



# AGENCY/PROGRAM APPLICATION FOR FUNDING

## Fiscal Year 2022-2023

NAME OF AGENCY			
Counseling Center of the North Shore			
CONTACT PERSON AND TITLE			
Bob Sanfilippo, Executive Director			
ADDRESS			
992½ Green Bay Rd			
CITY		IL	ZIP
Winnetka			60093
PHONE		FAX	
(847) 446-8060		(847) 446-9768	
E-MAIL			
bob.sanfilippo@ccns.org			
WEB			
www.ccns.org			
NO. OF YEARS IN EXISTENCE		TOTAL AGENCY FUNDING REQUEST FOR PROPOSED YEAR	
128		\$ 42,000	
PROGRAMS REQUESTING FUNDING	AMOUNT RECEIVED LAST YEAR	\$ AMOUNT FOR PROPOSED YEAR	FUNDED BY TOWNSHIP SINCE? (Estimate of Year OK)
1. <u>Mental Health Therapy &amp; Education</u>	<u>\$ 42,000</u>	<u>\$ 42,000</u>	<u>1973</u>
2. _____	\$ _____	\$ _____	_____
3. _____	\$ _____	\$ _____	_____
4. _____	\$ _____	\$ _____	_____




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### Eligibility Criteria For Funding

New Trier Township General Statement of Policy:

- **Each agency/program requesting funding from the Township will be referred to either the Agency Oversight Committee, the Mental Health Committee, or the Money Follows the Person Committee of the Township. Those committees will make funding and agency/program recommendations to the New Trier Township Board of Trustees. You will be notified of their final decisions sometime in the spring.**
- Agencies considered for funding should have been in existence for one year after receiving their not-for profit status from the State of Illinois and have been providing services to the community during that time.
- No agency with the ability to tax or conduct referendums will receive Township funding.

In order to be eligible for funding an agency must meet the following minimum requirements:

- **Area Served** - While an agency may serve areas other than New Trier Township, its programs must serve residents of New Trier Township.
- **Proportion of Township Residents Served**- For agencies serving more than New Trier Township, the amount of funding requested shall take into consideration the proportion of the agency's service rendered to residents of New Trier Township.
- **Non-Profit** - Funded agencies must be 501 (c) (3) not-for-profits.
- **Needs**- The need for the service must be demonstrated.
- **Standards** - An agency requesting funding must have at least one full-time paid staff person, or its equivalent; the credentials of the applicant's staff shall meet professional standards, commensurate with the responsibilities involved.
- **Employment Practices** - The agency must be an equal opportunity employer.
- **Articles of Incorporation** - Submit a copy, as amended, if changed in the last 12 months.
- **Bylaws** - Submit a copy, as amended, if changed in the last 12 months.
- **Use of Funds** - Funds must be used as specified in the grant application and as approved by the Township. Changes must be cleared with the Township.
- **Accessibility** - *All services must be available to clients with disabilities and the agency must be able to deliver services from a site that is ADA accessible. If not, please explain.*



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- **Accountability** - The agency shall maintain communication with the assigned advisory committee liaison, who must be allowed to attend board meetings upon request. The agency may dismiss the person from a board meeting if they convene into Executive Session. The agency shall provide meeting minutes to the liaison upon request
- **Financial** - *All agencies with budgets of greater than \$300,000 must have an annual audit performed by an independent CPA. Those agencies with a budget of \$300,000 or less must submit to the Township a copy of form AG990 that is sent to the Attorney General's Office. The Township reserves the right to request an audit be performed for agencies with budgets of \$300,000 or less.*
- **Absence of Conflicts of Interest** – The agency certifies, to the best of its knowledge, information, and belief, that it has no current relationship or involvement with any New Trier Township Trustee, Employee, or Committee Member which the Agency reasonably believes could either favorably or unfavorably influence the Township's possible grant of the Agency's funding request.

**YES** \_\_\_\_\_ **X\***

**NO** \_\_\_\_\_ - **If no, please explain.**

\* Note: Jan Churchwell, New Trier Township Assessor, is on the CCNS Board of Directors. Ms. Churchwell is an elected official and does not participate in or influence the Township funding decisions.

### Other Certification Issues

Please mark yes, no, or other as appropriate next to each statement. If no, or other, please explain. Supporting documents may be requested at a future date and must be supplied upon request.

YES NO OTHER (PLEASE EXPLAIN)

Agency maintains a personnel policy manual

Agency has a non-discrimination policy

Agency has a sexual harassment policy

Agency has a grievance procedure

Agency has a Strategic Plan

Covers years FY 2015-16 to FY 2020-21. An updated plan is in development.



