



# Strengthening People Building Community

**SPRING 2015**

**A Bi-Annual Newsletter for the Supporters of TriCity Family Services**

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**New TCFS Website Launched**

On April 1, 2015, TriCity Family Services proudly unveiled its new website. Available at [tricityfamilyservices.org](http://tricityfamilyservices.org), our new site provides a clear, organized, and stylish introduction to all we do to strengthen people and build community.

As you explore the site, you'll notice that the top of each page offers information primarily designed for prospective clients and their families. From any page, they can conveniently access detailed descriptions of our programs and services, our outstanding therapists, "what to expect" at their counseling appointments, our fee and insurance schedules, and other resources. They can also access our Facebook, Twitter, and YouTube pages, and, at the push of a button, they can convert the entire site into any of dozens of foreign languages.

At the bottom of each page is information primarily designed for our supporters and friends. From any page, you can find information about the agency, our Board of Directors list, copies of our Newsletters, and our Strategic Plans and Annual Reports. You can contact us through our staff directory, join our mailing list, or get directions to our office. And you can support us by making a donation, joining the Friends of TCFS, becoming a volunteer, learning about our special events, or becoming a Corporate Partner in Caring.

We hope that our new site will make learning about, and supporting, TriCity Family Services easier than ever.

Our new site was designed by TCFS Marketing Coordinator Karen Kaplan, with technical support from Weblinx, Inc., of Oswego.



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# 26th Annual Gala & Benefit

The 26th Annual Gala & Benefit was held on April 18, 2015 at the Pheasant Run Resort in St. Charles, Illinois. More than 450 people attended the event, and more than \$170,000 was raised to support the TCFS mission of strengthening people and building community.

Outside the ballroom, vignettes were staged to highlight agency programs, and included current and former program participants



who were available to talk about their experiences and answer questions.

The Gala itself began with a cocktail hour complete with hors d'oeuvres, cocktails, and the opening of the

silent auction tables. Kristin Behmer, President of the Friends of TCFS, welcomed everyone and introduced Honorary Chairs Rob and Karen Hollis.

Jason Schneider, President of the TCFS Board of Directors, presented the first Golden Heart award to BMO Harris Bank; Jim Otepka, TCFS Executive Director, presented the second Golden Heart Award to Mr. Ben Waldie and Rev. Melinda Hinners-Waldie; and Sacha Urban, Development Manager, presented the third Golden Heart Award to the Geneva Lions Club.

A variety of raffle games and an exciting live auction were hosted by Keith Jones of Sayre & Jones Auctioneers Ltd. The live auction included fabulous items including signed



sports memorabilia and game tickets from the Cubs, Sox, and Blackhawks; vacations at a chalet in Northwest Michigan and Killarney in the Kingdom of Kerry in Ireland; and complete gourmet dinner parties prepared right in your home by local chefs.

Music for the event was provided by Martini Lunch.

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TriCity Family Services would like to thank everyone who made our 26th Annual Gala & Benefit a success.

Your generosity makes it possible for us, as Kane County's leading provider of counseling and other mental health services to all ages and income levels, to continue helping our clients strengthen themselves, their families, and their communities.

*Thank you...*

to our Event Chairs Diane Gibson and Jennifer Downing, our Honorary Chairs Rob and Karen Hollis, and the Friends of TCFS.

*Thank you...*

to our Corporate Partners in Caring:  
A Complete Remodeling Company, Inc. • AHC Advisors, Inc.  
• BMO Harris Bank • Comcast • Creekwood Associates • Dickens, Mason & Kissell, DDS, Ltd. • Exelon Generation • FONA International • Producers Chemical • Midwest Dental Implantology • St. Charles Bank & Trust

*Thank you...*

to our event sponsors:  
Accenture • Arrow • Neighbors Magazine • CB&I • The Dolly McCarthy Show • Enercon • FT Cares Foundation • RJA Design • Great American Payment Systems • AHC Advisors, Inc. • BMO Harris Bank • Bulldog Plumbing

*Thank you...*

to all the individuals and businesses who donated items to our Silent Auction

## OUR MISSION

TriCity Family Services (TCFS) is a private, not-for-profit human service agency serving the community members and organizations of central Kane County. The agency is dedicated to strengthening people and building community through the provision of quality, affordable counseling, youth crisis intervention, prevention, and early intervention services that promote sound mental health and effective family functioning. As a community-based agency, TCFS promotes service excellence, honesty, hopefulness, personal responsibility, and respect for others.

