication of services and improve results for the community (i.e.: information-sharing, shared resources, defined measurables, written partnership agreements, joint marketing, memoranda of agreement). Provide specific examples where appropriate:

NSSC staff is able to leverage resources and avoid duplication of services with other community agencies because of their on-going communication and collaboration with these agencies. When deemed necessary, referrals are made to other agencies when it is determined their specific expertise and ability will better serve the client's needs. Referrals for services are made on a regular basis to a variety of agencies including, but not limited to: CEDA (Community Economic Development Association of Cook County), LIHEAP (Low Income Home Energy Assistance Program), LIHWAP (Low Income Household Water Assistance Program) and SHIP (Senior Health Insurance Program).

NSSC is the only agency designated by the Illinois Department on Aging as a Care Coordination Unit (CCU) serving Glenview and the surrounding municipalities. With this designation, NSSC is able to access all state and federal services that seniors may be eligible to receive as well as an array of specific community-based services.

The Community Care Program helps the most vulnerable seniors — those with limited assets, low-income or those living at the poverty level — by linking them to programs and services they need to help them live independently. Programs and services include:

- **In-Home Care:** A trained homemaker assists with personal care and household tasks, including cleaning, planning and preparing meals, doing laundry, shopping and running errands. Trained homemakers also assist with personal care tasks, such as dressing, bathing, grooming and other activities of daily living.
- **Adult Day Services:** Provides care and supervision of participants outside their homes in a community location. Individuals can spend time engaged in various recreational and social activities. Transportation to the location is provided or arranged. Adult Day Services also provides for the needs of family members who may need respite from their caregiving responsibilities.
- **Emergency Home Response System:** Provides a 24-hour emergency communication link to outside help.
- **Automated Medication Dispenser System:** A portable, mechanical device is provided for individual use in a participant's residence. The device is programmed to dispense or alert the participant to take their non-liquid oral medications

In addition, NSSC is designated by the Illinois Department on Aging to provide Adult Protective Services (APS), which investigates and mitigates reports of abuse, neglect or exploitation of persons over age 60 or persons between the ages of 18-59 with a disability. This service is available to residents in the townships of Maine, New Trier and Northfield. APS case workers often collaborate with other local agencies to ensure the safety and well-being of the client. The Glenview Senior Services Coordinator serves as a contributing member of the APS Multidisciplinary Team, along with Julie Fleckenstein, LCSW and Sergeant Andrew Kolek of the Glenview Police Department.

15. Provide evidence of community support for your organization and the services it provides. This may include plans for community collaboration, types of volunteer involvement, relationships with local schools, contributions from community members, etc.:

NSSC is a community-based organization that specializes in providing services to older adults. Headquartered in Northfield, NSSC serves and engages more than 24,000 older adults and their families each year throughout Chicago's northern suburbs including Glenview. Approximately 240 volunteers support NSSC programming each year.

Some examples of the collaborative support NSSC received in the last year include:

Examples of NSSC Volunteer Programs:

- Friendly Visitors is an outreach program that matches community volunteers with older adults ages 60 and older for the purpose of fostering mutual companionship and reducing social isolation. During Covid, when in-person visits weren't possible, the program continued telephonically.
- House of Welcome Adult Day Services volunteers donate their time to a variety of programs designed for day services participants who live with Alzheimer's Disease and other dementias. During the pandemic, virtual participation was encouraged whenever possible.
- Volunteers greet guests at NSSC offices, assist in the gift shop, provide technology support to participants, and assist with tax preparation, among other roles.

Programs with Community Partners:

- In late September 2021, NSSC in cooperation with New Trier Township and the North Suburban Legal Aid Clinic will offer a free legal counsel event for older adults over age 55 titled *The Healthcare Power of Attorney Document: Why Older Adults Need It*.
- In response to Covid-19, NSSC working together with a number of local businesses and community restaurants created a Grab & Go lunch program to address social isolation concerns for older adults created by the pandemic. During each drive-up event, 100 free lunches were distributed to members of the community on a first-come-first served basis at the NSSC Northfield location. Community partners for this program include The Lodge of Northbrook, Artis of Wilmette, Home Instead, Whitehall of Deerfield, Asbury Court, Potbelly Sandwich Shop and Red Rooster.
- As the Glenview Senior Services Coordinator and a long-standing employee of NSSC, Ms. Hand has maintained mutually beneficial relationships with the following community organizations: Glenview Family Service Center; Youth Services of Glenview/Northbrook; The Jocelyn Center in Northfield; Glenview Food Pantry; Helping Hands of Glenview; Rebuilding Together of North Suburban Chicago; Our Lady of Perpetual Help; and St. Vincent of DePaul Assistance Program.

Ms. Hand as the Glenview Senior Services Coordinator represents the Village of Glenview and North Shore Senior Center throughout the community. She is a well-respected member of the following committees:

- Glenview Values Meeting (Co-leader 2018-2022)
- Glenview Values Social Service Committee Meeting
- Glenbrook Hospital Advisory Board Meeting
- North Shore Crisis Response Team Meeting
- North Shore village Network Advisory Board
- North Shore Senior Center Education Committee, member
- North Shore Senior Center Diversity Committee member
- North Shore Senior Center Adult Protective Services Multidisciplinary Team, member

16. Describe the organization's annual fundraising activities and efforts to identify additional/diversified sources of funding:

NSSC relies on a diverse funding mix of individual giving; government, foundation, and corporate support; and special events to ensure that the organization is not overly dependent on one type of funding. NSSC works with a fundraising consultant, Meyer Partners, to plan an effective appeal strategy to maximize funding from individual donors. Based on this advice, NSSC will have multiple appeals throughout the year including a spring and year-end appeal and specific appeals geared toward lapsed donors. Other highlights of the current fiscal year include:

- Returning to Ravinia for the annual gala this spring. The gala for 2022 was one of the most successful galas in NSSC history. The gala includes ticket sales, silent and live auction, sponsorship opportunities, and a raffle.
- Launching a new event – Golf Outing – to include foursomes and multiple sponsorship opportunities September 2022.
- Creative sponsorship opportunities, including:
 - Grab and Go
 - Lifelong Learning Program Sponsorships
 - Forever Grateful Wall
 - Living Plant Wall

- Art installations
- Continuing Education Sponsorships
- Magazine and Monitor Sponsorships
- Grant Proposals from new and continuing grantors, including:
 - Local, state, and federal governments
 - Foundations
 - Community Organizations

NSSC’s development and marketing team work diligently to investigate new funding opportunities, to cultivate strong community relationships, and to provide strong reporting and outcomes to current funders.

17. Describe the organization’s most recent efforts to expand services and target new audiences:

Responding to evolving community needs, NSSC has done the following:

- **House of Welcome Day Services:** Ongoing feedback from caregivers and family members of House of Welcome Day Services participants requested more flexibility in program scheduling. HOW reopened with new program options on July 19, 2021. The Day Program which offers structured, therapeutic small-group activities in a homelike setting is open weekdays from 9 a.m. to 5 p.m. and now offers morning, afternoon and full-day sessions. In addition, HOW offers virtual meeting options for its Coffee & Conversation group and the Dementia Family Support Group.
- **Lifelong Learning:** Lifelong Learning participants provided feedback and requested different options for program participation. Prior to the pandemic, all programming was on-site and in-person only. In response, NSSC purchased special tech equipment that enables us to provide virtual and hybrid programming so attendees can participate in the programs either in-person or via Zoom.
- **Marketing Strategy:** In 2021, NSSC combined the Lifelong Learning catalog and Engage magazine into one high-quality publication. The goal of this merging of the publications is to create a more enticing piece that will engage more community members. NSSC completely revamped our website to make it more informative and user-friendly. The marketing staff produces a monthly e-newsletter and regular social media content, as well. Lifelong Learning sends out weekly emails highlighting course offerings and day trips.

18. Describe the program’s engagement of high need and/or underserved populations:

Under the terms of The Older Americans Act, NSSC cannot charge service fees for federally funded programs; consequently, service fees are not required for the majority of social services we provide. Donations are accepted. Low-income levels are determined by federal poverty guidelines. No eligible adult will be denied services based on their ability to pay for services.