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- Agency produces an Annual Report  
Most recent report covers period FY2020-21 to be delivered in late-Sept. 2021.
- Agency has an effective fiscal management system in place and has disclosed any and all Conflicts of Interest as described in the Eligibility Criteria for Funding.
- Audit or AG990 completed and copy provided to the Township for most recent fiscal year
- Agency maintains general liability insurance coverage and names New Trier Township as additional insurer  
Amount of coverage \$2,000,000  
Name of insurer West Bend Mutual  
Effective dates of coverage 7/1/21 – 7/1/22
- Agency pays all state and federal payroll taxes
- Agency has a conflict of interest policy.

YES NO OTHER (PLEASE EXPLAIN)

- Agency has by-laws in place  
Date last amended/accepted May 2019
- Agency is accredited by recognized accreditation organization (where appropriate)  
Date of most recent accreditation Accreditation of agency is not required. All of our therapists are licensed by the State of Illinois.  
Accreditation Organization \_\_\_\_\_
- Agency's board serves without compensation  
Number of board members 8 currently  
Number of Board vacancies We would like to add 4 to 6 members  
List board sub-committees Board Development, Investment, Fundraising  
\_\_\_\_\_  
Schedule of board meetings 4<sup>th</sup> Tuesday of the month. No meetings in Aug. & Dec.
- Agency has Auxiliary or other Advisory/Governing Board. If so, please explain:  
\_\_\_\_\_





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- Agency provides staff with opportunities for training and personal development
- Agency has filed its annual report with the Illinois Attorney General  
# 01-001445
- Agency has filed its annual report with the Illinois Secretary of State  
# 31159369  
Federal Tax ID # 36-2167064

*We certify that we meet all the eligibility criteria for funding and that the information contained in this application is true and correct to the best of our knowledge and agree to comply with all requirements of the program and funder if we are awarded and accept funding. Furthermore, our Board has been advised of the Eligibility Criteria and approved our signing of this document.*

Agency Director Name: Bob Sanfilippo

Signature		Date:	9/9/21
Board President Name: DeDe Kern			
Signature		Date:	9-9-21



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### Organizational Profile

(A) The Organizational Profile is part of the New Trier Township Application for Funding; and (B) It is the Agency's responsibility to keep the Organizational Profile information current each year and provide New Trier Township with further information on an ongoing basis if there are any significant changes, such as to the mission, organization, board requirements, and/or other changes.

(1) Briefly summarize the agency's mission, history, services, and organizational structure. Have these changed significantly over the lifespan of the organization? (Please attach a current organizational chart, if available.)

The Counseling Center of the North Shore (CCNS) is a nonprofit mental health center located in Winnetka. The agency dates back to 1893, when three local merchants formed the Winnetka Relief League to aid the needy in the community. The organization evolved over the years, and the agency began providing mental health counseling during the Great Depression.

The CCNS Mission is "Helping people through life's challenges and transitions by providing counseling, therapy, and community education." We provide compassionate, results-focused counseling and therapy to adults, adolescents and younger children, as well as to couples and families. We also provide mental health programming to the community and educational programs to professionals.

Importantly, we believe that quality mental health services should be accessible to all New Trier Township community members, regardless of their ability to pay. We utilize the area's most generous sliding fee scale, with fees starting at \$5.00 per session.

The CCNS Executive Director is Bob Sanfilippo, who reports to the agency's Board of Directors. We have a staff of six licensed therapists led by our Clinical Director, Kim Hassenfeld, LCSW. CCNS owns the Winnetka Thrift Shop, which is managed by Jenifer Hoffman.

(2) Briefly summarize the role of the board and the requirements for serving on it. What role does the board play in the administration and operation of your organization and what is the desired size of a full and active board?

The Board of Director's primary role is to oversee and support the work of the Counseling Center of the North Shore and the Winnetka Thrift Shop. The Board's essential function is to ensure that the agency's mission continues to be relevant and that the Executive Director and staff successfully carry out the full breadth of the mission. The Board is also responsible for monitoring the agency's financial affairs.

Board members are considered ambassadors for the agency. As such, directors are expected to enthusiastically promote the agency and the Winnetka Thrift Shop. We ask all Board members to contribute time, talent, and financial support to the agency.

Membership on the Board is for a three-year term, and the agency's By-Laws limit Board members to



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two terms (6 years total). The Board of Directors meets 10 times per year on the 4th Tuesday of the month (no meetings in August and December). Our optimal Board size is 14 to 16 members.

### Agency/Program Funding Request Information

#### PROGRAM DESCRIPTION

- (1) Describe the services provided by this program, eligibility requirements, and the target population.

Our staff of six licensed mental health professionals (including one Psy.D.) provides individual therapy to adults, adolescents and children, as well as couples and family therapy. Our therapists work with their clients to address a range of issues that involve: Anxiety/Stress, Depression, Self-Esteem, Marital Conflicts/Divorce, Parent-Child Concerns, Life Transitions, Aging and Caregiving, Sexuality/LGBT issues, and Substance Use.