# Golden Heart Award Recipients

## GOLDEN HEART AWARD WINNERS

The Golden Heart Awards recognize and honor outstanding philanthropic support of TriCity Family Services, our mission, and the people we serve. The winners have shown long-standing and meritorious support of TriCity Family Services and are recognized as true champions of compassionate, accessible mental health services in the TriCity community. It is a distinct honor and a genuine privilege to celebrate our 4th annual Golden Heart Award winners.

### Geneva Lions Club

*Community Group or Organization*

Since TriCity Family Services' adolescence in 1983 (16 years of age), the Geneva Lions Club has stood by the agency with steadfastness, loyalty, and unwavering support. Many of the Geneva Lions have been founders, board members, and volunteers of TriCity Family Services as well as dependable donors year after year. Such continued support is essential to the well-being of the agency, and by extension, the overall health of the community it serves.



The main goal of the Lions is to provide help for the blind, visually impaired, deaf, and hearing impaired. The Geneva Lions Club also recognizes that the needs in the community go beyond hearing and visual impairment and therefore supports local organizations that address issues including hunger, homelessness, mental health, mobility, and education. Their community-wide philanthropy includes organizations such as Lazarus House, CASA Kane County, Suicide Prevention Services, the Northern IL Food Bank, the Geneva Academic Foundation, the Wheelchair Foundation, and the Geneva History Center. The list goes on and readers are welcome to learn more about this worthy club at [www.genevalionsclub.org](http://www.genevalionsclub.org).

TriCity Family Services is deeply grateful for the length of commitment and ongoing generosity of the Geneva Lions Club and is honored to present the 2015 Golden Heart Award for a Community Group or Organization to this very worthy organization!

### Mr. Ben Waldie and Rev. Melinda Hinners-Waldie

*Individual or Couple*

Ben Waldie and Rev. Melinda Hinners-Waldie were aware of TriCity Family Services and its work with local youth when the agency was just finding its footing over forty years ago. Melinda shared, "We were young parents and aware that problems existed with teenagers in our community. We knew the people who organized

TCFS, respected them, and were aware that they had given their own resources to begin their work."

Ben and Melinda have both served on the agency's Board of Directors; Ben as Treasurer, and Melinda as President of the Board and as the St. Charles Chairman of the Building Committee. Melinda is currently on the Advisory Council and was a Barth Award recipient. The couple has remained loyal donors and volunteers as the agency has developed and adapted to the changing needs of the community. According to Ben and Melinda, "Their services are vital to our community. They accomplish so much more compared to the funds they receive. We have observed first-hand the impact that TCFS makes in so many lives. In every way, TCFS is life-giving to our community."

We are grateful for Ben and Melinda and the leadership, trust, and generosity they have provided to TCFS throughout its history. It is our great honor to name Ben and Melinda as this year's Golden Heart recipients.

### BMO Harris Bank

*Company or Foundation*

BMO Harris Bank is committed to building strong communities by supporting the people and businesses who call those communities home. Known for its emphasis on relationship banking, employees are encouraged to volunteer in their local communities, working side-by-side with local residents and organizations.

Corporate responsibility has always been a key part of the BMO Harris Bank culture. The bank works to improve the communities of its 600 branches through philanthropic donations, local sponsorships, employee volunteerism, financial literacy outreach, community development investments, and community development lending. In fact, the bank made over 3,000 donations in Illinois last year! BMO Harris Bank is also one of TriCity Family Services' Corporate Partners in Caring, generously supporting our programs and services since 2006.

We are honored to present the Golden Heart Award for a company or foundation to BMO Harris Bank.



# Program Focus

## Employee Assistance Programs

Work organizations are at the heart of our community. They are the vibrancy and the viability of the residents we serve in this community. As an agency whose mission is dedicated to strengthening people and building community, TCFS offers organizational services that provide local companies with proactive, hands-on, proven solutions to help achieve and maintain peak performance in the workplace and at home.

Doing more with less. Stretching beyond limits. Responding to increased demands. In today's tough economic and business climate, employers are faced with decreased productivity, impacted performance, poor morale, heightened employee disengagement, and ever-increasing health-benefit costs. TCFS's organizational services empower workplaces through the following reliable, responsive, and highly-collaborative solutions:

### EMPLOYEE ASSISTANCE PROGRAM

A comprehensive, full-scope, highly cost-effective workplace benefit program with a positive return on investment, serving as a critical and strategic component in an organization's efforts to control costs; ensure workforce quality; and heighten employee engagement, performance, and satisfaction.

