



# GROWING FORWARD!

FY2018 ANNUAL REPORT



## OUR MISSION

The mission of Smart Love Family Services is to help children, parents and adults achieve greater inner well-being, sustain closer relationships, and reach their full potentials in life. The Smart Love<sup>®</sup> approach, grounded in decades of research and clinical experience, is the basis for all programs, which include Counseling, Early Childhood Education, Learning Services, and Parenting Support.



## SMART LOVE: WHAT IS IT?

The parenting and child development principles of Smart Love, as defined by Martha Heineman Pieper, Ph.D., and William J. Pieper, M.D., inspire all that we do. Endorsed by scholars and child development experts around the world and supported by the latest child development research, Smart Love focuses parents' attention on maximizing their positive influence on the child by understanding their child's mind and emotions at every age and stage.

One of the cornerstones of the Smart Love approach is that every young child copies the care she receives but cannot evaluate it. For this reason, informed parenting, teaching and caregiving are crucial if children are to grow up treating themselves and others with compassion and if they are to develop the ability to care for their bodies, work productively, have stable inner happiness, and sustain enjoyable relationships.

Programs and interventions based on Smart Love principles promote closer, more enjoyable caregiver and child relationships and increase success and confidence for both caregiver and child. The Piepers' book, *Smart Love* (1999), defines the application of their approach to parenting and the underlying psychological theory is described in their book for clinical professionals, *Intrapsychic Humanism* (1990).



Carolyn Stolper Friedman, M.A.  
Executive Director

## LOOKING BACK—GROWING FORWARD

Dear Friends:

It gives me great pleasure to write this letter reporting on our successful first year in our new home. Not only have we settled into our classrooms and our counseling spaces here at The Natalie & Ben Heineman Smart Love Center at 2222 N. Kedzie, but we have been warmly welcomed by our new neighbors and community. A highpoint was our first Summer Lawn Party at which 150+ children and their families joined us for fun, music, games, and refreshments, filling our beautiful outdoor space with smiling faces and ‘officially’ introducing us to the neighborhood.

Adding to our capabilities as well as getting known in the community, we recorded great progress in all our programs. We added new components to our highly-regarded early childhood education program such as the “Playschool” for 2-3 year olds and deepened the garden and nature curriculum with the addition of a new butterfly/pollinator garden and brought on a new farmer-in-residence to work directly with the preschoolers.

In our counseling program we welcomed a new team of graduate clinical trainees as well as new counseling staff members, growing our team to 28 clinical professionals. Our office in Oak Park is serving over 250 clients a week and we are seeing ever growing numbers of clients at our new location in Chicago. Reaching out to area pediatricians, school personnel, and others, we are seeing growth in all our counseling services, working with a total of nearly 100 more clients and their families than the prior year.

Our learning services program is swiftly expanding its reach beyond even our very successful and diverse array of testing capabilities. Chief among these is the development of a therapeutic tutoring program, which we anticipate launching in Spring 2019.

Making all this possible, the financial contributions of our friends and donors remain essential to us. Their generosity enables Smart Love to serve all families that come to us for help and care. This support is manifested by generous annual fund contributions, grants from funders, and events like *Little Feet, Big Fun!*, our signature annual gala benefit, which together enables us to work with the 25% of our clients who would not be otherwise able to access our services.

None of this success would have been possible without the dedication of a highly skilled and experienced staff and an involved and supportive Board of Directors and Associate Board. I am deeply thankful for all they do.

Thank you to all those who help make it possible for us to help children and families thrive.

Gratefully,

A handwritten signature in black ink that reads "Carolyn Stolper Friedman".