Our services are targeted to people who live, work, go to school, or worship in Winnetka or Northfield, but anyone in New Trier Township is eligible to utilize our services and our generous sliding fee scale. Fees are set based on household income and the number of dependents in the HH.

CCNS is one of the few mental health centers in the area that offers psychological testing and assessments to clients who need to utilize a sliding fee scale.

CCNS also provides mental health education to community members and professionals through programs and presentations throughout the year.

In addition, CCNS invests staff time in important community programs. Our Clinical Director serves on the steering committee for the Crisis Response Network of the North Shore and participates on the New Trier Hoarding Taskforce, and the Executive Director serves on the New Trier Coalition for Drug Free Communities. We also administer the New Trier Township Daycare Scholarship program, and we manage the financial aid application process for the New Trier Aquatics Club.

Finally, for many years the Winnetka Thrift Shop has had successful, ongoing partnerships with New Trier High School's Special Education Department and Our Place of New Trier Township. The Thrift Shop has provided individuals in these programs with an opportunity to gain valuable workplace experience. Due to the COVID-19 pandemic, these programs were suspended in March 2020. We hope to be able to restart the programs in the next few months.

- (2) How does this program fit in with one or more of the priorities identified by New Trier Township in its strategic plan? Please explain.

The CCNS counseling and therapy program fits in with New Trier Township's priorities in three ways:

**1. Low Income Families:** Because of our sliding fee scale, our services are accessible and utilized by low-income individuals and families. In FY 2020-21, 42% of our clients utilized our sliding fee scale, and the agency subsidized over \$300,000 in services for clients. Twenty-eight percent (28%) of our New Trier Township clients had annual household incomes of less than \$50,000. We collaborate with the Township's Social Services Administrator on services for low-income families and individuals, and we regularly refer clients between organizations.





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**2. Youth Services:** In FY 2020/21, 26% of our New Trier Township clients were 18 years of age or younger. In 2019, we launched a Student Assistance Program targeting middle and high school students in New Trier Township. The program objective is to eliminate barriers for teenagers to access therapy:

- Consistent with state law, parental knowledge and consent are not required for therapy.
- Eight therapy sessions are offered at no cost. If after those sessions the therapist deems additional therapy is warranted, we will extend therapy utilizing our sliding fee scale.

**3. Aging in Place:** In FY 2020/21, 19% of our New Trier Township clients were 65 years of age or older. All six of our therapists are approved Medicare providers, and we have given presentations to members of the North Shore Senior Center.

In addition, we do treat a small number of clients who are designated by Medicare or Social Security as having mental health disabilities and a small number of clients with physical disabilities.

Please check each priority you feel the program addresses. (Most programs will address only one or two priorities.)

See our website at [www.newtriertownship.com](http://www.newtriertownship.com) for more information.

Aging in Place

Low Income Families

Youth Services

Persons with Disabilities

Other \_\_\_\_\_

### NEED

- (3) Describe the need and demand for this program in the community and justify that it deserves investment of Township funding. You may include both data and examples of individual clients.

The increasing incidence of mental illness and the corresponding need for mental health services is well documented.

- Among adolescents aged 12 to 17, 15.7% had a major depressive episode in 2019, up from 8.1% in 2009.<sup>1</sup>
- Among young adults aged 18 to 25, 11.8% had serious thoughts of suicide in the past year, up from 6.1% in 2009.<sup>1</sup>
- According to the CDC, suicide was the second leading cause of death among individuals between the ages of 10 and 34 in 2019.<sup>2</sup>
- Among adults aged 18 or older, 20.6% reported have a mental illness in the past year, yet only 44.8% of those individuals received mental health services.<sup>1</sup>
- Among adults aged 18 or older in 2019 who had past year mental illness and a perceived unmet need for mental health services but did not receive services in the past year, the most common reason for not receiving services was they could not afford the cost of care (43.9%).<sup>1</sup>

Sources: 1. U.S. Dept of Health & Human Services 2019 Survey on Drug Use and Health.

2. CDC 2019 Leading Causes of Death Report.





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More current research indicates that the COVID-19 pandemic has exacerbated mental illness among those with prior mental health issues and caused anxiety and depression among those for whom the pandemic had a negative financial impact.

The increase over the past three year in the use of our services is also indicative of the growing demand for services in our area:

	FY <u>2017/18</u>	FY <u>2020/21</u>	% Change <u>FY17/18 to FY20/21</u>
Number of CCNS Clients	134	181	+35%
Number of CCNS Therapy Sessions	1,775	3,462	+95%

Below are profiles of three CCNS clients that illustrate the needs of the clients that we serve:

For four years, "Rachel" had been struggling with severe symptoms of PTSD due to a sexual assault, including flashbacks, dissociation, anxiety, disordered eating, self-harm, and trauma-induced seizures that significantly impacted her daily functioning. In addition to referring this client to an intensive hospitalization program, the CCNS therapist formed a comprehensive treatment team with an outside psychiatrist and eating disorder specialist to best meet the client's needs at an outpatient level of care. Rachel is currently engaged in weekly, trauma-informed psychotherapy with CCNS and has shown a significant decrease in PTSD symptoms and an increased ability to function in all major areas of life (social, academic, and occupational functioning).