In Glenview, NSSC provides help to high need and/or underserved populations for the following services:

- Medical Bill Review
- Benefits Access (BAA)
- Benefits Check-Up (BCU) Process
- Commonwealth Edison Hardship
- Glenview Senior Housing Assistance Program; Real Estate Taxes; Rent
- Home Weatherization/CEDA

- Places of Worship Funding
- Low Income Home Energy Assistance Program (LIHEAP) and Low Income Home Water Assistance Program (LIHWAP)
- Medicare Part A, B, C and D and Medicare supplements
- Medicaid
- Medication Assistance Program Referrals
- Rebuilding Together NCS
- Senior Farmers Market Nutrition Program
- Senior Property Tax Exemption and Tax Freeze Options
- Supplemental Nutritional Assistance Program (SNAP)
- Township Programs
- Helping Hands of Glenview

Section B: Financial Information

Government Funding:	FY 2021	FY 2022	Anticipated FY
Townships	163,500	170,000	170,000
Municipals	127,958	132,911	150,000
Age Options	973,163	1,136,128	1,290,000
State of Illinois	2,656,077	3,049,534	3,555,000
Total Government Funding	3,920,698	4,488,573	5,165,000
Non-Government Funding:			
Donations - Individuals	519,737	617,665	750,000
Corps, Foundations, Organizations	262,036	203,178	320,000
Special Events	137,712	184,442	260,000
Memberships, Café, Gift Shop	154,225	201,330	240,000
Endowments & Bequests	905,216	916,502	850,000
Total Non-Government Funding	1,978,926	2,123,117	2,420,000
Client Fees/Other Revenue:			
Lifelong Learning	321,133	412,224	425,000
House of Welcome	6,505	236,150	400,000
North Shore Senior Options	181,870	187,429	250,000
Other Revenue	57,256	51,493	100,000
Total Client Fees/Other Revenue	566,764	887,296	1,175,000
Total ALL Revenue Sources	6,466,388	7,498,986	8,760,000

EXPENSES:	FY 2021	FY 2022	Anticipated FY
Salaries	4,576,429	4,951,571	5,550,000
Fringe Benefits	922,644	981,629	1,110,000
Professional Fees	384,343	386,196	475,000
Printing	41,995	70,648	85,000
Supplies	41,800	49,224	72,000
Food	3,167	18,034	45,000
Telecommunications	28,635	59,336	50,000
Postage	20,174	31,857	36,000
Occupancy	347,306	431,827	435,000
Insurance	55,320	63,528	72,000
Local Transportation	2,923	17,820	50,000
Assistance	234,148	287,990	250,000
Conferences & Meetings	4,498	6,347	15,000
Multimedia, Dues, Public Relations	19,219	15,290	20,000
Equip, Rent & Repairs/Computers	99,478	127,216	200,000
Activities/Fitness Center	116,980	163,820	210,000
Other Expenses	34,501	36,223	85,000
Total Expenses	6,933,560	7,698,556	8,760,000

Staffing – Provide a count of your full time, part time and volunteer staff.

Total # of Employees	FY 2021	FY 2022	Anticipated FY 2023
Full time:	95	82	91
Part time:	33	21	22
TOTAL	128	103	113
Volunteer Staff:	251	239	240

Section C: Funding Request

19. Funding received from Village of Glenview in 2022

North Shore Senior Center received \$167,235 from the Village of Glenview in 2022.

20. If the organization received funding in 2022, describe how 2022 Village of Glenview funding was used. Provide any specific information with quantifiable measures of success for the funded services/programs, as well as the number of unique incorporated Glenview individuals served:

The funding was used to cover the following expenses:

- \$83,725 Senior Services Coordinator salary and benefits
- \$70,785 Senior Housing Assistance Program (34 applications were received in 2022)

- North Shore Senior Center provided 771 residents from incorporated Glenview with 2508 hours of service in the last fiscal year.

21. 2023 Request Amount - \$167,235

- \$83,725 Senior Services Coordinator salary and benefits
- \$81,510 Senior Housing Assistance Program
- \$2,000 Angel Funds*

*Please note: In 2022, no Angel Funds were used due to increased availability of emergency assistance from other sources due to COVID. These funds are being requested for 2023 to ensure that emergency assistance is available to Glenview residents in need when these other sources of assistance are depleted. Also, please note that 34/38 people applied for housing assistance this past year, but funds are requested to accommodate 38 again this year to ensure that housing help is available to all who need it.

22. If the 2023 request amount exceeds the 2022 award, provide specific rationale for the increased request:

North Shore Senior Center is not requesting an increase.

23. List any “in-kind” services the Village may be providing the organization and estimated financial value:

In-kind services generously provided by the Village include the following: office space, lending/loan closet space, utilization of finance staff to process checks, general office supplies, desktop, laptop, printer supplies and IT support.

24. Summarize the organization’s grant award proposal including explanation of the request amount and how specifically the Village funds would be used. The proposal should specifically provide the following:

- **What program/services will be provided with Village funds:**
The funds will be used to provide a dedicated Senior Services Coordinator who helps provide the following services for Glenview residents: Senior Housing Assistance Program/Depot Square; Information & Assistance services; Benefits Counseling; and Lending Closet. The Senior Services Coordinator serves as an initial point of contact for older adults living in Glenview and for Glenview residents seeking information and resources for parents, etc., living outside of Glenview. For additional detail, please refer to Question 12.
- **Describe the benefits of providing the program/services:**
Maintaining an office in Village Hall with direct access to the Senior Services Coordinator is an important convenience for Glenview residents. It also provides direct and immediate access to Village resources so the coordinator can determine what services and programs are needed for each individual Glenview resident. The coordinator can also facilitate a seamless hand-off to NSSC to provide for any additional services needed.
- **Estimated number of unique incorporated Glenview residents to be served for each program/service type:**
- **Senior Services Coordinator**
 - Information & Assistance: Estimated incorporated Glenview residents: **394**
 - Benefits Counseling: Estimated incorporated Glenview residents served: **157**

- Lending Closet: Estimated incorporated Glenview residents served: **238**
- Adult Protective Services: **15**
- **Senior Housing Assistance**
 - Rental and property tax assistance for 38 identified residents
- **Angel Fund**
 - Will provide grants of \$200 each to ten eligible Glenview residents

- **Estimated unique incorporated Glenview residents served in FY 2022-2023: 490**

- **Requested funding amount for each program/service type with explanation of how the request amount was calculated:**

2023 Request Amount: **\$167,235**

\$83,725	Senior Services Coordinator (primarily salary & benefits)
\$81,510	Senior Housing Assistance Program (38 individual grants each valued at \$2145 as determined by the Village of Glenview)
\$ 2,000	Angel Funds (amount determined by the Village of Glenview)

25. Describe how the organization will measure the impact/success of the program(s) being funded by the Village. Be as specific as possible.

Goals and indicators are established for each of the programs provided by NSSC. Success in meeting these goals is measured by examining the number of people served; reviewing cases to verify that individual needs were met; analyzing satisfaction surveys; and through determinations from outside evaluators such as AgeOptions and the State of Illinois.

