

ANNUAL 20 REPORT 20





ANNUAL REPORT 2020

ABOUT US

Glenkirk was founded by dedicated people who wanted something better for children and adults with disabilities. That desire inspired a commitment to excellence which continues to this day. Since 1954, Glenkirk has provided the highest quality programs and services to individuals with intellectual disabilities. Glenkirk offers a variety of residential, day and employment programs, as well as medical, behavioral, and respite services.

OUR MISSION

Glenkirk's mission is to provide quality, lifetime supports and services which empower individuals with developmental disabilities to participate fully in all areas of community life.

OUR VISION & APPROACH

We envision persons with developmental disabilities living their best life. We support individuals to imagine their best life, explore the opportunities around them, and connect with their community to bring their imagination to life. This personalized approach is how we deliver a positive quality of life to each and every person we have the privilege of serving.

OUR ALLIANCE

Glenkirk is a founding member of the Keystone Alliance, a family of nonprofits with powerful missions working together to achieve great outcomes for people with disabilities and their families.

For more information visit www.keystonealliance.org





COMMUNITY TIES

FROM THE CHAIRMAN & CEO Arthur G. Fess & Kim Berenberg

To our 240-person staff team, and the hundreds of family members, guardians and loved ones of those we serve, thank you for your support, dedication and understanding throughout the past year. We want to let all of you know how proud we are to be part of the Glenkirk family. Even though we are physically apart, the Glenkirk family has come together during this public health crisis like never before to care for the individuals we serve.

The landscape truly changed beneath all of our feet in March 2020. As we came to terms with the idea that things weren't going to be going back to normal any time soon, we kept moving forward with the safety of the individuals we serve, their families and our staff as our highest priority. As the weeks stretched into months, Glenkirk continued to adapt to our new reality. In ways both large and small, we transformed our services to meet the challenges of the moment.

Despite the many challenges we faced last year, we have much to be thankful for. The selfless dedication of our frontline staff, the resilience of our residents, the commitment of our program managers and support staff, and the support of our Glenkirk community lifted us up.

As we reflect upon the events of 2020, it is clear this pandemic tested us in every way possible. After a year of tremendous hardship and sacrifice, we are more mindful than ever of what is truly important—our health, our relationships, and our community ties. That is why we look with hope to 2021, with the knowledge that whatever the New Year brings, we will face it together.

Thank you for standing by our side.