"Peter", a successful businessman and entrepreneur in his 50s, suffered a substantial financial setback and subsequently experienced a profound triggering event that unearthed his extensive childhood trauma. Peter was debilitated by 10 to 15 panic attacks a day, making work an impossibility. The client came to CCNS in need of our sliding fee scale in order to start treatment. Over the course of two years, working with his CCNS therapist in collaboration with a local psychiatrist and his primary care physician, Peter has been able to overcome the majority of the disabling symptoms of his PTSD. He is now happily engaged in entrepreneurial ventures and continuing in therapy to solidify the remarkable gains of the past couple of years.

"Austin" participates in the CCNS Student Assistance Program. He was recently referred to CCNS by his high school after sessions with the school counselor proved to be ineffective. The client presented with severe anxiety, depression, family conflicts, and probable learning disabilities. In addition to receiving psychotherapy, the client will participate in psychological testing and assessments at CCNS to identify potential issues/disorders. Already, Austin is better engaged in the therapy process and feels more fully supported by the CCNS services.

- (4) Are you able to meet the full demand for this service or is there a waiting list? What new or unmet needs do you see in the community or for the clients served in this program?

Currently, we have a short waitlist for clients seeking appointments for evening or weekend sessions. While all of our therapists work at least two evenings per week or one evening and one weekend day, clients are increasingly asking for appointments during these time periods. We are in the process of hiring a 7<sup>th</sup> therapist, which would greatly help us meet this demand.



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#### **CAPACITY**

- (5) Demonstrate that the program has the vision, personnel, and skills to successfully carry out the program and achieve its goals, objectives and performance measures. Summarize any major changes in staff or personnel.

We have a skilled and experienced clinical staff led by our Clinical Director, Kim Hassenfeld, LCSW. Recognizing that clients differ in their responses to different psychotherapy modalities, we invest in our therapists' professional development with the aim of broadening their treatment "toolkit".

In addition to traditional psychodynamic therapy, CCNS therapists use a range of therapeutic methods in working with their clients, including:

- Cognitive Behavioral Therapy (CBT)
- Dialectical Behavioral Therapy (DBT)
- Eye Movement Desensitization and Reprocessing (EMDR)
- Harm-Reduction Psychotherapy
- Acceptance and Commitment Therapy (ACT)
- Gottman couples counseling

In addition, one of our therapists is a Certified Alcohol and Drug Counselor (CADC), and another has specialized training in substance use counseling.

We also have a Licensed Clinical Psychologist (PsyD) on our staff, which enables us to provide psychological testing and assessments.

There have been no major changes in staff or personnel.



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### SERVICE STATISTICS/DEMOGRAPHICS

(6) Who is being served by this program? Please provide a statistical breakdown of the number of clients served, the total units of service delivered, and costs per unit of service by filling in the chart below. Please state and define your unit of service for this program and why you chose it. To calculate cost per unit of service, divide the total number of units of service into the total budget for the program. (Suggestions for the appropriate unit of service are included in the proposal in the directions. For some programs you may wish to calculate cost per unit of service in more than one manner.)

**Unit of Service** definition – One session (45 minutes to one hour) of therapy to a client or clients.

**Unit of Impact** definition – Number of therapy session held, plus number of family members/others who participated in sessions, plus number of audience members in educational programs presented by clinical staff, plus number of community referrals by our Clinical Director.

SERVICE STATISTICS – Please indicate fiscal year dates for each column

PLEASE INDICATE FISCAL YEAR/DATES IN EACH COLUMN	Prior Year FY 2020/21	Present Year FY 2021/22	Proposed Year FY 2022/23
Number of persons served (unduplicated count)	511	660	710
Number of Units of Service	3,462	4,100	4,450
Cost per Unit of Service	\$144.10	\$177.72	\$158.18
Number of Units of Impact	3,883	4,660	5,030
Cost per Unit of Impact	\$128.47	\$156.36	\$139.94

(7) What are the demographics of New Trier clients served in the prior year? (breakdown by community).

<u>NTT Communities</u>	<u># of NTT Clients</u>	<u>% of NTT Clients (n=110)</u>	<u>% of Total Clients (n=181)</u>
Winnetka	50	45%	28%
Northfield	7	6%	4%
Wilmette	34	31%	19%
Glencoe	12	11%	7%
Kenilworth	6	5%	3%
Glenview	1	1%	1%
<b>TOTAL</b>	<b>110</b>	<b>100%</b>	<b>61%</b>



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- (8) Total from New Trier Township (unduplicated).  
110 New Trier Township clients in FY 2020/21.
- (9) New Trier Township clients are what % of total?  
61% of total therapy clients.
- (10) Units of Service to New Trier clients.  
2,310 therapy sessions with New Trier clients in FY 2020/21.