Developing, monitoring, and reporting on all indicators and measures of success is the responsibility of the Supervisor of Program Evaluation and Quality Assurance working in tandem with supervisors and senior leadership across the organization. NSSC uses evaluation results throughout the year and at the conclusion of each fiscal year in response to internal or external factors and participant feedback. NSSC also surveys clients and their families on an annual or biannual basis to rate their level of satisfaction. For the Village of Glenview, the impact and success of the following is measured:

- Number of Glenview residents assisted
- Number of housing assistance recipients that successfully maintain their residence in Glenview
- Angel Funds – how they are used, needs addressed and impact on the recipients
- The impact of Senior Services Coordinator on the Village of Glenview and its residents

Survey Results			Apr-22									
Total sent	200		FY22 Glenview Senior Services I&A Survey									
Total returned	63											
Percent returned	32%											
	strongly disagree		disagree		neither		agree		strongly agree		Total % agree	
	#	%	#	%	#	%	#	%	#	%		
1. Glenview Senior Services was easy to reach.	0	0%	0	0%	0	0%	11	17%	52	83%	100%	
2. The response was courteous and professional.	0	0%	0	0%	0	0%	8	13%	55	87%	100%	
3. The person I talked to was knowledgeable.	0	0%	0	0%	0	0%	8	13%	54	87%	100%	
4. I was given options to consider.	0	0%	0	0%	1	2%	9	17%	44	81%	98%	
5. The referral information I was given was helpful to me.	0	0%	0	0%	1	2%	5	9%	48	89%	98%	
6. I would call Glenview Senior Services again.	0	0%	0	0%	0	0%	5	8%	58	92%	100%	
7. I would recommend Glenview Senior Services to a friend.	0	0%	0	0%	0	0%	5	8%	58	92%	100%	
average agreement											99%	

26. Describe why the organization is requesting Village funding. Please include how Village funding would help the organization advance its mission and goals, support the need for services your organization provides to the Glenview community and enhance the quality of life for the Village and its residents:

NSSC offers a comprehensive suite of services focused on addressing the needs of older adults. These include social services, specialized care for people living with Alzheimer’s disease and related dementia, private care management, money management, counseling, education and wellness programs, opportunities to socialize and volunteer opportunities. The continuum of services is available to older adults from the most independent to those needing more support.

The funds will be used to provide a dedicated Senior Services Coordinator for Glenview residents who has direct access to all NSSC programming, services and resources. For over 30 years, NSSC and the Village of Glenview have successfully worked together to provide residents, community organizations, Village leadership and elected officials access to the best services available for older adult residents of Glenview.

As the older adult population grows, the percentage of people who need services continues to increase. North Shore Senior Center continues to fulfill its mission to serve older adults, their families and their caregivers to ensure they are connected to the essential services and resources they need to remain active members of their community.

27. Describe the organization's plans if the amount of Village funding assistance is less than anticipated:

If the amount of funding assistance is less than anticipated: the amount of housing grants may have to be decreased, less emergency funding may be available, and the Senior Services Coordinator may need to decrease the amount of time she dedicates to the Village of Glenview.

Section D: Supplemental Materials and Submittal Instructions

Organizations seeking funding must complete and submit this application and all required materials to Ben Wiberg at bwiberg@glenview.il.us by **August 15, 2022**. Below is an outline of all required materials.

- ✓ Completed Application
- ✓ Current Year Budget
- ✓ Next Year's Budget (if available)
- ✓ Last Year's Audited Financial Statement
- ✓ Any additional documentation that could assist the Village in evaluating the funding proposal

Questions regarding the application process can be directed to Ben Wiberg, Management Analyst at bwiberg@glenview.il.us or (847) 904-4310.



2023 Non-Profit Core Service Funding Application

- ✓ Agency is a 501(c)(3)
- ✓ Agency provides social services to incorporated Glenview residents
- ✓ Agency complies with all state and federal nondiscrimination, religious, political, and other laws regarding public funding
- ✓ Agency will not contract other agencies to provide the services described in the application
- ✓ Agency will meet all reporting obligations required by the Village

Section A: Organizational Information

1. Date of Application: July 29, 2022
2. Organization Name: Youth Services of Glenview/Northbrook
3. Year Founded: 1972
4. Mailing Address: 3080 West Lake Avenue, Glenview, IL 60026
5. Organization Contact (Name, Title): Amy O'Leary, Executive Director
6. Business Phone Number: 847-732-9491
7. Email: amy.oleary@ysgn.org
8. Organization Tax ID: 36-3182275
9. Is the organization organized, qualified, and recognized as non-profit, tax-exempt as defined by the Internal Revenue Service under U.S.C. 501 (c)(3) or equivalent? (Y/N): Y
10. Describe the organization's mission, scope of work, and goals:
The mission of Youth Services is to promote the social and emotional well-being of children and youth. The agency was founded in 1972, and since that time, has grown to offer a myriad of early intervention, intervention, and crisis response services to the community. For all of the programs that we provide, agency therapists collaborate with clients, parents, and other systems in the client's life to provide comprehensive and individually tailored services, and no one is ever turned away if they cannot afford to pay. On a daily basis, therapists provide counseling to children, and teens who are struggling with a multitude of different issues including anxiety, depression, suicidal ideation, systemic stressors such as a parental divorce or separation, bullying, school refusal, and struggles related to one's gender and/or sexual identity. The agency also provides early intervention programs to under-resourced neighborhoods and incorporated Glenview residents that otherwise would not be receiving support. Some of these programs include Summer at Flick, SAIL, Sunset Village and Greenwood afterschool groups, Study Buddies and Holiday Gift. No other agency is currently providing these programs.
Current agency goals include:
 - Focus the clinical team on driving the greatest impact they can: providing individual and group therapy
 - Create an outreach team, which has the primary goal of driving awareness and referrals from schools, doctors / hospitals, other YS programs, previous clients, and other organizations
 - Create a team focused exclusively on running After School Programs
 - Focus the Pride and Sexual Health staff and expand program hours and impact
 - Increase emphasis on new donor acquisition and more segmented approach to donor growth management
 - Implement Board Development and Stewardship Performance Management programs

11. Describe how the organization establishes goals and measures progress/outcomes. Be specific and include data from the past year when possible. Measures should evaluate effectiveness of service delivery when possible:

Several KPI's and metrics will be utilized to track progress:

Sessions booked: All agency therapists are given weekly clinical targets and track direct service hours on a uniform clinical statistics spreadsheet. Those reports are reviewed every month by the Clinical and Executive Director. If clinical targets are not being met on a consistent basis, a meeting is held with the employee and their direct supervisor to discuss why that is the case and what can be done to increase target numbers.

- *In FY22, Youth Services provided 5,500 individual and group therapy sessions. This is a 22% increase from FY21, and surpassed our growth target of 15%.*

Finances: Revenue and expenses are regularly tracked for all functions of the agency. Three months prior to the start of each fiscal year, the Executive Director develops the first draft of the budget. That draft is then reviewed by the Board Treasurer and sent to the Finance Committee that is comprised of 3-5 board members. The committee receives all budget detail and makes recommendations back to the Treasurer and Executive Director. Once the consensus is made, the budget is presented to the Board for a final vote.

All program and fundraising expense and revenue targets are then communicated to the appropriate staff member. For example, the Clinical Director is aware of the total fee income goal for the year in addition to how much is allocated for program supplies, therapy appointment software, professional development, etc. Successful fundraising is equally as important. The Development Director is given revenue and expense targets for special events, individual, corporate and foundation giving, annual appeals, etc., and efficiency ratios are also calculated for every fundraising event. The treasurer delivers a finance report at monthly board meetings, and any variances are explained. If certain programs, events, or appeals are under-performing, timely adjustments are made to ensure the financial health of the agency.

- *The agency completed the FY22 fiscal year in a healthy financial position, increasing government funding by 86%, fundraising revenue by 45%, and fee income by 15% compared to FY21.*

Marketing Metrics: Our Development Manager is responsible for tracking hits on our website, Facebook and Instagram and participation in various agency events (Parent presentations, The Trans Youth and Family Summit, third party fundraising events, etc.), and we make adjustments as needed. For example, two years ago we stopped doing mail appeals and invitations because the majority of responders were donating and purchasing tickets online. This cut down on unneeded costs and was a much more efficient use of staff time. We also collect and evaluate exactly how various stakeholder groups including clients, donors, and volunteers learned of the agency.