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CLINICAL SERVICES

MAINTAINING CONTINUITY OF CARE THROUGHOUT A PUBLIC HEALTH CRISIS

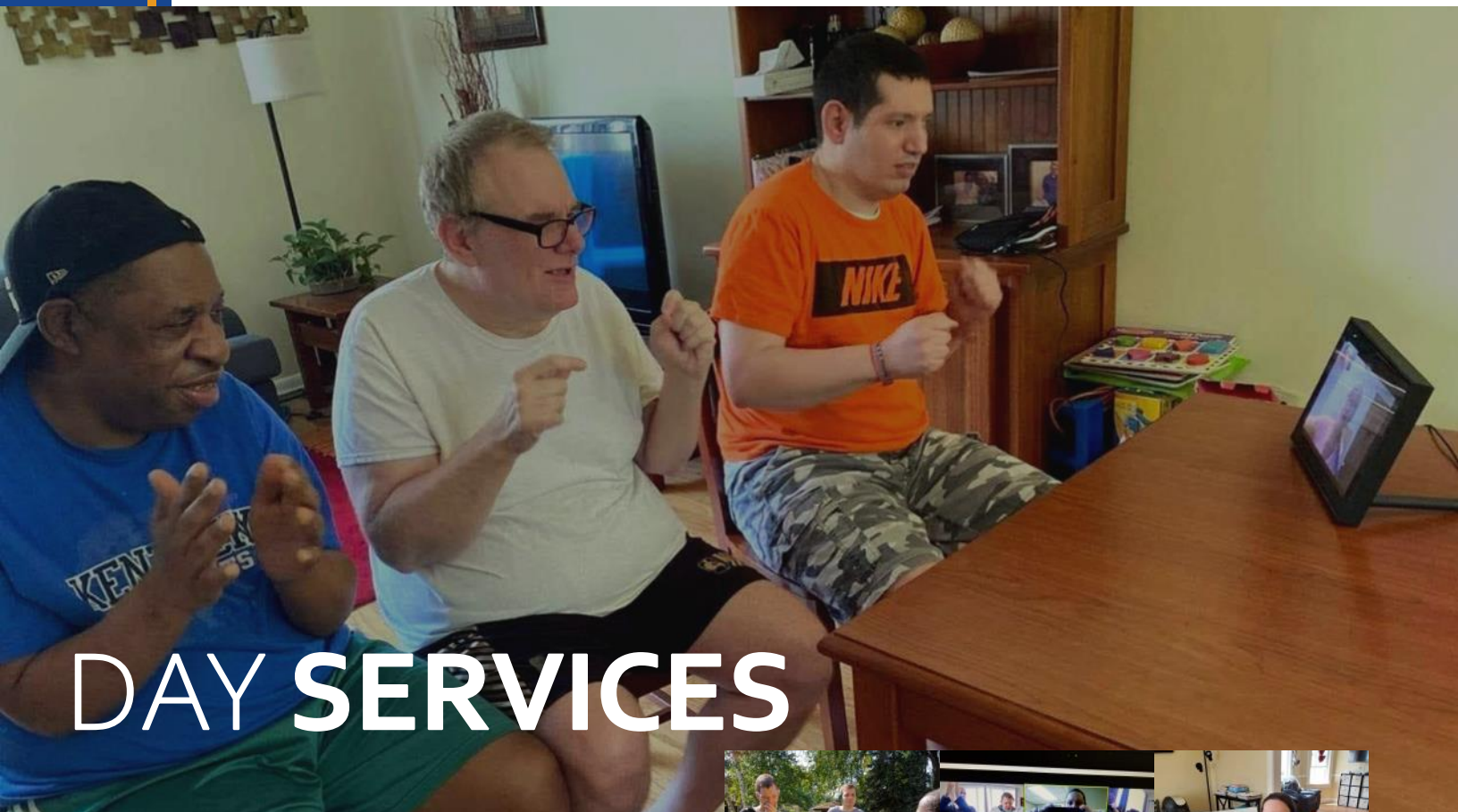


Pre-pandemic Glenkirk's on-site Medical Clinic in Northbrook served more than 180 individuals, providing primary and specialty medical care, as well as behavioral health supports through Life Balance Services. Upon the onset of the pandemic in March 2020, on-site clinics were temporarily paused, and Glenkirk's nursing staff instituted staff training on PPE protocols, as well as infection control policies and procedures. At the same time, Glenkirk's Nursing team provided hands-on and remote assessment and monitoring of individuals across all residential sites, and participated in virtual Health & Wellness meetings for all residents to ensure individualized health needs were addressed.

In 2020, Life Balance Services Behaviorists implemented the new Assessment of Functional Living Skills (AFLS) system. When the pandemic hit, AFLS implementation began focusing on building skills in the areas of mask-wearing, hand-washing, and social distancing. Concurrently, Life Balance Services Therapists transitioned individual and group therapy services to a telehealth model using Facebook Portal technology, providing much-needed psycho-social supports while individuals sheltered in place.

Over 1,500 medical appointments were coordinated through the Medical Clinic for an average of 67 individuals monthly. A wide range of medical services are available through the clinic, including primary care, women's health services, as well as vision, psychiatry, dietary and dental services.

Individuals were provided 12,134 hours of behavioral health supports and therapeutic services including individual and group counseling and therapy. Individuals in LBS benefit from services which promote personal growth and development, as well as increase self-esteem and social connectedness.



DAY SERVICES

GLENKIRK LEANS INTO AT-HOME AND VIRTUAL DAY SERVICES



Prior to March 2020, Glenkirk's 7 community day services program sites served more than 200 individuals, providing specialized sensory integration, therapeutic and vocational programs, as well as Community and social skill building. After March 2020, due to COVID-19 a State-wide closure of day programs was mandated by the Department of Human Services. This required Glenkirk to relocate all day services programming into its residential settings.

All of Glenkirk's Day Services direct support staff were reassigned to our 21 homes in order to provide At-Home Day Services. Through a mix of curriculum-based activities in the home and a variety of virtual offerings delivered over Zoom, residential participants were able to stay connected with each other, learn, exercise and have fun even as they remained socially distant.

Throughout the course of the year, virtual experiences became more and more in demand. Virtual offerings were wide ranging, and included opportunities to explore other countries and cultures, create tie dye t-shirts, art projects and other crafts, or to take part in fitness activities, social clubs and special events.