- (11) Units of Service to NTT clients are what % of total  
67% of total therapy sessions during FY 2020/21.

- (12) New Trier clients age breakdown

<u>Age</u>	<u>Number</u>	<u>% of Total</u>	
0-10	3	3%	
11-18	25	23%	
19-24	14	13%	
25-39	18	16%	
40-64	30	27%	
65-74	15	14%	
75+	5	5%	
TOTAL	110	101%	(Doesn't add to 100% because of rounding)

### OUTCOMES/EVALUATION

- (13) What outcomes did you achieve for your clients in the prior year? Results should be client-outcome based, specify a target level of achievement, the measurement tool that was used, the rationale for setting the target at a certain level, and a timeframe for accomplishment. Detail any changes made in the program as a result of these outcome results.

Again this year, we utilized the Client Satisfaction Survey developed and agreed upon with Family Service of Glencoe and the Family Service Center. For this year's survey, we added a question (Q 4.) that assesses the client's satisfaction with teletherapy during the pandemic. The survey was sent out in August via email to all CCNS clients. Responses were anonymous.



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Client ratings of CCNS' service and the impact on their wellbeing continue to be very high. In the annual survey, 95% of respondents "Agree" or "Strongly Agree" that the Counseling Center of the North Shore is an emotionally safe place to work on personal problems; 91% agree or strongly agree that overall, their sessions were helpful to them; and 96% of respondents say that they would seek help at the Counseling Center of the North Shore again.

Ninety-one percent (91%) of respondents "Agree" or "Strongly Agree" that during the pandemic, they were/are satisfied with the therapy received at CCNS via teletherapy.

Detailed results of the Client Satisfaction Survey follow:

### FY 2020/21 CCNS Client Satisfaction Survey Results

17 Survey Questions Scored on a Likert Scale from 1 (Strongly Disagree) to 5 (Strongly Agree) plus one "Yes"/"No" Question.	Annual Client Satisfaction	
	Average Score	% of Clients who either "Agree" or "Strongly Agree"
1 The initial intake call was handled in a way that was professional and helpful.	4.8	96%
2 A therapist was assigned and promptly reached out to schedule my initial appointment.	4.8	96%
3 Counseling Center of the North Shore could accommodate my schedule.	4.7	90%
4 During the Covid pandemic, I was/am satisfied with the therapy I received at CCNS via teletherapy.	4.6	91%
5 Counseling Center of the North Shore was clean and well organized.	4.5	84%
6 I was greeted appropriately by the support staff.	4.9	100%
7 I felt heard, understood, and respected in my sessions.	4.7	90%
8 I have been actively involved in setting my treatment goals with my therapist	4.7	95%
9 We worked on or talked about what I wanted to address.	4.7	96%
10 While in therapy, I believe I made progress regarding the problem(s) about which I originally sought help.	4.6	91%
11 My therapist's approach was a good fit for me.	4.6	91%
12 Since I began therapy, I would say that I have improved in my overall functioning.	4.5	91%
13 If applicable, since I began therapy, the overall functioning of my family has improved.	4.2	78%
14 During the course of therapy, I have improved my ability to respond to the stress in my life.	4.3	86%
15 Counseling Center of the North Shore is an emotionally safe place to work on personal problems.	4.9	95%
16 Counseling Center of the North Shore respects my privacy and actively takes steps to honor and protect my confidentiality.	4.8	90%
17 Overall, my sessions were helpful to me.	4.7	91%
18 Would you seek help at the Counseling Center of the North Shore again? (Yes/No)	YES	96%



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- (14) What results are you committed to achieving in the present year? (If outcomes are the same as above, simply state that we hope to improve upon the past year's results)

While the survey results indicate that clients are overall satisfied with teletherapy, our clinicians believe that some clients respond better to in-person therapy. We reopened the counseling center for in-person therapy in April, and we now offer clients the option of in-person therapy and teletherapy. We think we can improve upon last year's results if we are able to continue to offer in-person therapy.

- (15) Are there any other program effectiveness/evaluation measures you think are important, such as customer/client satisfaction surveys, quality of service measures, or other indicators? Please describe.

We believe the current Client Satisfaction Survey is a good tool for evaluating the quality of CCNS' services.

### CHANGES/CHALLENGES

- (16) What changes or challenges (legal, socio-economic, demographic, financial, political or other) did the agency, program, and clients face in the prior year? How did you respond? What challenges or changes do you anticipate in the present year? (If changes/challenges were the same for all programs, do not repeat).

COVID-19 continues to be our main challenge. We expect to continue to increase the amount of direct service provided to the community through therapy sessions, regardless of the COVID-19 situation. However, future lockdowns would negatively impact our ability to provide mental health educational programming. While our therapists made presentations to community members and mental health professionals last year via Zoom, the number of participants in those presentations was often lower than in prior years.