- *YS increased the number of individuals reached by third party events by over 20% in FY22.*

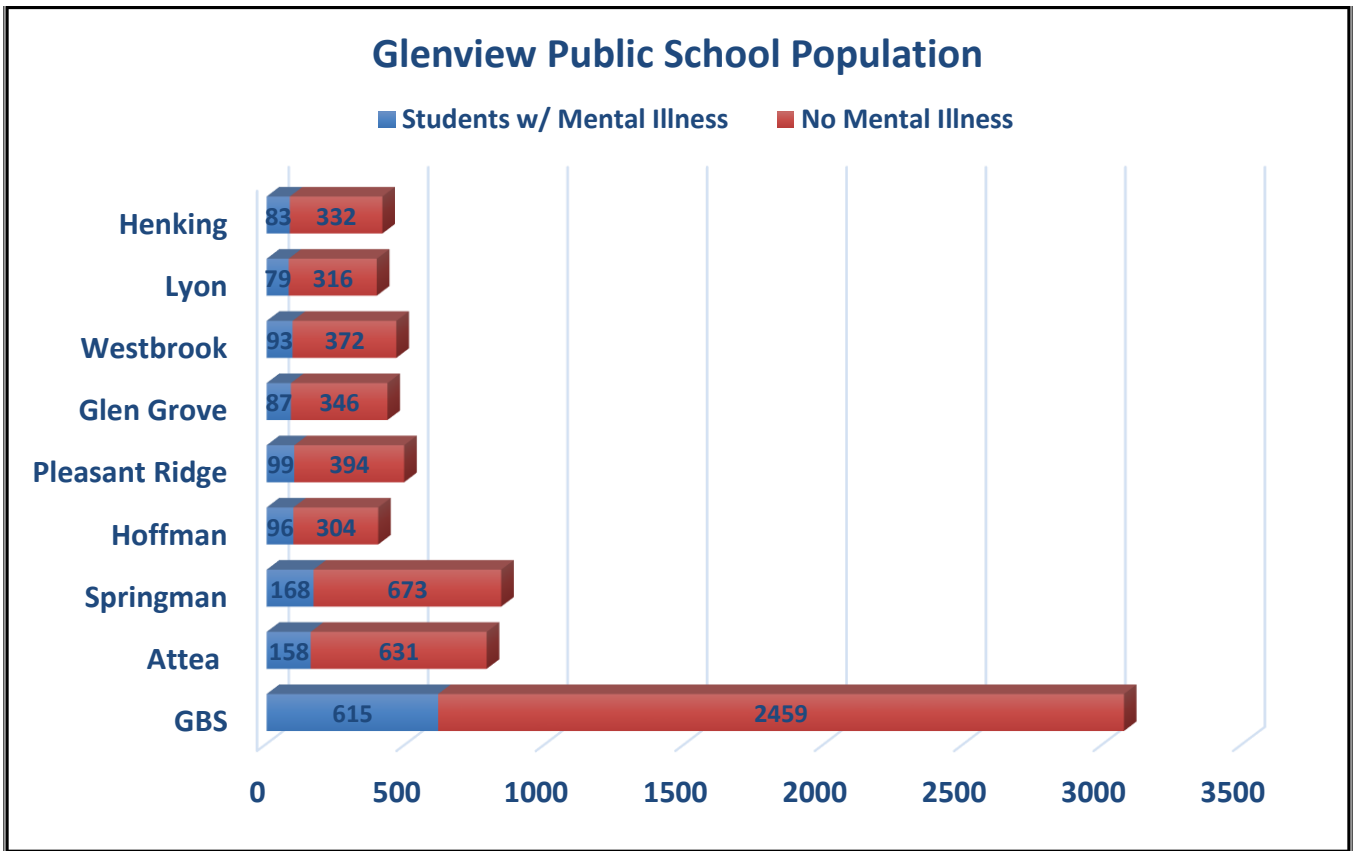
Outcome Methods: Clinical metrics and outcomes for agency programs are monitored by the Youth Services' Outcomes Committee. Comprised of the Executive Director, Clinical Director, Pride Director, Clinical Intake coordinator and several staff therapists, the committee meets on a bi-weekly basis to review data collection and the status of each of program. Multiple tools are utilized to collect data including pre and post questionnaires, satisfaction surveys, focus groups, the K-CAT, and PYDSS Scale.

- *Please see question 25 for specific programming measurements and outcomes*

12. Describe the local needs the organization addresses. Local data should be used to describe the overall Glenview community need and the specific needs of beneficiaries:

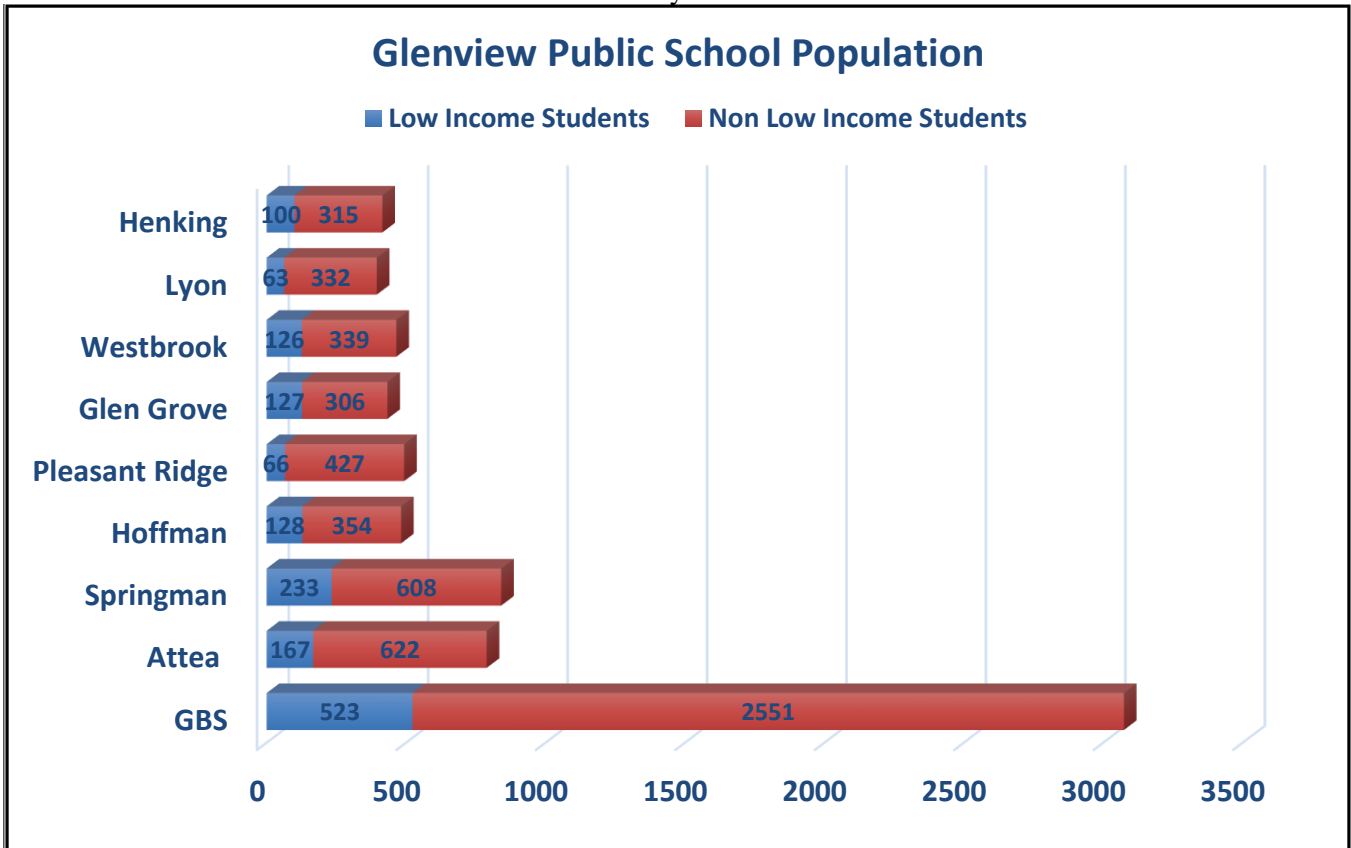
As our mission statement indicates, Youth Services addresses the social and emotional needs of area youth and families. Local data indicates the following:

(A) According to the National Alliance for Mental Illness, approximately 20% of youth have a diagnosable mental illness. What does this mean for *Glenview* youth?



