commitment
we're all in

Youth Services
BRINGING KIDS HOPE

2021-22 Annual Report
The mission of Youth Services is to promote the social and emotional well-being of children and youth.

We believe every child should grow up happy, healthy, and with hope.
At the end of every fiscal year we have the opportunity to reflect on the past year, however it has never been more important to focus on the future. As we face crucial needs and a demand we have not witnessed before, Youth Services is poised to partner with the community in exceedingly creative and impactful ways. We remain committed to ensuring that every child has access to the help they need regardless of their ability to pay and work to remove any other barriers to care within our abilities. We are growing, and our commitment to this community has been – and will continue to be – key to our mission as it has been for 50 years.

Thank you for your commitment in return. On behalf of the staff and Board of Directors, we are so proud to share the impact highlighted in our FY21-22 Annual Report. You have helped make our work possible.

With appreciation,

Amy O’Leary, LCSW
Executive Director

Youth Services embarked on its first strategic plan approximately ten years ago with a commitment to being the collaborative hub for mental health and social and emotional needs for children and youth. We were intentional in our commitment to partner with others in creative and mutually beneficial ways, focus on our deep roots and what we do especially well, and work to create a safety net for all families who need us. Today, we have exceeded that collaborative vision and Youth Services is a pillar in our community.

Commitment is reflected back to us in many ways. It is the faith we have established with parents managing a child in crisis or simply in need of support. It is the respect we have garnered from the local schools that call on us for collaboration. It is the trust we have gained with under-resourced families in our community. It is the investment we receive from donors and volunteers in time and treasure. All of these key pieces and so many more have played important roles in our growth and development.
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“you walk in and it’s a happy place.”

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. Our values are both the boundaries of our space as well as a compass that helps guide us forward as we move toward our mission.
Executive Director
Amy O’Leary, LCSW

Clinical Staff
Jeni Brickman, LCSW
Clinical Director
Lizzy Appleby, LCSW
Clinical Director
LuJianna Allen-Lightfoot, LPC
Abbey Casagrande, LSW
Abby Backer, MSW
Kait Berger, LCPC
Nalida Figueroa, MSW
Allison Fyke, LCPC
Jess Levine, LCSW
Alyssa Gardner, LPC
August Hupp
Sarah Moskowitz-Gordon, LCSW*
Mia Mullerink, BSW
Stefany Nilsen, LPC*
Daniel Pak, LPC*
Beccky Pollock, LCPC
Esai Shadtor-Hill, LCSW
Megan Shipp, LAT, ATC*
Bridgetta Taylor, LCSW*
Brenna Weidman, LCPC
Jessica Wern, LCSW
*denotes part-time

FoYS — Friends of Youth Services
Sandy Brennan
Kelly Brown
Julie Bruch
Markie Candon
Andrea Joselit
Marltoni Kane
Beth Kirk Malski
Anna Pappas
Eileen Samuels
Alison Schulte
Mona Shah
Keri Williams

Development Staff
Lisa Hanneman
Development Director
Michelle Brody
Development Manager, Marketing & Community Outreach
Eriin Miller
Development Manager, Special Events
Jennifer Fitch
Volunteer Manager

Administrative Staff
Mary Povitsky
Receptionist
Stacey Schwarzman
Staff Accountant*
*denotes part-time

Board Of Directors
President
Jeff Thielecke
President, Northview Bank and Trust
1st Vice President
Mike Cabay
Retired Managing Partner, Accenture
2nd Vice President
Brian Budzicz
Assistant General Counsel, Zurich North America
Immediate Past President
Glenn Schneider
Retired EVP/COO Discover Financial Services
Treasurer
Steve Koltun
Partner, RSM US LLP
Secretary
Donna Lee Guckly
Retired School Counselor
At-Large
Lisa Anastasia
Executive Producer, Media Direct Productions
Tom Klise
CFO, Cherokee Wireless

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Robert Anthony*
Pam Buchholz
Attorney
Valerie Compher
VP of Operations, C&M Remodeling, Inc.
Elizabeth Coulson
Education and Health Care Consultant
Howard Eirinberg
Executive Chairman, Various Food Companies
Dan Fraser
Partner, Collective Impact Consulting
John Howard
Retired Senior Vice President, Fidelity Investments
Becky McMullan*
Retired Teacher
Nanen Merchant
Finance Professional and Owner, Code Ninjas
Karen Paige
Attorney, Bierman Law
Doug Welch
Director, Debit Consulting LLP

*Life Members

our team

1.0 YOUTH SERVICES | ANNUAL REPORT 2021-22
These are preliminary operating revenues and expenses for the year July 1, 2021 through June 30, 2022, as presented on internal financial statements.