- Face-to-face individual, couple, and family assessment and solution-focused, short-term counseling for all personal and workplace concerns
- Policy-based management, supervisory, and human-resources consultation and coaching
- WorkLife consultation, research and referral, legal advice, and financial counseling
- On-site leadership/management/supervisory trainings and employee prevention and wellness education programs
- Immediate crisis triaging and on-site support in response to sudden, unexpected critical incidents; conflict resolution & mediation; reduction-in-force support; fitness for duty

### TRAINING INSTITUTE

Consultation-based, individualized learning programs customized to respond to an organization's unique culture and core issues. Some examples of the 60+ skill-development experiences we offer include:

- Leadership Development & Management Training: Fostering a Positive Spirit in the Workplace; Impaired Employee = Impaired Performance: Reasonable Suspicion Training; Leading Through Workplace Transitions; Supervisory Success; Violence in the Workplace: Risk Reduction
- Employee Effectiveness Education: Cultural Diversity Awareness; Dealing with Difficult People; Managing Change; Motivation: Staying Energized & Creative at Work; Respect for All: Harassment Awareness Training
- Wellness Workshops: Calming the Body & Mind; Juggling Act: Balancing Multiple Demands; Stress Busters & Time Tangles; Talk So Others Will Listen; Listen So Others Will Talk

### EMPLOYER ASSIST

For organizations that are not able to commit to the full-scope EAP benefit, but would still like to promote a healthier, more productive work environment, we offer the individual components detailed above on a fee-for-service basis. This is an especially viable option for smaller workplaces.

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TCFS's organizational services strive to empower workplaces, and the individuals within them, to recognize and use their strengths to their fullest potential. An organization's greatest asset is its employees.

If you'd like to find out more about how your workplace can empower, enhance, and foster increased performance and productivity from its greatest resource, give us a call at 630-232-1070.

## Support Groups

### Grandparents Raising Grandchildren

A support group for grandparents who are the primary caregivers to their grandchildren. Participants derive support from others in similar situations and discuss parenting techniques. Pre-registration is required. No fee. Free childcare may be provided if requested at registration. Meets the last Tuesday of each month from 7:00-8:30 PM.



### Single Moms Group

A support group for moms of infants to pre-adolescents designed to help participants diminish stress, manage multiple demands, and provide effective parenting. Pre-registration is required. Fee is \$5 per group session. Free childcare is provided. Meets the 2nd & 4th Wednesdays of each month from 6:30-8:00 PM.

## Family-Based Treatment For Eating Disorders



Did you know that at least 30 million Americans will suffer from an eating disorder at some point in their lives (NEDA, 2014)?

Eating disorders are treatable, and full recovery is possible. There is strong evidence that participation from parents

and caregivers is fundamental to a successful recovery. TriCity Family Services now offers outpatient, family-centered care for children, teens, and young adults struggling with eating disorders. Our Family-Based Treatment for Eating Disorders Program (FBT) recognizes parents and caregivers as the best resource for their child's recovery.

*"When we began at TriCity Family Services, my child was consumed by her eating disorder. She had alienated her friends and those that loved her. Now, she has restored weight. She is happier each day, is fun to be around again, and has a sense of humor. I will never forget how helpful TCFS and our FBT therapist were to me and my family."*

Launched in July of 2013, the FBT program has served over 20 clients and their families. Our specialized FBT therapists have been trained through the University of Chicago.

There are three distinct phases involved in treatment:

**Phase I – Weight Restoration:** Parents, with the support of the therapist, assume control by providing the type and amount of food needed to restore their child's health.

**Phase II – Returning Control Over Eating Back to the Child:** Once weight has been restored, and disordered eating has been resolved, families are encouraged to help their child take more control over eating. The child learns to resume healthy eating patterns and maintain weight independently. Other family relationship issues, or concerns that the family has had to postpone, can now be brought forward and addressed in therapy.

**Phase III – Establishing a Healthy Identity:** When the child has demonstrated that he or she can maintain a healthy weight, treatment shifts to the impact that the eating disorder has had on the child's ability to form a healthy identity and how to restore familial relationships.