Of greater financial concern is the impact a lockdown this year would have on our thrift shop business. When we developed our FY 2021/22 budget back in May, a key assumption was that the pandemic was behind us. Unfortunately, COVID-19 continues to be a financial risk for the agency.

A second challenge that we continue to face is a lack of physical space for both our clinical services and thrift shop. (The thrift shop is a one-story building on Green Bay Road and the counseling center is a two-story building behind the thrift shop. We own the buildings, which are connected.)

We currently have six therapists working out of four offices, and we are in the process of hiring a seventh clinician. Continued growth will require additional therapists and space for therapy sessions. In addition, we have no breakroom for our employees (clinicians or thrift shop staff members). In the past, employees could eat lunch or take a break in our conference room, but that room is now often being used for therapy.

A lack of space at the thrift shop is restraining our sales growth. The thrift shop business has changed considerably over the past 10-15 years. With the growth of online consignment sites, such as Poshmark, ThreadUp and The RealReal, people are selling their premium clothing and accessories, rather than donating them. To make up for the resulting lost revenue, brick-and-mortar thrift shops are working to increase the sales volume of the lower priced items that people continue



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to donate. Processing, inventorying, pricing, and selling higher volumes requires more space. Additional space would also enable to add product categories with higher price points, such as furniture.

To help us assess how we may be able to address this issue, we recently hired an architectural firm to determine the feasibility and cost of adding a second floor to our thrift shop building and reconfiguring the space in both of our buildings to improve the functionality for both our clinical services and thrift shop. We will receive the findings from this feasibility study in November, and then we will evaluate this option along with other options for addressing the space issues.





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#### RECOMMENDATION RESPONSES

(17) How did you respond to the recommendations made by New Trier Township, if any? Please describe in detail. (These are contained in the funding letter you received in June).

The Township made two recommendations:

1. Please proceed carefully with future site improvements.

We understand and appreciate the Township's recommendation. The feasibility study cited in the question (16) response is the first step in what will be a disciplined process of identifying and evaluating options for solving the problem of a lack of physical space to operate. As part of the process, agency staff and the Board will consult with our key stakeholders, including the Township.

2. Focus on expanding board size.

Adding Board members continues to be the top priority for the Board of Directors. Board members have stepped up their recruitment efforts, and we hope to add at least two members to the Board by the end of the calendar year.

#### RESOURCES/BUDGET

(18) What non-financial resources are required to deliver this service? Specify staffing/volunteer requirements, budgetary needs and other resources, inputs, and/or community partners that are needed for this program. If the Township is unable to fund this program at the desired level, what will the impact be on services? Describe how your program will or will not continue without investment by the Township. Complete the attached budget forms. Were any cost reduction measures implemented in the prior year? If there is a sliding fee scale for this program, please attach it and indicate how many clients paid each fee level.

While we utilize volunteers in the Winnetka Thrift Shop (2,770 volunteer service hours in FY 2020/21), our therapy and mental health programs require financial resources. We very much appreciate the funding received from New Trier Township. In FY 2020/21, the \$32,000 grant that we received from the Township was the largest single grant or donation that we received (with the exception of the PPP loan forgiveness).

These funds, in large part, make it possible for CCNS to provide our sliding fee scale to New Trier Township residents at a level that makes mental health services accessible to all Township residents. Fees start at \$5.00 per session. The funding received from New Trier Township directly ensures that Township residents have access to quality and affordable mental services, regardless of their financial situation.

CCNS values our relationship with New Trier Township and the Township staff. We often refer clients to the dedicated team at the Township for services like nutritional support, emergency funds, and the Township's general assistance program. We are pleased to be able to assist the Township by administering the New Trier Township Daycare Scholarship program.



## **AGENCY/PROGRAM APPLICATION FOR FUNDING**

### **Fiscal Year 2022-2023**

- (19) If your program or agency budget request represents an increase from last year, please explain the reason for the change and what the increase will be used for.

The FY 2022/23 budget request does not represent an increase.