- This information tells us that there are approximately 1,478 school-aged youth in Glenview who have a diagnosable mental illness.
- 42% of those youth attend Glenbrook South High School

- According to findings from NorthShore University Health System’s 2019 Community Health Need’s Assessment, access to mental healthcare was rated as a critical need in our community. Specifically, 42% of respondents indicated high stress and limited personal resources are leading to increased rates of mental health issues within the community



Source: <https://www.illinoisreportcard.com/Default.aspx>

- Current census data indicates that there are 1,533 low-income students in Glenview schools (eligible to receive free or reduced-price lunches, live in substitute care, or whose families receive public aid)
 - Youth Services has experienced this firsthand with a **130+ waitlist and over \$250,000 being subsidized** in 2022 for youth and families who could not afford to pay for individual and group mental health therapy services. YS has already hired 3 additional therapists in FY23 and is implementing creative ways to increase clinical capacity (please see #16).
- (B) YS has also received an increasing number of referrals for local youth who are experiencing suicidal and/or in the most extreme situations, homicidal ideation. According to the National Alliance on Mental Illness, suicide is the second-leading cause of death among people age 15 to 24 in the U.S. Nearly 20% of high school students report serious thoughts of suicide and 9% have made an attempt to take their lives.
- In 2022, YS conducted safety assessments on 10 Glenview youth who were experiencing suicidal and/or homicidal ideation.
 - Youth Services' crisis response services were again called upon most recently during the aftermath of the Highland Park shooting. YS responded by having eight therapists on-site at Highland Park High School over the course of ten days to provide trauma-informed support to individuals and families who were impacted by the events of July 4th.

13. Explain what strategies the organization uses to specifically and directly address the identified needs:

Comprehensive program options: YS offers multiple program options ranging from early intervention to crisis response. That said, they agency does not try to be everything the everyone. We focus on what we do well which is youth and mental health and refer out when the need falls outside of our scope. That is why collaboration and partnership is so important...

Collaboration and partnership: From partnering with the Glenview Police Department to provide the Juvenile Diversion program to establishing a contract with District 34 to implement SAIL and Summer at Flick, YS has worked extremely hard over the last several years to develop strong partnerships with several groups and organizations. This has ultimately resulted in wider safety net cast for the community, *and* a more efficient use of resources.

Treatment model: Youth Services' treatment is unique compared to other organizations in that activities including art, music, and play therapy are often utilized during therapy. The YS facility is especially conducive to this in that it houses a gym, library, outdoor garden space, and play, music, and art therapy room. Such a model helps in developing rapport with the client so clinically relevant conversations can take place over time and progress towards accomplishing the goals of treatment.

Culturally competent staff: Nearly 90% of youth who participate in our after-school programs are Latino. The agency has committed itself to having a staff that has the sensitivity, knowledge, awareness, and skills necessary to understand, communicate, and effectively interact with clients across cultures. In addition to ongoing trainings, YS has made strides in the last few years to employ a staff that is more representative of the clients we serve. Currently we have 6 bilingual staff members and 4 bilingual interns and all 4 of our Pride program staff identify as LGBTQ+.

Sliding Scale: YS has an extremely generous sliding scale that extends as low as \$1.00/session, the lowest in the northern suburbs. In all cases, agency counselors will work with the family to come to an agreement regarding payment, and no one is ever turned away if they cannot afford to pay. In FY22, over 70% of YS clients utilized the sliding scale and over \$235,000 was subsidized for clients who could not afford to pay full-fee or lacked adequate insurance coverage for mental health services.

14. Explain how the organization formally collaborates with other local organizations to decrease duplication of services and improve results for the community (i.e.: information-sharing, shared resources, defined measurables, written partnership agreements, joint marketing, memoranda of agreement). Provide specific examples where appropriate:

Police Departments: Local police departments partner with Youth Services in providing the Juvenile Diversion program. This program keeps young people who have broken the law out of the court system while still holding them accountable for their actions. Youth are referred by the local police departments and complete their community service hours by volunteering at the agency, all while being supervised by agency staff. YS also partners with the Glenview police when a crisis occurs in the community.

- *In 2022, YS supervised and provided services to 79 Glenview youth who needed community service hours as a result of committing minor offenses. This is a 68% increase from last year.*

Clergy: Youth Services partners with several local clergy and congregations to provide EASING, a program that provides emergency assistance to low-income residents and families that have had a serious setback resulting in financial difficulty. The agency provides intakes, case management, and referrals to longer-term solutions and also receives referrals from the Glenview police department.

- *In 2022, YS provided financial support to 25 incorporated Glenview families.*

Park Districts: The Glenview Park District collaborates with Youth Services to provide Leisureships. These are scholarships that enable needy families to participate in park district classes and camps in addition to utilizing the local pools.

- *In FY22, 44 Glenview families received leisureships for park district programs.*
- *The Glenview Park District also utilized the Youth Services building to run its 2022 Summer Program, free of charge. In exchange, Youth Services utilized Flick Park for therapeutic summer programs, also free of charge.*

Service Organizations: Youth Services participates in several community groups with other local agencies (Family Service Center, Josselyn Center, North Shore Senior Center, Peer Services, etc.) including Character Counts, Social Service, Crisis Response, and the Glenview-Northbrook Coalition on Youth. YS also partners with the Glenview Chamber of Commerce and participates in several non-agency related events that give back to the Glenview Community. Executive Director Amy O’Leary is also on the Chamber board.

- *Please see letter of support from Meghan Kearney, Director of the Glenview Chamber*

(15) Provide evidence of community support for your organization and the services it provides. This may include plans for community collaboration, types of volunteer involvement, relationships with local schools, contributions from community members, etc.:

Volunteers: Volunteers are key to what we do at Youth Services and continue to be a true reflection of the community’s dedication to the agency. As we have moved back to the in-person work environment, we retained our reliable group of volunteers who support the agency administratively on a weekly basis to ensure the staff can remain focused and efficient in their work. Hundreds of volunteers continue to support us throughout the year with their time, talents, and resources on projects, support our programs, and help with our outreach efforts. The agency also instills a community-based culture of giving back in Glenview and we are often the first call people make when looking for opportunities to helping others and make a difference. Our volunteers have been so happy to return to the building and we have continued to engage new groups to support our work. Our Window Painting Project was held for the second year and continued to spread hope and joy in Glenview and raised important dollars for the agency, but was truly only possible with volunteer support and community partners. Lastly, our Holiday Gift program was able to thrive because of community support and we had 200+ local families willing to provide gifts, have continued to find important ways for local businesses to get involved with this event and contribute, and relied on the generosity of a space donor in Glenview to keep the program accessible for donors and clients.

- *Please see letter of support from Glenview United Methodist Church*

Community Collaboration: We are proud to be part of many community collaborations. The Glenview Necessities Network coordinates and acts in unison to provide for the needs of the Glenview community and to improve the lives of all Glenview residents. The group was created when a number of support agencies in the area agreed to join together to compliment services - rather than duplicate efforts. Youth Services is a key partner in this Network (along with Northfield Township, District 34, Glenview Police Department, Glenbrook South Titans Helping Titans, Gelfand Children's Foundation, and Glenview United Methodist Church) and it complements our EASING program and the various case management services we deliver. In partnership with the Glenview Public Library, Glenview United Methodist Church, and local families, we have been working to create remote Youth Services Kindness Rock Gardens to bring our mission into the community and provide opportunities for their volunteers. We will continue to find remote rock garden locations in the coming years to give families and services groups these volunteer opportunities.

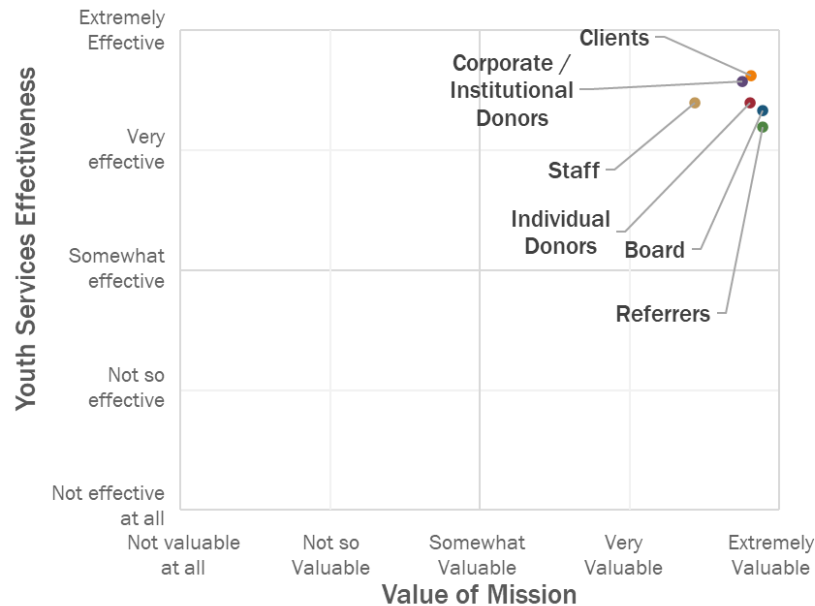
- *Please see letter of support from Gelfand Foundation*

Relationships with local schools: In partnership with Glenbrook South High School, Youth Services has greatly improved the process for low-income youth who are in crisis and in need immediate mental health assistance. YS responds to such situations by being on-site at the school within one hour or less so the

student and family can avoid going to the ER only to wait for countless hours to be seen when services aren't covered by their insurance plan in the first place. GBS pays YS in full for this program.