## FY2018 FINANCIAL PERFORMANCE

### Revenue

#### Contributed Income

|  |         |
|--|---------|
| Individual Donors                      | 140,095 |
| Foundation, Corporate & Public Support | 53,968  |
| Annual Gala & Other Events             | 92,850  |

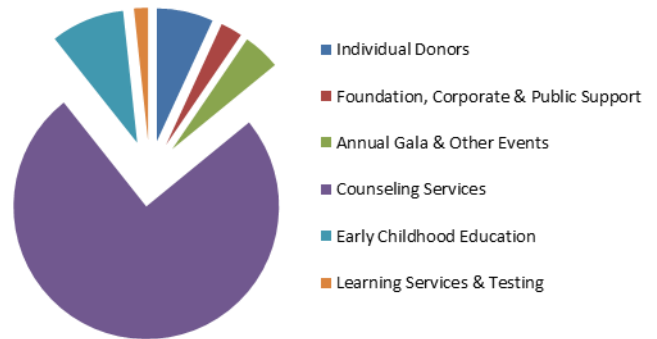
#### Earned Income

|                             |             |
|-----------------------------|-------------|
| Counseling Services         | 1,531,947   |
| Early Childhood Education   | 182,636     |
| Learning Services & Testing | 34,726      |
|                             | <hr/>       |
|                             | \$2,036,222 |

#### Expense

|                     |             |
|---------------------|-------------|
| Program Services    | 1,805,049   |
| Operating & Support | 288,839     |
|                     | <hr/>       |
|                     | \$2,093,888 |

**Total Operating Revenue/Expense †** -57,666



† The operating budget deficit for FY18 resulted from reassignment of certain revenues and expenses during the annual auditing process in connection to the renovation and move to our new home..

## SMART LOVE LEADERSHIP

### BOARD OF DIRECTORS

#### Officers

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Civic Volunteer

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of counsel  
Vedder & Price

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Loyola University Chicago—Stritch School of Medicine

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Academic Director and Assistant Clinical Professor of Executive Education  
Northwestern University—Kellogg School of Management

Carolyn Stolper Friedman, M.A. *President*  
Executive Director, Smart Love Family Services

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Civic Volunteer

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Professor in Pediatrics-Infectious Diseases and Microbiology-Immunology  
Northwestern University—Feinberg School of Medicine

Martha Heineman Pieper, Ph.D.  
Author, Psychotherapist and Mental Health Consultant  
Co-Developer, Smart Love Model and Approach

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Tiffany Cannon *Chair*      Robert Carroll  
John Azpetita              Anne Crees  
Robyn Azpetia              Jeremy Guenther  
Emily Carroll                Stephen Jackson

Judy Maritato  
Victoria Heineman Pieper  
Jeffrey Sadowski

### ADMINISTRATIVE STAFF

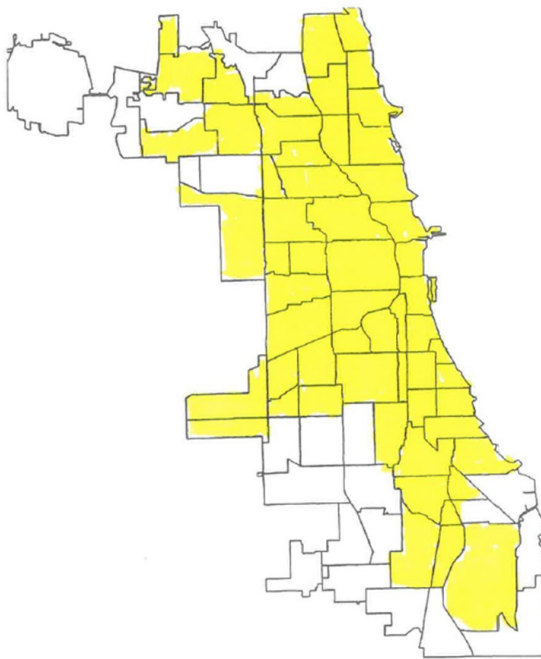
Carolyn Stolper Friedman  
Executive Director  
Bill Cosper  
Director, Program and Resource Development  
Amber Guenther  
Marketing Manager



## CAPTURING OUR IMPACT

### 909 Children and Families Served

*Between 7/1/17 and 6/30/18, Smart Love provided care and services for young people and adults from across Chicago (including 70% of Chicago neighborhoods) and 49 suburban communities.*