Over the spring and summer, individuals were able to break the monotony of sheltering-in-place by getting out of their homes. Residential participants gathered in their backyards to picnic and play lawn games and basketball, and took nature walks in their neighborhoods or at nearby nature preserves.



EMPLOYMENT SERVICES

PARTICIPANTS MAINTAIN EMPLOYMENT AMIDST JOB SITE CLOSURES



Glenkirk Employment Services offer an array of supports to adults seeking employment including skills and abilities assessment, job development, application and interview assistance, and job coaching supports. In 2020, Employment Services provided employment supports to 20 individuals in a variety of group employment and supported community employment settings.

Group employment opportunities included FGK Services, Inc. of Northbrook and Glenkirk Cafe at the Northbrook Park District. Individuals also participated in community employment opportunities with local businesses. Our network of employment partners included Denny's, Aramark Evanston Hospital, Jewel Osco, and Chuck E. Cheese among others.

In March 2020, Glenkirk Employment Services participants were unable to continue working due to the worsening pandemic, and the temporary closure of many job sites. Though the work stoppage was a significant disruption for these individuals, Glenkirk worked with its business partners to soften the impact. Although work was shutdown for a period of months, none of our participants lost their jobs as a result. By the end of 2020, 11 individuals were able to return to their work sites. In 2021 we anticipate that all Employment Services participants will be able to resume working. We are thankful for the accommodations made on behalf of our participants by employers like Mariano's, Dicks Sporting Goods, and Portillo's, among others.

Moving forward, Glenkirk is looking forward to expanding its base of employment partners to greatly increase the number of group and community employment opportunities we are able to off to the individuals we serve.

A photograph of three individuals standing on a wooden porch in front of a light-colored wooden building. From left to right: a Black woman with curly hair wearing a white face mask and a dark grey t-shirt; a white woman with short brown hair wearing a white face mask and a dark blue polo shirt; and a white woman with short grey hair wearing a light blue face mask and a floral patterned top. The text 'RESIDENTIAL SERVICES' is overlaid in large white capital letters across the bottom of the image.

RESIDENTIAL SERVICES

STAYING SAFE, HEALTHY AND CONNECTED DURING THE PANDEMIC



Glenkirk's independent living, foster-style, and CILA residential offerings served 120 individuals in 21 beautiful, community-situated residences in Chicago's northern suburbs and north shore communities in 2020. Beginning in March 2020, and ostensibly throughout the rest of the year, Glenkirk residential participants rode out the pandemic in their homes. At the same time, Glenkirk drastically shifted its operations to support the health, safety and wellbeing of individuals in their home settings.

Technology was a real lifeline for Glenkirk's residential participants while sheltering in place. Glenkirk rolled out Facebook Portal devices at 25 homes and clinical services sites so that individuals could stay connected via video calls with their healthcare providers, therapists, family members and friends.

Glenkirk also implemented an online grocery ordering system for each home through Walmart so that residents could utilize their supplemental nutrition benefits while enjoying the safety and convenience of home delivery.

As we grappled with a public health crisis, Glenkirk made progress on long-range strategic goals. In 2020, Glenkirk completed a project to transform its Knollwood home in Buffalo Grove into a Smart Home, featuring a smart refrigerator and television, video doorbell, Chromebooks, and smart watches for each resident. Also in 2020, renovations were completed at Trinity CILA. The home underwent full renovations including new flooring, bathrooms and kitchens. Glenkirk also opened a new home in Elk Grove, which became Glenkirk's third 2-person Family Living Arrangement, providing a unique opportunity for individuals and their caregivers to share life together.



SOCIAL ENTERPRISE

OPPORTUNITY SECURE DATA DESTRUCTION CHANGES OWNERS KEEPS SOCIAL MISSION



Opportunity Secure Data Destruction (OSDD), Glenkirk's social enterprise, was founded in 1979, and has been operated by Glenkirk since 2008. This social enterprise has provided document and media destruction services to over 280 businesses of all sizes, while providing meaningful employment opportunities for individuals with intellectual and developmental disabilities.

As economic conditions and the pandemic shifted the marketplace for document destruction services, smaller providers like OSDD have been at a disadvantage in securing enough scale to ensure market viability and sustainability.

Under these circumstance, in 2020, Glenkirk sought to sell OSDD to a larger document and media destruction service that was committed to continuing OSDD's legacy of superior customer service and social impact. At the end of the year, we found such a buyer. Paper Tiger Document Solutions of Gurnee, IL. will be relocating OSDD operations to its facility in Gurnee in 2021, and will retain the OSDD name and branding. Most importantly, Paper Tiger will employ individuals with intellectual and developmental disabilities when it is safe to do so.