Operating Budget

Revenue: $2.15M

- 33% Local Government Grants
- 26% Fee Income
- 24% Fundraising
- 17% Grants & Foundations

Expenses: $2.02M

- 75% Program Services
- 14% Fundraising
- 11% Management & General
Collaboration and Partnership
We believe working with complimentary resources in the community and other systems in the client's life ensures quality care and supports each client in achieving their therapeutic goals.

Treatment Model
Art, music, and play therapy are often utilized during therapy sessions.

Culturally Competent Staff
YS has committed itself to employing a staff who has the sensitivity, awareness, and knowledge to effectively interact with clients across cultures.

Thorough intake process
The relationship with our clients begins with the first phone call. 312 intakes were conducted in FY22.

Multiple payment options
YS accepts multiple insurance plans and also has the lowest sliding scale in the northern suburbs of Chicago, going as low as $1 per session.

“Why Clients Choose Us

For families of modest financial means, YS is the only option for treatment and relief. Other families who have more options are so confident in our clinicians and our facility that they choose to stay on our waitlist.”

— YS Clinical Director Jeni Brickman

No one is turned away based on ability to pay.
Prior to COVID-19, CDC data found 1 in 5 children had a mental disorder, but only about 20% of those children received care from a mental health provider. apa.org

During COVID:

- 68% of parents saw their children face significant mental and emotional challenges
cdc.gov

- There was a 25% increase in the prevalence of anxiety and depression worldwide
who.int/

- Mental health-related emergency department visits increased 24% for children ages 5 to 11 and 31% for those ages 12 to 17
cdc.gov

Today

“Mental health challenges in children, adolescents, and young adults are real and widespread. The COVID-19 pandemic further altered their experiences at home, school, and in the community, and the effect on their mental health has been devastating. The future wellbeing of our country depends on how we support and invest in the next generation now.”
— U.S. Surgeon General Vivek Murthy
From Study Buddies to various neighborhood-specific groups, Youth Services was there to provide structured and therapeutic activities that promoted social and emotional learning in a group environment.

"Dear Kait-
I wanted to express my gratitude to you for your support in the last year. You have helped heal my soul. I know it can’t be easy to always nurture and give undivided attention, but you did it. The last few years were very challenging for me as I was going through a terrible depressive episode. I had you to guide me through it. I love your kind and accepting smile and energy, and I feel blessed to have had you in my life. From the bottom of my heart, thank you."

— Client of agency therapist Kait Berger

Leaving group today, it was as if Julia had gone from black-and-white to technicolor. They were floating on air, so open and wanting to share their experience and feeling so much joy. Thank you so much for allowing this opportunity for them, it has been transformative and cathartic and so fun!"

— Parent of group participant

MENTAL HEALTH COUNSELING

Our highly skilled clinicians provided 5,503 SESSIONS

YOUTH DEVELOPMENT PROGRAMS

286 youth SERVED
The Pride Youth Program served LGBTQ+ young people and their families through peer-to-peer support groups, opportunities for youth leadership development, strong connections to supportive adults, and referrals.

What do you get out of participating in your prideSUPPORT group?

“I get to spend time with other people who understand and support me. It’s one of the only social spaces I can be completely out and safe in. I feel like a normal teenager.”

“Acceptance no matter what.”

“I get to meet more people who have the same experiences as me and it makes me feel less alone.”

223 LGBTQ+ youth served

30 youth served during the height of COVID-19, when virtual Action Camp was held.
Through classroom workshops for students, continuing education and curriculum for teachers and professionals, and parent education, the SHARE program reached thousands of children, teens, parents, and teachers at local schools and organizations with critical information on healthy relationships and sexual health and wellbeing. Youth Services also provided individual and support group services on-site at several schools when requested.
In partnership with School District 34, Youth Services provided SAIL (Supportive Approaches to Integrating Learners) to 7th and 8th grade English Language learners and their parents. The program focused on building social and emotional wellness, increased self-esteem and confidence in program participants as they readied themselves to transition to high school.

Glenview School District 34 is so grateful for our partners at Youth Services! They take such wonderful care of our students and parents by offering programming that is meaningful and skill-building. Through the supplemental SAIL services that YS has provided over the past four years, our countless students have learned strategies to develop positive relationships with peers and adults; healthy/assertive communication and self-advocacy; and report an increased sense of belonging and connectedness. Additionally, evening workshops provided in Spanish give parents a safe place to discuss ways to improve school, parent, and child communication and relationships.”

— Raquel Kim Director of EL & Bilingual Programs, School District 34
I am always impressed with how Youth Services works with our schools, healthcare professionals, and others to provide wrap around services that are vital to the health and well-being of our youth. They have been a sustaining, bright light in the darkest of times, and I am extremely grateful to have an agency like this in our community.”