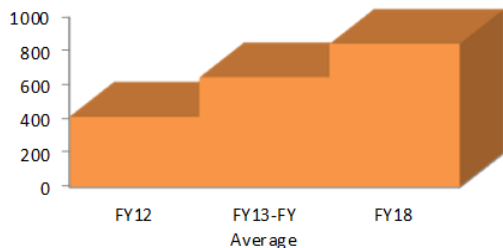


- |                 |                |                 |
|-----------------|----------------|-----------------|
| Algonquin       | Glenview       | North Riverside |
| Bellwood        | Grayslake      | Oak Brook       |
| Berkeley        | Highwood       | Oak Lawn        |
| Berwyn          | Hinsdale       | Oak Park        |
| Brookfield      | Huntley        | Orland Park     |
| Burbank         | Joliet         | River Forest    |
| Chicago Ridge   | La Grange      | River Grove     |
| Cicero          | La Grange Park | Riverside       |
| Clarendon Hills | Lemont         | Stickney        |
| Darien          | Lincolnwood    | Summit          |
| Deerfield       | Lisle          | Tinley Park     |
| Des Plaines     | Lombard        | Westchester     |
| Downers Grove   | Lyons          | Western Springs |
| Elgin           | Maywood        | Westmont        |
| Elmhurst        | Melrose Park   | Yorkville       |
| Elmwood Park    | Naperville     |                 |
| Forest Park     | Niles          |                 |

### Counseling

**12,820 Therapy Hours**

Clients Served



### Early Childhood Education

**4,368 Classroom Hours**



## EARLY CHILDHOOD EDUCATION: PRESCHOOL AND SO MUCH MORE!



Moving into our new home has allowed us to significantly expand the range and depth of early childhood education programming for young children – and their families. All of these services are provided through the Natalie G. Heineman Smart Love Preschool, for children from six months to six years old.

Our Preschool for children 3-6 continues to be the center of these efforts, along with ‘Playschool’ for ages 2-3 and ‘Toddler Explorations’ for 1-3 year olds. And our 2019 annual Summer Camp again proved to be a great success.

Always seeking new and inventive ways to introduce Smart Love to families – and them to us – we have continued to build upon relationships with partners like the Neighborhood Parents Network and Pearachute that allow their members to partake in our classes. And we were able to launch a series of monthly free-of-charge parent and child music-and-movement classes for members of the general public as well.

In addition to these regular programs throughout the Smart Love school year, we were very pleased to launch a program of facilitated play sessions as shared ‘drop-in’ learning experiences for both the participating children and their parents. Aside from the evident impact on these very young children, we are seeing how the sessions are building parental confidence and skills – and, importantly, how new parents need and benefit from communities of peers with whom they can share and learn.

From the fun of the Summer Lawn Party to our calendar of open houses, play-date sessions and parent learning opportunities, we are better known in our new neighborhood and excited to be a resource for all local families.



### PRESCHOOL STAFF

- Kelly Perez  
*Preschool Director*
- Terra Caskey Sarmento
- Maggie Dohr
- Sarah Fink
- Amy Knapp
- Rachel Ostrowski



### Garden and Nature Curriculum Keeps on Growing!

Reclaiming a bare patch in front of our new home, in Spring 2018 we built our Butterfly and Pollinator Garden as an expansion of the Garden and Nature curriculum. Planted with 38 species of Illinois native flowering plants, the new garden has been a hit with the Preschool students, staff, and families, along with counseling clients and guests coming to Smart Love!

The new garden has attracted all sorts of other guests and residents in the form of honeybees and bumblebees, butterflies of all kinds, and much more— including many birds (a birdfeeder is in place for the winter) and at least one family of rabbits, much to the delight of the Preschool students.

Adding to its impact, Monarch and Black Swallowtail butterflies were hatched from eggs laid in the garden and released by the children several times over the summer, giving the new garden even more use as a year-round teaching tool.





## COUNSELING

Smart Love is proud to have provided 844 children, families and adults with vitally important counseling and mental health care in FY18 – for a total of more than 12,000 hours of clinical treatment and support sessions. This new record for us reflects both the expanded physical capacity manifested in our new space at the Natalie & Ben Heineman Smart Love Center and our very busy counseling office in Oak Park. All the more so, these figures are due to the hard work of our deeply dedicated and skilled clinical staff.