Glenkirk has committed to supporting the 17 individuals who worked at OSDD to achieve their employment goals moving forward. Support could include referral to Supported Employment services for those who are interested in seeking community employment with local business, group employment opportunities, and support with reapplying with Paper Tiger.



BENEFIT BASH

GLENKIRK'S 23RD ANNUAL BENEFIT BASH WAS A VIRTUAL AFFAIR

Glenkirk's Annual Benefit Bash, formerly Glenkirk's Annual Benefit Brunch, is our trademark fundraising event, which has raised more than \$3.2 million since 1997! Due to the pandemic, 2020's Benefit Bash was an all virtual affair. The Benefit Bash Virtual Kick-off event was held on September 12th at 6:15 PM on Face book Live. Over 50 of our major donors gathered virtually online to celebrate Glenkirk's mission and raise funds for priorities like technology, health and wellness and at-home Next Generation Services. Participants in the virtual event received a festive gift box with 2 bottles of wine and cheese prior to the event as an expression of gratitude for their support.

We were honored to have Deerfield Mayor, Harriet Rosenthal, and Illinois State Senator, Julie Morrison provide pre-taped tributes for the online event. We were also joined by Diana Hamann of The Wine Goddess, an artisanal wine, craft beer, and fine spirits retailer and wine bar, to lead participants in a wine tasting.

Since there wasn't an in-person Benefit Bash, this year we asked our supporters to mail-in a contribution, and we were blown away by the response. Combined the virtual kick-off event and mail-in campaign raised an incredible \$205,000 for Glenkirk in a time of great need. We are so grateful to everyone who contributed.

A special note of thanks goes to Eileen Bennin, the Chairwoman of this fundraiser for 23 years, Kim Berenberg, Glenkirk CEO, the entire Benefit Bash Steering Committee, and to all our wonderful sponsors, donors and volunteers for their generosity and dedication to our mission.



CHARLIE'S CHAMPIONS

GOING ABOVE AND BEYOND IN A TIME OF GREAT NEED AND CHALLENGE



Each year, Glenkirk's Charlie's Champions employee appreciation program recognizes direct-support staff who have gone above-and-beyond to deliver quality care. Made possible by the Newcomb family's generosity, this program honors individual employees and teams on a quarterly basis each year, as well as one Employee of the Year and one Team of the Year!

Nominations are made by teammates and supervisors for employees who provide exemplary service to the individuals Glenkirk serves. Winners receive monetary awards and public recognition of their amazing service.

This year we chose to acknowledge the 26 staff members who, over the course of this year, provided live-in support to the individuals we serve during the pandemic.

From those honorees, we selected Dariel Banks and Eunice Hawkins as our Charlie's Champions of the Year. They provided live-in support at our Indian Spring CILA for an entire year!

All of these amazing staff members have demonstrated commitment, self-sacrifice and incredible dedication to providing quality care to our residents under extraordinary circumstances, and we applaud them!



ANNUAL REPORT 2020

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FY 2020 FINANCIAL STATEMENT

Glenkirk's mission is to provide quality supports and services that empower individuals with intellectual and developmental disabilities to participate fully in all areas of community life.