— Tamara Draper, Glenview resident and Youth Services volunteer

Crisis Response
41 children and teens in crisis received risk assessments by YS clinicians

Juvenile Diversion
79 local youth completed community service hours at the agency

Holiday Gift
670 children and 220 families were gifted with coats, boots, clothing and toys by generous individuals, service groups, and local corporations
An organization that started as a couple softball teams for local dads to come together in 2020 has now become an active and enthusiastic charitable contributor to many local organizations, including Youth Services. This group of extraordinary friends has pooled resources to financially support the agency’s events and lend a hand in some incredible ways including—volunteering with our Holiday Gift program, hosting our first Field Day to kick off registration for fall programming, and has created a scholarship baseball program for under-resourced players.

Youth Services is proud to work with this fantastic group on their impactful efforts and looks forward to further developing this partnership into the future.
Ana Cassorla and Marsha Merdinger

Volunteers are key to so much of the work of Youth Services. They come to the agency in many ways to share time, talents, and dedication to allow staff to remain focused on the critical mission. Two of these volunteers have spent years with weekly commitments to the agency.

It is thanks to individuals, like Ana Cassorla and Marsha Merdinger, that staff remains efficient and resources are focused. Ana and Marsha each serve a key role as part of the team and community that make Youth Services so special.
We have just one goal:
To foster the social and emotional well-being of children and youth.
We greatly appreciate each gift given in support of Youth Services, and we have made every effort to ensure the accuracy of this listing.

**$100,000+**
- State of Illinois
- Village of Glenview
- Village of Northbrook

**$25,000 to $99,999**
- Accent Charitable Fund - The Cabay Family
- Anonymous
- Cless Family Foundation
- April and Jeff Diehl
- Jean Paul Ohadi Memorial Foundation
- New Trier Township
- Northfield Township

**$15,000 to $24,999**
- Scott and Beth Brady
- Julie and Keith Bruch
- Jim and Pamela Buchholz
- Making Life Better
- Stephen and Marsha Merdinger
- Niles Township
- Robert and Ann Rowlands
- Village Treasure House
- Wintrust Financial Corporation

**$10,000 to $14,999**
- Anthony Balestrieri and Anna Cassora
- Charles & M. R. Shapiro Foundation
- John and Cathie Esley
- Healthcare Foundation of Highland Park
- Inspired Life Tapping Foundation
- Market Corporation
- Becky and Bob McGovern
- Andrew and Margo Webb

**$5,000 to $9,999**
- Peter and Anastasia Bensiers
- Lloyd and Kathryn Battil
- John and Jane Demler
- James and Pat Dietz
- Bryan Duncan
- Ernest & Young
- Glenview Community Church Women’s Association - Chapter 1
- Rick and Teri Goldman
- Cheri and Dan Bouska
- Health Foundation of Highland Park
- Inspired Life Tapping Foundation
- Markel Corporation
- Becky and Bob McGovern
- Andrew and Margo Webb

**$2,500 to $4,999**
- Andrew and Mona Albert
- Irene and Thomas Benedict
- Kathy Bocock
- Central Building & Preservation L.P.
- Ryan Cook
- Connect Search, LLC
- Elizabeth and William Coulson
- Howard and Debbie Eirinberg
- Harry and Irene Georgopoulos
- William Grady and Marita Janczn
- Brian and Erin Gryn
- Juniper Center
- Joe Lambert
- Elizabeth and Andrew Lapp
- League of Very Ordinary Gentlemen, NFP
- Barry and Jan Leslie

**$100 to $2,499**
- Phil and Amy Schneider
- Glenn and Janet Schneider
- Douglas and Genevieve Schubert
- Stephen T. Sexton Memorial Foundation
- The Glen Town Center
- Doug and Laura Welch
- Zurich Insurance Group

**$50 to $99**
- James and Barbara Levine
- Susan Lovelngton
- Ralph Lynch and Sonya Wheeler
- John and Nancy MacDougall
- John and Courtney Marten
- Beth McCormack
- Michele McGuire
- Noreen and Ayaz Merchant
- Margaret and Jim Middleton
- Linda Monico
- Thomas and Virginia Neukrannz
- Niles Township High School District 219
- NorthShore University Health System
- Northwestern Medicine
- Mike O’Leary
- Karen Paige
- Jeffrey and Kathy Podjasek
- Thomas and Hillary Pontarelli
- Tom and Catherine Rofles
- Noel and Diana Sennelbach
- Brad Serlin
- Lisa and Erik Synnestvedt
- The Davis Benedict Group at Morgan Stanley
- Jeffrey and Tiffany Thoecke
- Jeffrey and Christine Thompson
- White Family Charitable
- Jennifer and Arthur Wirtz
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<td>Mr. and Mrs. Richard Gordon</td>
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<td>Kulus Mads, Inc.</td>
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Troy and Karri Noard
Julie and Doug Nordhaus
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