### Clinical Excellence

The diverse and highly-experienced team of clinical experts who provide Smart Love’s clients with dedicated care include doctoral-level psychologists, professional counselors, and social workers who share a core commitment to client care and to ensuring that we provide the best for all those who come to us.

Smart Love is also proud of its work to train new professionals as an in-demand site for clinical trainees from area graduate programs in psychology, counseling and social work. Our track record for shaping the skills and careers of up-and-coming clinical professionals testifies to our core focus on imparting our approach and methods far beyond even all those we serve.

Our clinicians have particular expertise in working with children and families in a variety of settings, from private practice and inpatient care to schools and beyond. They bring with them individual skills and capabilities in helping clients cope with diverse issues, ranging from racism, depression, and ADHD to bullying, autism, the concerns and struggles of LGBT youth—and more.



## COUNSELING STAFF

Carla M. Beatrice, Psy.D.  
*Director of Clinical Services*

Stephen Budde, Ph.D., LCSW  
*Project Leader, Quality Care and Evaluation*

Tamara T. Garrity, Psy.D.  
*Director of Training and Clinical Supervisor*

Carol Johnson, M.S.W., LCSW  
*Director of Staff Development and Clinical Supervisor*

### Clinicians

Felicia Carmel, Psy.D.  
Jessica Hudnall, M.A.  
Angela D. Hunsicker, LCSW  
Kelly Jones, Psy.D.  
Amy Krutky, Psy.D.  
Bonnie McDaniel, M.A., LPC  
Madeline Nelson, LSW  
Janessa Nikols, M.A. *candidate*

William J. Pieper, M.D. *Post-Doctoral Fellow*  
Bill Pasola, Psy.D.

Nancy Luepke  
*Parent Services & Outreach Coordinator and Office Manager*

Felicia M. Owens, Psy.D., LPC  
*Director, Minority Families Program*

Kari Terrill, Psy.D.  
*Director of Learning Services*

Julia Wright, M.S.W., LCSW  
*Clinical Supervisor*

Michael Zakalik, Psy. D.  
*Director of Marketing and Clinical Supervisor*

Ilinka Novakovic, M.S.W., LCSW  
Annita Palizi, Psy.D. *candidate*  
Lindsey Pence, M.A., LPC  
Janine Phan, M.A.  
Sara Stone, Psy.D.  
Olivia Tinati, M.A.  
Jane Weinberg, M.S.W., LCSW  
Danielle Zar, M.Ed.

Walter D. Miller *Social Work Intern*  
Austin Knott, M.A. *candidate*

Chelc DeValk  
*Intake Specialist*

## The Minority Family Program

Smart Love greatly appreciates the support of the Community Mental Health Board of Oak Park Township and the Oak Park River Forest Community Foundation for our innovative *Minority Family Program (MFP)*.

From its initial focus on just the parents of minority young people, the MFP has expanded to also include children from 6-18. Parents and youth participate in the year-round, twice-per-month, group sessions irrespective of whether they have other family members participating in the program. Testifying to its impact, the feedback from parents and youth on the program continues to be excellent.



## LEARNING SERVICES

Expanding our range of programs yet further, FY18 also saw the expansion of our Learning Services program in both scope and depth. Taking our deep experience in psychological and psycho-educational testing and assessments to a new level, Smart Love added to its roster of testing modules and modalities, acquired new tools and techniques, and built our testing capacity in other ways as well.

A great example of this is the acquisition of an iPad-based system for ‘remote’ testing, with a core focus on working with lower-income students and young people, funded by the Community Mental Health Board of Oak Park Township—this will make testing more available (including the possibility of offering the service on-site in local schools) and broaden the reach and impact we can have on helping ensure that these students get the care and services they need.