<b>NEW TRIER TOWNSHIP</b>			
<b>ANNUAL FUNDING REQUEST FORM</b>			
<b>2022-2023 TOTAL AGENCY BUDGET FORM</b>			
<b>Counseling Center of the North Shore</b>			
	<b>July 2020 to June 2021*</b>	<b>July 2021 to June 2022</b>	<b>July 2022 to June 2023</b>
<b>AGENCY REVENUES</b>			
New Trier Township	\$32,000	\$42,000	\$42,000
Federal Government	\$0	\$0	\$0
State Government	\$0	\$0	\$0
Local Government/Townships	\$14,500	\$6,000	\$6,000
Client Fees	\$314,845	\$340,000	\$368,000
Grants: Foundations, Corporate, Religious	\$36,861	\$64,550	\$70,000
Individual Contributions	\$45,423	\$55,500	\$60,000
Special Events	\$0	\$23,000	\$25,000
United Way	\$0	\$0	\$0
Sales - Winnetka Thrift Shop Proceeds	\$136,410	\$103,940	\$140,000
Other Revenues	\$4,140	\$1,600	\$1,600
PPP Loan Forgiveness	\$140,171	\$128,055	\$0
<b>TOTAL REVENUES</b>	<b>\$724,350</b>	<b>\$764,645</b>	<b>\$712,600</b>
<b>AGENCY EXPENDITURES</b>			
Program Staff Salaries, Benefits, Taxes	\$326,015	\$439,000	\$466,000
Administrative Staff Salaries, Benefits, Taxes	\$66,148	\$71,170	\$73,000
Fundraising Staff Salaries, Benefits, Taxes	\$35,835	\$63,500	\$65,400
Professional Development	\$1,451	\$3,000	\$4,000
Professional Fees/Contractual Services	\$10,858	\$42,125	\$11,500
General Operating Expenses	\$32,514	\$35,375	\$37,500
Occupancy and Utilities	\$16,664	\$40,825	\$18,500
Specific Assistance to Individuals	\$0	\$0	\$0
Major and Minor Equipment	\$2,455	\$8,000	\$3,000
Major Capital Expenses	\$0	\$0	\$0
Other Fundraising Expenses	\$6,923	\$24,500	\$25,000
Other/Miscellaneous	\$0	\$1,150	\$0
<b>TOTAL EXPENDITURES</b>	<b>\$498,864</b>	<b>\$728,645</b>	<b>\$703,900</b>
<b>SURPLUS (DEFICIT)</b>	<b>\$225,486</b>	<b>\$36,000</b>	<b>\$8,700</b>
<b>NET GAIN/LOSS FROM OTHER FUNDS</b>	<b>\$76,888</b>	<b>\$14,000</b>	<b>\$14,000</b>
<b>SURPLUS (DEFICIT)</b>	<b>\$302,375</b>	<b>\$50,000</b>	<b>\$22,700</b>
<b>SURPLUS (DEFICIT) excluding PPP Loan Forgiveness, which is non-operating revenue</b>	<b>\$162,204</b>	<b>(\$78,055)</b>	<b>\$22,700</b>
<b>TOTAL FUNDRAISING/ADMIN COSTS</b>	<b>\$108,906</b>	<b>\$159,170</b>	<b>\$163,400</b>

\* Unaudited numbers. The audited financial statements will be available in October 2021.



<b>Adjusted CCNS Fees in FY 2020/21 for Clients Who Utilized the Sliding Fee Scale</b>	
<u>Adjusted Sliding Scale Fee</u>	<u># of Clients</u>
Up to \$5	7
\$10 or \$15	13
\$20 or \$25	12
\$30, \$35, or \$40	12
\$45, \$50, \$55 or \$60	10
\$65, \$70 or \$75	12
\$80, \$85, \$90 or \$95	8
\$100 to \$150	2
<b>Total</b>	<b>76</b>
Mean = \$43.10	
Median = \$40.00	
<b>Note: The standard CCNS fee is \$175.00.</b>	

# Counseling Center of the North Shore

## Guidelines for Fee Adjustment

( 1 session per week)

Family Income Level	Number of Dependents in the Family				
	1	2	3	4	5 or more
\$ 350,000 +	175.00	175.00	175.00	175.00	150.00
200,000 - 350,000	150.00	150.00	150.00	150.00	150.00
185,000 - 200,000	150.00	150.00	150.00	150.00	140.00
170,000 - 185,000	150.00	150.00	140.00	135.00	130.00
160,000 - 170,000	150.00	140.00	130.00	125.00	125.00
150,000 - 160,000	140.00	130.00	125.00	115.00	115.00
140,000 - 150,000	130.00	125.00	115.00	110.00	110.00
130,000 - 140,000	125.00	115.00	110.00	100.00	100.00
120,000 - 129,999	115.00	110.00	100.00	90.00	90.00
110,000 - 119,999	110.00	100.00	90.00	90.00	90.00
100,000 - 109,999	100.00	90.00	90.00	90.00	85.00
90,000 - 99,999	90.00	85.00	85.00	80.00	75.00
80,000 - 89,999	80.00	75.00	75.00	70.00	65.00
70,000 - 79,999	75.00	70.00	70.00	65.00	60.00
60,000 - 69,999	65.00	60.00	60.00	55.00	50.00
55,000 - 59,999	60.00	55.00	50.00	45.00	40.00
50,000 - 54,999	55.00	50.00	50.00	40.00	40.00
45,000 - 49,999	50.00	45.00	40.00	35.00	35.00
40,000 - 44,999	45.00	40.00	40.00	35.00	30.00
35,000 - 39,999	35.00	30.00	25.00	25.00	20.00
30,000 - 34,999	30.00	25.00	25.00	20.00	15.00
25,000 - 29,999	25.00	20.00	20.00	15.00	10.00
20,000 - 24,999	20.00	15.00	10.00	10.00	7.00
15,000 - 19,999	15.00	10.00	7.00	5.00	5.00
10,000 - 14,999	10.00	5.00	5.00	5.00	5.00
Less than \$10,000	5.00	5.00	5.00	5.00	5.00