Lastly, Data collected for the strategic plan indicated that key stakeholders agree that Youth Services is very effective at executing on an extremely valuable mission.

Value of Youth Services' Mission and Effectiveness (Average response, N=223)



Source: YS 2020 Strategic Planning Survey
 Q: How valuable do you think Youth Services' mission is?
 Q: How effective do you think Youth Services is at carrying out its mission

16. Describe the organization’s annual fundraising activities and efforts to identify additional and/or diversified sources of funding:

On an annual basis, the agency has three or four fundraising appeals to support individual giving and we segment our lists to target different donors for these giving opportunities. We have focused on engaging local, corporate ERG groups (LGBTQ+ groups, parenting groups, etc.) to connect with and help develop internal advocates, deepen workplace giving and match opportunities, and ultimately translate to corporate funding.

The agency also hosts a number of signature events while rotating new, smaller events each year. Some of these events are one-time opportunities, others are hosted by a third party, while some are intended to meet an existing need. We are always looking at the efficiency of our events, fundraising growth potential, and donor engagement when deciding their longevity. We have had a greater focus on committee development to help deepen relationships with volunteers and expand our donor network. For instance, our Friends of Youth Services Board moved from one annual event to three this year and last year to meet their fundraising goals and diversify donors. This year’s planned signature events are the following:

Annual Golf Outing: We will be returning to our full event with a day of golf followed by a sit-down dinner with live auction and Fund-A-Need. We expect another full event to raise more than \$100,000 on September 12, 2022.

Annual Spring Gala: Last year’s Spring Gala was our highest-ever fundraising event and highlighted our 50 years in the community. This year’s event will be on April 22, 2023, and the budget is \$300,000.

Community of Pride Event: This event changes each year and continues to build in fundraising that is directed to our Pride program. The 2023 date is TBD and the event is budgeted to raise \$25,000

Youth Services Concert: Our first Summer Concert took place in July 2021, and we plan to make this an annual event. This year's event will take place on Saturday, November 12, 2022. Our goal is \$25,000.

Window Painting Project: We plan to continue this outreach effort within the community. Our goal this year is \$15,000.

Based on our most recent strategic plan, we are focused on donor pipeline development, to continue to strengthen our major gifts program, and drive new individual giving opportunities. An upgrade was just made to our internal fundraising software that has a tool to identify donors who have greater giving capability or qualify for re-engagement. The agency's development team keeps an eye on the budget, looks for opportunities to expand our fundraising, and remains resourceful in trying new programs each year while making changes to fundraising efforts that are most efficient and profitable for the agency.

17. Describe the organization's most recent efforts to expand services and target new audiences:

(A) Since the pandemic, local schools have reached out to Youth Services asking to collaborate due to the increasing mental health needs of their students (many schools have 3-5 social workers for 2,000+ students). As a result, YS developed formal partnerships with both School Districts 34 and 225, enabling agency therapists to go on-site during the school day to provide therapy services to students during their free period or lunch hour and/or safety assessments when needed. Historically, YS was only able to see clients (with the exception of summer) after school dismisses during the approximate hours of 3PM-9PM. Now, agency therapists can see children within a much larger window. This has increased our clinical capacity, fostered an environment of collaboration and resource sharing with school personnel, and helped identify several students in need on immediate crisis response. Youth Services is now contracted to continue providing those services through 2025.

- *Please see attached contract*

(B) School District 34 also found that after the pandemic, many ELL students were falling behind academically and required more support. Many of these students lived in households where the parents only spoke Spanish, making e-learning especially difficult during the height of COVID-19. As a result and in partnership with D34, YS developed and implemented the SAIL program (Supportive Approaches to Integrative Learning). This multi-tiered program provides weekly therapeutic groups to 150+ elementary, middle and junior high students as well as ongoing parent educational nights by licensed, bilingual therapists. The program has been so successful that it now functions 12 months a year and is paid in full by the district.

18. Describe the program's engagement of high need and/or underserved populations:

(A) Historically, YS has created programs specific to marginalized populations in need. Years ago, YS found that many Latino families were moving to area for the reputable schools districts but were left struggling to assimilate into a predominantly white community. Many of these families loved to Greenwood Apartments and Sunset Village but could not afford after-school programs, and children were left home unsupervised while their parents worked as a result. Youth Services responded by developing a free after school program over ten years ago that targeted those two neighborhoods. Still functioning today and serving over 300 Latino youth annually, the program provides free transportation by picking children up after school and bussing them to the YS facility. Children participate in an activity-based group and are then bussed directly back to their homes. The barriers of cost and transportation were eliminated, and stigma lessened. Overtime, YS built a very trusting relationship with the Latino community, and children and parents in further need became more willing to receive mental health support, despite cultural norms or fears of deportation.

(B) What is today known as the Youth Services Pride program was originally created to meet a specific emerging need in the community. The original pride program was a volunteer grassroots effort in the 1970's intended to create a supportive community for LGBTQ+ youth with an organization called Links. It was modeled after a similar drop-in group in the city and designed to give LGBTQ+ youth a safe space to share, meet others, and feel supported. Links transformed into the organization Angles where the Pride programs continued to grow and a staff member was added to lead the effort. In 2017, YS acquired Angles after partnering for many years and seeing the great need for the continued accessibility and of Pride programming. In five years, we have more than two times the number of intakes for Pride program participants, and our outreach to this population continues to flourish.

Section B: Financial Information

Requestor's Fiscal Year: July 1, 2022-June 30, 2023

Revenues – Provide a detailed report of revenue by funding source using the tables below. Detail such as the name of the agency providing funding should be included. Additional rows can be added to the tables as needed. Total for each category should be included at the bottom of each table and the total of all sources should be included in the final table.

Funding Sources			
Government Funding	FY 2021	FY 2022	Anticipated FY 2023
Village of Glenview	\$155,000	\$155,000	\$160,000
Village of Northbrook	\$127,000	\$137,000	\$145,000
New Trier Township	\$40,000	\$45,000	\$48,000
Northfield Township	\$38,000	\$45,000	\$50,000
Niles Township	\$15,000	\$18,000	\$22,000
State of Illinois	0	\$300,000*	0
Total Government Funding:	\$375,000	\$700,000	\$425,000

**Youth Services received a one-time COVID specific grant from the state*

Funding Sources			
Non-Government Funding	FY 2021	FY 2022	Anticipated FY 2023
Individual Donations	\$255,725	\$265,621	\$265,000**
Corporate/Foundation Support	\$212,000	\$194,221	\$181,000**
Religious/Service Organizations	\$29,425	\$32,450	\$34,550
Special Events	\$361,453*	\$560,842	\$573,000
Campaign	0	\$194,741**	\$397,100**
Goods & Services Donations	\$14,800	\$34,600	\$35,000
Total Non-Government Funding:	\$873,403	\$1,282,475	\$1,485,650

**Special event revenue had decreased due to inability to hold large, in-person fundraising events*

*** YS is implementing a comprehensive "ACT Now" capital campaign to help us hire additional therapists and increase the agency's infrastructure and physical space to support our work. Due to anticipated corporate, foundation and individual donations to the campaign, we are anticipating smaller revenue increases on those budget lines.*