The FBT approach is ideal for children who have been struggling with an eating disorder for less than three years, and who do not require hospitalization. It is a team approach that includes all family members, the TCFS therapist, the child's physician, and any other individuals the family wishes to include. Studies have shown that two-thirds of children are fully recovered at the end of the FBT process, and 75-90% have maintained a healthy weight at their five-year follow-up.

For more information about the FBT program, please call Laura Poss, Clinical Director, at (630) 232-1070.

## Emotional Wellness Programs

### **Bridges Divorce Adjustment Workshop for children ages 7-11**

A workshop to help children cope with issues of their parents' separation and/or divorce. Fee is \$50 for one child or \$75 for two or more children from the same family. 5th meeting includes parent(s). Mondays, Spring and Fall Sessions.

### **Chick Chat by HGNA - for all girls in 4th, 5th, and 6th grades**

A retreat day designed to help girls form stronger relationships, make healthy decisions, and develop their own unique sense of self. Pre-registration is required. Fee is \$35 per girl. The program is held once a year in March.

### **Smart Choices Kindergarten-5th Grade**

A child-and-parent workshop covering topics such as calming down when angry, needs vs. wants, understanding points of view, and responding to teasing. Pre-registration is required; \$90 per family. Grades K-2: 6 sessions, Saturdays, Spring and Fall sessions. Grades 3-5: 4 sessions, Saturdays, Spring and Fall Sessions.

### **Smart Choices Middle School/High School**

A 4-session family workshop for youth and their parents covering topics such as conflict styles of aggression, avoidance, and communication, calming techniques, and plans for responding to particular anger triggers. Pre-registration is required; \$90 per family. With school approval, this may also be used as an alternative to suspension. Dates and times vary.

### **Wilderness Challenge Program**

An annual, week-long therapeutic canoeing and camping experience for teens who could benefit from a strong character-building experience that will aid in their transition to high school and young-adult life.

The program takes place over eight days in the Boundary Waters Canoe Area of Northern Minnesota and Canada. With the guidance of trained staff, and through a multitude of natural challenges, the trip enables teens to develop peer relationships, team-building experience, and problem-solving skills.



2015 Wilderness Challenge Dates: Friday, June 12 - Friday June 19. The Wilderness Challenge Program is free to attend, but a \$75 refundable deposit is required after acceptance into the program.

Visit [tricityfamilyservices.org](http://tricityfamilyservices.org) for more information about these programs.

# Making a Difference



## Volunteer Spotlight

### Diane Gibson



Eighteen years ago, Diane Gibson was introduced to TCFS by a friend who asked for help with a TCFS fundraiser. At the time, Diane didn't really know anything about the organization. Over the years, she realized the great need that TCFS fills within the community and has selflessly given her time and talents to the agency.

Diane has chaired countless TCFS events, has served as the President of the Friends, and has also served on the agency Board of Directors, including two years as Board President. She spent three years researching and helping bring the innovative Family-Based Treatment for Eating Disorders program to TCFS, and even spent time as the TCFS Marketing Coordinator. Her most recent project was co-chairing the 26th Annual TCFS Gala & Benefit (see page 2).

In addition to volunteering at TCFS, Diane works on women's ministries at her church, coordinating monthly speakers and visiting people in the hospital. She is also involved in raising money for organizations that support cancer research.

Diane has been married to her husband Mark for 33 years, and they have two daughters, Caitlyn (23) and Emily (21). They all enjoy traveling, and she and Mark delight in riding their motorcycles whenever they can. She also enjoys spending time with friends and reading.

TCFS is immensely grateful to Diane for everything she has done for TCFS and the entire Fox Valley community.

## Join the Friends of TriCity Family Services

The Friends of TriCity Family Services is a network of volunteers that was originally formed in 1997 to support the agency in a variety of ways.

Most notably, the Friends work together to plan and execute a number of major fundraising events throughout the year, including the Annual Gala & Benefit, Snowflake Shuffle, and Lobster Fly-in; and social events such as the Fall Fashion Show and the Spring Savory Sips evening of wine tasting.

The Friends also step in to fill individual client needs such as babysitting, providing transportation, donating household items and clothing, and more; and agency needs such as answering phones, preparing bulk mailings, and providing a monthly day of appreciation for the staff. The time commitment of a Friend can vary based on personal availability.

The Friends of TriCity Family Services meet on the third Wednesday of each month at 1:00 pm at the TriCity Family Services office.