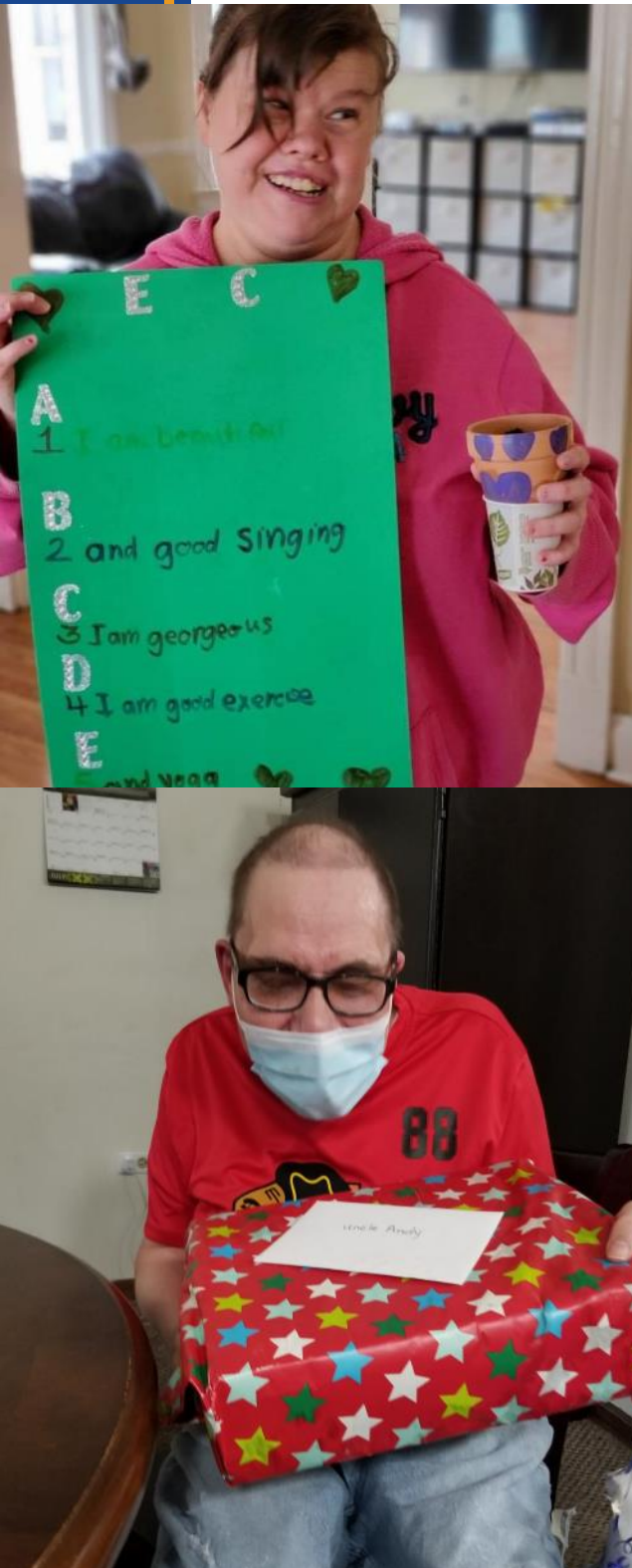
We are aided in this critical work by our generous supporters. On behalf of the entire Glenkirk organization, and the hundreds we are honored to serve each day, thank you.

Support and Revenues

IL Department of Human Services	\$ 9,949,398
IL Department Healthcare and Family Services	1,976,374
Client/family/third-party payments	1,408,424
Contributions	663,542
Special events, net	237,925
Sales of services	827,131
Township funds	146,952
Interest and dividends	8,630
Net realized and change in unrealized gain	
(loss) on investments	(9,316)
Miscellaneous	15,183
Total Support and Revenues	\$ 15,224,243

Expenses

Day Services	\$ 3,400,630
Residential Services	7,495,194
Vocational Training	974,324
Supported Employment	181,450
Ancillary Programs	1,025,464
Management and General	1,577,883
Fundraising	170,678
Total Expenses	\$ 14,825,623



GLENKIRK'S GENEROUS DONORS

1/1/20- 12/31/2020

Glenkirk's greatest strength is the steadfast commitment of our supporters, who work hand in hand with us to forge a brighter future for people with disabilities and their families. Your contributions and partnership make our work possible.

\$85,000 and Above

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\$20,000 to \$84,999

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Glenkirk's Impact Club is our monthly giving program where donors make a difference and enjoy the gift of giving year-round.

If you are interested in learning more about the Impact Club, please contact Kor Larson at klason@glenkirk.org.

Heritage Society Members

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The Glenkirk Heritage Society is a group of professional and philanthropic leaders who have contributed significant investments towards improving the lives of individuals with intellectual and developmental disabilities.

The goal of the Heritage Society is to create a \$10 million fund that will support Glenkirk and our sister organization Search Inc. The fund will be a source of permanent financial stability for these organizations to thrive and grow well into the future.

To find out more about the Heritage Society, please visit us at :

glenkirk.org/get-involved/heritage-society

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This Annual Report is a publication of Glenkirk, a not-for-profit organization under section 501(c)3 of the Internal Revenue Code. Glenkirk is a founding member of the Keystone Alliance. Glenkirk has provided services to individuals with intellectual and developmental disabilities and their families for over 50 years. Contributions to Glenkirk are tax deductible.

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3504 Commercial Avenue
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