# Counseling Center of the North Shore

## Guidelines for Fee Adjustment ( 2 sessions per week)

Family Income Level	Number of Dependents in the Family				
	1	2	3	4	5 or more
\$350,000 +	175.00	175.00	175.00	175.00	175.00
\$250,000 - 350,000	150.00	150.00	150.00	150.00	150.00
225,000 - 250,000	150.00	150.00	135.00	135.00	135.00
200,000 - 225,000	135.00	135.00	125.00	125.00	125.00
175,000 - 200,000	125.00	125.00	120.00	120.00	115.00
160,000 - 175,000	120.00	115.00	115.00	115.00	110.00
150,000 - 160,000	115.00	110.00	110.00	105.00	100.00
140,000 - 149,999	115.00	110.00	105.00	100.00	90.00
130,000 - 139,999	110.00	105.00	100.00	90.00	85.00
120,000 - 129,999	100.00	100.00	90.00	85.00	75.00
110,000 - 119,999	100.00	90.00	85.00	75.00	70.00
100,000 - 109,999	90.00	80.00	75.00	65.00	55.00
90,000 - 99,999	80.00	70.00	60.00	55.00	50.00
80,000 - 89,999	70.00	60.00	55.00	50.00	45.00
70,000 - 79,999	60.00	52.00	47.00	42.00	37.00
60,000 - 69,999	52.00	47.00	42.00	37.00	33.00
55,000 - 59,999	47.00	42.00	37.00	33.00	28.00
50,000 - 54,999	42.00	37.00	33.00	28.00	24.00
45,000 - 49,999	37.00	33.00	28.00	24.00	19.00
40,000 - 44,999	33.00	28.00	24.00	19.00	16.00
35,000 - 39,999	28.00	24.00	19.00	16.00	14.00
30,000 - 34,999	24.00	19.00	16.00	14.00	11.00
25,000 - 29,999	19.00	16.00	14.00	11.00	8.00
20,000 - 24,999	15.00	12.00	8.00	8.00	7.00
15,000 - 19,999	12.00	8.00	6.00	5.00	4.00
10,000 - 14,999	8.00	6.00	5.00	4.00	4.00
Less than \$10,000	4.00	4.00	4.00	4.00	4.00

### Client Diagnoses – FY 2020/21

DSM code	Diagnoses FY 2020-2021	% of Clients
F43.23	Adjustment Disorder with anxiety and depressed mood	11%
F43.22	Adjustment Disorder with anxiety	8%
F43.20	Adjustment Disorder unspecified	8%
F43.21	Adjustment Disorder with depressed mood	4%
F43.25	Adjustment Disorder with Mixed Disturbance of Emotion and Conduct	4%
F43.8	Adjustment Disorder other specified trauma-and stressor related disorder	3%
F43.24	Adjustment Disorder with disturbance of conduct	1%
	<b>Adjustment Disorder total</b>	<b>40%</b>
F33.1	Major Depressive Disorder, Recurrent, moderate	6%
F32.2	Major Depressive Disorder, Single Episode, severe	4%
F33.2	Major Depressive Disorder, Recurrent, severe	3%
F33.9	Major Depressive Disorder Recurrent Unspecified	4%
F32.0	Major Depressive Disorder, Single Episode, mild	2%
F33.0	Major Depressive Disorder, Recurrent, mild	2%
F33.41	Major Depressive Disorder, Recurrent, in partial remission	1%
	<b>Major Depressive Disorder total</b>	<b>22%</b>
F41.1	Generalized Anxiety Disorder	16%
F41.9	Anxiety Disorder unspecified	3%
F42.2	Obsessive Compulsive Disorder	1%
F41.0	Panic Disorder	1%
	<b>Anxiety Disorders total</b>	<b>20%</b>
F60.9	Personality Disorder	3%
F43.12	Posttraumatic Stress Disorder Chronic	3%
F31.1	Bipolar Disorder I	3%
F31.81	Bipolar Disorder II	3%
F34.1	Persistent Depressive Disorder Dysthymia	2%
F43.0	Acute Stress Disorder	1%
F10.20	Alcohol use disorder	1%
F90.9	Attention-Deficit/Hyperactivity Disorder	1%
F43.11	Posttraumatic Stress Disorder Acute	1%
F90.9	Oppositional Defiant Disorder	1%
F11.99	Opioid Use unspecified with Opioid use disorder	1%
	<b>Other Disorders total</b>	<b>18%</b>