Everyone is welcome to attend to meet current members and learn more about the group's activities. If you choose to become a Friend, annual membership dues are \$15, and a lifetime membership is \$150.

For more information about joining the Friends of TCFS, visit our website at [www.tricityfamilyservices.org](http://www.tricityfamilyservices.org), scroll to the bottom of the page to the Support Us section, and click on Join the Friends of TCFS.

If you have additional questions, please contact Courtney Lavery at [clavery@tricityfamilyservices.org](mailto:clavery@tricityfamilyservices.org) or 630-232-1070.



# Making a Difference

## Comcast

TriCity Family Services is fortunate to have partnered with a powerhouse such as Comcast since 2013 – a company that is not only interested in moving their business forward, but in moving people forward as well. Comcast believes deeply in giving back to the communities it serves by empowering their local partners with resources to improve neighborhoods and to create opportunities that change lives for the better. The three focus areas of Comcast’s social/corporate responsibility are Connecting Media, Technology, and People; Bringing Out the Best in People; and Deepening Trust through Stewardship.



As an organization, Comcast financially supports over 1,000 not-for-profit organizations and engages over 85,000 volunteers during “Comcast Cares Day”. These activities bring their 20-year philanthropic total to an estimated \$364 million.

### Endowment Challenge Success

TCFS is very pleased to announce that, thanks to you, we have met the Endowment Challenge made by the Community Foundation of the Fox River Valley.

\$31,500 was raised, and \$25,000 will be matched by the Foundation, for a total of \$56,500. These funds will ensure a stable source of funding for future capital or program-related needs. Thank you!

To date, Comcast is the only TCFS Corporate Partner in Caring at the prestigious Champion Level (\$25,000). Besides their generous and critical financial support, Comcast also believes in “creating media that matters” by donating \$250 million dollars of airtime for Public Service Announcements. TriCity Family Services is grateful to be one of the recipients of this generosity, and will be airing its Comcast-created PSA in Kane County starting this month.

TriCity Family Services is profoundly grateful for the financial and technological resources and support that Comcast has given us over the years, and is looking forward to strengthening people and building community together for many years to come.

## Corporate Partners in Caring

The Corporate Partners in Caring program is a great option for companies that want to invest in their community, make just one gift per year, and receive year-long recognition.

This annual commitment directly benefits TriCity Family Services’ programs and the clients we serve. In return, our Corporate Partners receive many benefits including:

- Making an impact in their local communities
- Supporting programs that benefit people across all life stages, from childhood through retirement
- Year-long visibility and recognition at TriCity Family Services’ major special events
- Year-long visibility and recognition on the TCFS website and in agency publications
- Complimentary wellness presentations for their employees

There are several levels of participation within the Corporate Partners in Caring program:

\$25,000 ... Champion	\$5,000..... Pacesetter
\$10,000.... Leader	\$2,500..... Supporter
\$7,500..... Innovator	\$1,000..... Friend

We’d like to thank the following organizations for supporting TCFS as Corporate Partners:

Champion:	Comcast
Leader:	Exelon Generation
Innovator:	BMO Harris Bank
Pacesetters:	FONA International; Producers Chemical
Supporters:	AHC Advisors, Inc.; Creekwood Associates; Dickens, Mason, & Kissell DDS, Ltd.; Fox Valley Orthopedics; St. Charles Bank & Trust
Friends:	A Complete Remodeling Company; Midwest Dental Implantology



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When you shop at AmazonSmile, Amazon will donate 0.5% of the price of your eligible purchases to TriCity Family Services.

AmazonSmile is the same Amazon you know – same products, same prices, same service.

Simply start at the TCFS webpage ([www.tricityfamilyservices.org](http://www.tricityfamilyservices.org)), scroll to the Support Us section at the bottom of the page, and click on Shop With Amazon Smile.

## *The Lobster Fly-In is Coming!*

On Saturday, June 20, TriCity Family Services will be flying in 1.25-pound fresh lobsters and frozen shrimp just in time for Father's Day Weekend.

Lobsters can be picked up live, or they can be steamed. In addition to lobsters and shrimp, beef filets, bread, and dessert will also be available for ordering.



Orders must be picked up at the Lobster Fly-In event from 9:00-11:30 AM at the Kane County Courthouse parking lot in downtown Geneva.

All proceeds benefit TriCity Family Services.

Order information will be available soon on our website:  
[www.tricityfamilyservices.org](http://www.tricityfamilyservices.org)