Funding Sources			
Client Fees/Other Revenue	FY 2021	FY 2022	Anticipated FY 2023
Client Fees- Actual	\$290,333	\$323,942	\$400,000
Client Fees- Scholarships	\$264,293	\$235,538	\$280,000
School Payments	\$64,931	\$146,835	\$156,360
Total Client Fees/Other Revenue:	\$619,557	\$706,315	\$836,360
Interest Income	\$180,000	\$120,000	\$180,000
Total of ALL Revenue Sources:	\$2,047,960	\$2,808,790	\$2,927,010

Expenses – Provide a detailed report of expenses by category using the tables below. To the best of your ability, please categorize expenditures as **program expenses, administrative expenses, or fundraising expenses.**

Expense Type	FY 2021	FY 2022	Anticipated FY 2023
Program Staff Salaries, Benefits	\$967,379	\$1,333,350	\$1,554,960
Administrative Staff Salaries, Benefits, Taxes	\$147,769	\$197,820	\$184,140
Fundraising Staff Salaries, Benefits, Taxes	\$212,028	\$247,703	\$306,900
Professional Fees/Contractual Services	\$31,192	\$43,165	\$32,000
General Operating Expenses	\$88,406	\$97,454	\$156,200
Occupancy and Utilities	\$52,188	\$121,099	\$79,500
Specific Assistance to Individuals	\$264,293	\$235,005	\$280,000
Other Program Expenses	\$72,461	\$110,255	\$120,500
Major and Minor Equipment	\$6,294	\$7,881	\$8,000
Other Fundraising Expenses	\$48,804	\$219,741	\$230,100
Total of ALL Expense:	\$1,890,814	\$2,613,473	\$2,952,300

Staffing – Provide a count of your full time, part time and volunteer staff.

Total # of Employees	FY 2021	FY 2022	Anticipated FY 2023
Full time:	16	20	24
Part time:	6	6	8
TOTAL	22	26	32
Volunteer Staff:	250*	1,000+	1,000+

*Volunteer numbers decreased due to the pandemic.

Section C: Funding Request

19. **Funding received from Village of Glenview in 2022 (if applicable):** \$155,000

20. **If the organization received funding in 2022, describe how 2022 Village of Glenview funding was used and provide any quantifiable measures of success of the funded services/programs as well as the number of unique incorporated Glenview individuals served:**

In total and across all agency programs, YS served approximately 1,500, unique incorporated Glenview residents last year. Village of Glenview grant funds received last year were utilized to provide the following:

Program	# of unique, incorporated residents	Cost	Explanation
Individual & Group Counseling	179	\$129,960	Personnel: (179 individuals receive on average 26 therapy sessions for the year at a rate of \$27/hour) = \$125,650 Supply cost- \$4,310
Charla de Café Para Madreas	21	\$1,500	Personnel: (25 group sessions* 2 hours each) * \$25 (total hourly cost of 1 therapist) = \$1,250 Supply Cost- \$250
Study Buddies	78	\$5,675	Personnel: (30 group sessions * 1.5 hours each) * \$75 (total hourly cost of 3 therapists) = \$3,375 Activity and supply cost- \$2,300

Greenwood After-School Group	15	\$1,125	Personnel: (30 group sessions * 1.5 hours each) * \$25 (hourly rate of 1 therapist) = \$1,125 Activity and supply cost- \$350
Sunset Village After-School Group	23	\$2,615	Personnel: (30 group sessions * 1.5 hours each) * \$50 (total hourly cost for 2 therapists) = \$2,250 Activity and supply cost- \$365
Juvenile Diversion	79	\$9,025	Personnel (79 individuals complete an average of 5 community service hours each and are supervised by a therapist at a rate of \$20/hour = \$7,900 SupplyCost- \$1,125
Pride Youth	35	\$5,100	Personnel (50 group sessions * 1.5 hours each) * \$45 (total hourly cost of two therapists) = \$3,375 Activity and supply cost- \$1,725
TOTAL	430	\$155,000	

21. **2023 Request Amount:** \$168,000

22. **If the 2023 request amount exceeds the 2022 award, provide specific rationale for the increased request:**

Youth Services is requesting an 8.5% increase in funding compared to FY22. The rise in demand for Glenview-based services, including a higher rate of community services students through our juvenile diversion program (68% increase), needs from the schools, requests for space and consulting with the park district, and intakes for Glenview children who qualify for scholarship services (92 in 2022 alone), is substantially greater than the increase of this request. We only see this continuing to rise in the coming years and Youth Services is creating a plan for longevity in the community to meet the needs now and in the future.

23. **List any “in-kind” services the Village may be providing the organization and estimated financial value:** Youth Services is requesting continued lawn care and plowing from the Village. The estimated value is \$8,000. Please note we did not request plowing services last year.

24. **Summarize the organization’s grant award proposal including explanation of the request amount and how specifically the Village funds would be used. The proposal should specifically provide the following:**

- a. What program/services will be provided with Village funds and describe the benefits of providing the program/services
- b. Estimated number of unique incorporated Glenview residents to be served for each program/service type
- c. Requested funding amount for each program/service type with explanation of how the request amount was calculated

Program	# of unique, incorporated residents	Cost	Explanation
Individual & Group Counseling	190	\$148,200	Personnel: (190) individuals receive on average 26 therapy sessions for the year at a rate of \$30/hour) = \$148,200
Charla de Café Para Madreas	25	\$1,500	Personnel: (25 group sessions* 2 hours each) * \$30 (total hourly cost of 1 therapist) = \$1,500
Study Buddies	85	\$3,375	Personnel: (30 group sessions * 1.5 hours each) * \$75 (total hourly cost of 3 therapists) = \$3,375

Greenwood After-School Group	15	\$1,350	Personnel: (30 group sessions * 1.5 hours each) * \$30 (hourly rate of 1 therapist) = \$1,350
Sunset Village After-School Group	30	\$2,475	Personnel: (30 group sessions * 1.5 hours each) * \$55 (total hourly cost for 2 therapists) = \$2,475
Juvenile Diversion	80	\$8,000	Personnel (80 individuals complete an average of 5 community service hours each and are supervised by a therapist at a rate of \$20/hour = \$8,000
Pride Youth	40	\$3,750	Personnel (50 group sessions * 1.5 hours each) * \$50 (total hourly cost of two therapists) = \$3,375
TOTAL	465	\$168,275	

- Youth Services will look to other funding sources to cover activity and supply costs.

Program Descriptions:

Individual & Group Counseling: Licensed counselors provide therapy to children struggling with social, emotional, and behavioral issues in addition to social isolation caused by COVID-19. Through the therapeutic relationship, children established and achieved goals, developed effective coping skills, and built an emotional vocabulary to identify and deal with their presenting concerns

Study Buddies and Charla de Café para Madreas: Youth Services provides academic and mentoring support through the Study Buddies program. This is a program designed to help children in grades 1 - 8 with their homework by pairing them with teenage or adult tutors. Throughout the school year, the student meets with same tutor to work on homework and participate in activities that promote social-emotional learning. The program meets every Monday and Wednesday during the school year in the agency gymnasium. Mothers of many Study Buddies participants meet at the agency during the same time and participate in Charla de Café Para Madreas.

Greenwood & Sunset Village After-School Groups are therapeutic, activity-based groups provided on weekly basis, 12 months a year at the Youth Services facility. Groups are provided free of charge, including bus transportation, and are led by licensed clinicians.

Juvenile Diversion: Youth Services partners with the Glenview Police Department to provide this program year round. Youth who receive local ordinance tickets with first and second offenses are referred to YS by the Glenview PD. After completing an assessment, they then complete their community service hours by volunteering at YS. Tasks include cleaning, office work, gardening, helping set up for events, tutoring at Study Buddies, etc. Participants are supervised the entire time by an agency counselor, helping establish rapport, and oftentimes resulting in the child seeking out more in depth clinical services.

Pride Youth serves LGBTQ+ children and youth ages 4-24 and their families through a variety of year-round social, support, and leadership opportunities, in addition to our ongoing work to increase the capacity of all youth-serving organizations to serve LGBTQ+ youth and their families. Our program is designed to provide varying levels of engagement and support throughout childhood and adolescence, providing a sense of belonging so that all LGBTQ+ young people grow up safe and supported.

Projected Impact: We consider these programs more effective and impactful compared to other approaches because they directly address a real challenge that the local community is experiencing and adds significant value to everyday lives. The struggle to assimilate into a broader community can lead to families feeling isolated, parents struggling to provide for their children, and youth participating in risk-taking behaviors. Youth Services is there to help by providing the above mentioned, accessible programs

that engage children, parents, and families, build a sense of belonging and connectedness, and promote social-emotional wellness.

In total and across all agency programs, we are projecting to serve approximately **1,500, unique incorporated** Glenview residents again this year. The individuals and programs not funded by the Village will be supported by funds raised through special events, individual donations, and grants (please see #16).

25. Describe how the organization will measure the impact/success of the program(s) being funded by the Village. Be as specific as possible:

Programming is successful when the client gains the necessary skills and resiliency to function in their everyday lives. Short-term outcomes during childhood and adolescence include improved peer and familial relationships, enhanced self-esteem, better problem-solving skills, and increased motivation lay the groundwork for longer-term benefits experienced well into adulthood including an enhanced mental state and health related quality of life.

To measure specific impact and success, Youth Services utilizes Therapy Appointment software to track the number of individuals receiving mental health services, the number of screenings and referrals to treatment, and the number of participants in each session. To measure the number of participants demonstrating improvement, multiple tools are utilized including the satisfaction surveys, pre and post tests, client, parent, and therapist self-reports, and regular monitoring of client goals and objectives as set forth in the treatment plan. Concrete indicators of success will be measured by utilizing the following three tools:

- The Kids Computerized Adaptive Testing (K-CAT) is an adaptive mental health measurement and screening system validated by researchers and was initially developed by Adaptive Testing Technologies. This tool is comprised of 10 computer adaptive tests that are representative of child psychopathology screening and allow for measurement based out of child self-report and parent/caregiver ratings of their child and is geared toward youth aged 7yo-17yo specifically. The implementation of this tool within our agency allows for constant precision of measurement throughout the different disorders that the K-CAT measures for: depression, anxiety, mania/hypomania, suicidality, ADHD, conduct disorder (CD), and oppositional defiant disorder (ODD).

Therapists administer the K-CAT every 3 months to clients to track longitudinal progress. The K-CAT uses four metrics within their testing: Severity, Category, Precision and Probability of Diagnosis. Our team aims to see statistically significant change in the precision score. A change is statistically significant when the absolute difference between the 1st and 2nd scores is more than 2x the level of precision. Change at this level is likely to present real and meaningful change. For example, for an individual therapy client, we noted that at the time of the first assessment, under the module of ADHD the young person presented with a difference between severity of 13.9 points, which was over 2x more than the level of precision, signifying that the young person was more likely to be experiencing more significant struggles with ADHD, rather than depression. In another example of a client, we noted that under the module of anxiety, the young person was noted to have a difference of severity in 11.4 points which again was over 2x more than the level of precision, leading us to believe that the young person was experiencing less anxiety since having begun their session of group. Knowing this information allows our team to make adjustments to the treatment plan and address concerns appropriately.

- The Positive Youth Development Sustainability Scale (PYDSS) is a self-reporting tool developed to assess the impacts of positive youth development programs. This tool provides practitioners and agencies a way to measure their programs across cultures, time and space while also capturing

sustainability, happiness, and the promotion of future success of the youth served. This tool is influenced by Lerner's five-C's model, which is a framework utilized to measure the assessment/characteristics of positive youth development programs: competence, confidence, character, connection and caring. For all after-school programs, surveys are provided as a pre-test by the 4th or 5th week the scheduled group meeting to allow time for groups to build rapport and to allow for any late registration. The post-test are completed by the second to last group meeting.

Our goal is to see an increase in all C's for all youth in our programs. Our team believes that some of the decrease we have seen could be connected to the COVID-19 pandemic. The results of this fiscal year after school groups are reflective of the first time that children have met in-person following the COVID-19 quarantine. Our group facilitators have seen first-hand how children have struggled to engage in social settings with others following this, and we hypothesis that this could be one factor influencing the results we obtained.

(C) Lastly, Youth Services is guided by four core values: trust, safety, connection and compassion. These values reflect who we are and what we expect from each other and are integrated into how we measure the satisfaction of our clients. Our Likert, value-based satisfaction survey is administered to all clients receiving mental health and crisis response services. Examples include "I felt safe when receiving services" and "My YS clinician was compassionate towards me and my issues I brought to sessions." Surveys are administered on a quarterly basis.

26. Describe why the organization is requesting Village funding. Please include how Village funding would help the organization advance its mission and goals, support the need for services your organization provides to the Glenview community and enhance the quality of life for the Village and its residents:

Having the agency in Glenview is an asset to the entire community. Youth Services has never wavered in its commitment to Glenview families and we have been recognized many times for our thoughtful approach to emerging needs, connections with under-resourced families, and immediate response when needed. We open our doors whenever asked and share our staff, expertise, and space in ways that are almost impossible to quantify. The cumulative impact of Youth Services enhances the life of everyone in Glenview – oftentimes in ways that are not obvious. Our partnership with the schools, police department, crisis response teams, and so many other community groups prove we are a trusted resource and safety net. The agency's work to ensure that every child grows up happy, healthy and with hope makes the village stronger, supportive, and more nurturing for families – very few villages can claim such an agency in their own backyard. Our work directly impacts children's health, keeps underserved and at-risk children in impactful programming afterschool and through the summer, offers therapeutic diversion, and provides for the needs of so many families. The ripple effect of our services and staff impacts the safety, security, success, and ultimately appeal for families living in Glenview.

- *Please see letter of support from local realtor Andrea Miller*
- *Please see letter of support from local donors Jeff and Katy Podjasek*

27. Describe the organization's plans if the amount of Village funding assistance is less than anticipated:

If funding is not received, our Development team and Board of Directors will need to create a plan for support that will involve securing gifts from individual donors with a targeted ask approach. We have already stretched our events calendar, which are becoming too competitive in this market. Depending on the deficit, we would likely launch a "close the gap" appeal campaign to help us meet our budget and goals for the community. With the current waitlist and requests from the community, we will need this income to address the needs on the most basic level and would have to be very intentional in messaging our gap needs. Our greatest concern is always donor fatigue and over-asking, so we would have to focus on a select group of established donors who are capable of this on top of their annual giving and then

comb our database for lapsed donors who could be called upon to help in a time of need. Volunteer partnership will be key in supporting the staff through this process.

Section D: Supplemental Materials and Submittal Instructions

Organizations seeking funding must complete and submit this application and all required materials to Ben Wiberg at bwiberg@glenview.il.us by **August 15, 2022**. Below is an outline of all required materials.

- √ Completed Application
- √ Current Year Budget
- √ Next Year's Budget (if available)
- √ Last Year's Audited Financial Statement
- √ Any additional documentation that could assist the Village in evaluating the funding proposal

Questions regarding the application process can be directed to Ben Wiberg, Management Analyst, at bwiberg@glenview.il.us or (847) 904-4310.

Question	Community Action Together for Children's Health	Family Service Center	Housing Opportunity Development Corporation	Josselyn Center	Meals on Wheels	National Alliance on Mental Illness Cook County North Suburban (NAMI CCNS)	North Shore Senior Center	Youth Services of Glenview and Northbrook
1	4.4	5	3.8	5	4.4	3.8	5	5
2	8	14	4	15	5	15	15	15
3	2	10	0	10	5	8	8	9
4	1.6	2	3.2	5	0.4	0.8	5	5
5	3.8	5	0.8	5	1.2	2.6	5	5
6	6	10	5	10	7	8	9	10
7	3.4	5	1.2	5	2	2	3.8	3.8
8	3	7	7	6	5	1	7	10
9	10	10	6	10	10	10	10	10
10	14	20	10	20	10	10	20	20
11	15	7	0	7	0	8.6	15	15
12	5	9	5	10	5	4	8	7
13	5	3.8	3.8	4.4	3.2	2.2	5	5
14	1.6	5	0	3.8	2.6	2.2	8	5
TOTAL	82.8	112.8	49.8	116.2	60.8	78.2	120.8	124.8