FY18 also saw the initial research and development of a new service that will debut in FY19: Therapeutic Tutoring. This innovative approach to helping students with school work through a therapeutically-informed approach will allow them to gain insights into why they are frustrated, bored or challenged at school and learn how they can manage and overcome those factors and achieve success at school. The tutoring sessions will be provided by a specially recruited team of educators who will be trained in the Smart Love philosophy and values—and connected to our clinical team, along with ongoing professional development and learning opportunities.



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## THE SCHOLARSHIP FUND

Smart Love’s Annual Benefit Gala is a vitally important component of our success in serving all who come to us for help in all areas of our work. Net event proceeds directly fund our work with individual children and families who would otherwise be unable to access our services and benefit from our uniquely effective care. These dollars are used to not only provide scholarships for families in the Natalie G. Heineman Smart Love Preschool but also help fund copays and reduce deductibles for counseling clients (in some cases, the services themselves). In FY18, the total amount of scholarship funds raised at the Gala reached a total of \$50,000+.





## THE 2018 ANNUAL BENEFIT GALA

With over 150 guests joining us for a celebration of Smart Love, our 2018 *Little Feet, Big Fun!* Annual Benefit Gala was a resounding success. In addition to seeing and hearing about more of all that we do, our guests enjoyed a delicious dinner amid the splendors of the Chicago Cultural Center and competed in the exiting Silent and Live Auctions. Altogether, the Gala resulted in a net revenue of more than \$50,000, all of which went directly to the Smart Love Scholarship Fund!

Thank you to Gala Chair Katie Karn and all of those who joined or supported us for *Little Feet, Big Fun!* We are especially grateful for the generosity of Exelon, our lead sponsor; our underwriter, The Billing Company; and our in-kind contributors, Lagunitas Brewing Company and Revolution Brewing—along with all our guests who helped ensure such a great evening!

LITTLE FEET

*Big Fun*

SMART LOVE SCHOLARSHIP GALA



**Gold Supporters**

Emily and Robert Carroll

**Silver Supporters**

Kelly Jones and Michael Zakalik and Family

**Bronze Supporters**

Anne Crees and Jose Cheesman  
 Carolyn and David Friedman  
 Katie and Ted Karn  
 Diana and Robert Jackson  
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 Bonny Jackson  
 John Lorentzen

Emily Lorentzen and Brian Bedwell  
 Debra Huttenberg  
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Sara Stone  
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 Michael Conway  
 Amber and Jeremy Guenther  
 Debbie Green and Rich Lipman  
 Sara and Ty Johnson  
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 Bethany and Spencer Lokken  
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 Marian Sharkey  
 Annemarie Slobig

Gina and Jeff Smith  
 Tanya Stippich and Douglas Sanders  
 Patricia Walker and Stephen Budde

**Gala Supporters**

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 Terra and David Sarmento  
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 Nora Smith  
 Chris Soderlund  
 Larry Sandler  
 Bob and Shirley Spencer  
 Amanda Surridge  
 Kari Terrill  
 Jane Weinberg

## THE ANNUAL AND PROGRAM FUND

The investments of the foundations, businesses and—above all—the individuals and families who financially support our work are an essential component of our success in providing the best in care and support for everyone who comes to us for help. In FY18, this commitment was essential for the renovation and move to our new home but also provided crucial operating support for several programs and the development of new services.

From sustaining efforts like the Minority Family Program to developing new programs such as Therapeutic Tutoring, the continuing support of our individual, foundation, corporate and public agency donors is key to all we do.

Smart Love is honored and grateful to recognize these FY18 contributors to the Annual and Program Fund\*:

### Benefactors

Cris Russell and Ben Heineman, Jr.

### Guarantors

Emily and Robert Carroll

Community Mental Health Board of Oak Park Township

Katherine L. Knight

Bowman C. Lingle Trust - BMO Harris, Trustee

Oak Park River Forest Community Foundation

### Partners

Aetna Foundation

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Martha Heineman Pieper

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Philaine and David Nexon

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Ralph Brent Fisher

Jocelyn and Craig Langus

Bethany and Spencer Lokken

Emily Lorentzen and Brian Bedwell

Walter D. Miller

Susan and Richard Sanders

Rebekah Scheinfeld and Ben Seigle

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### Associates

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Barbara Flynn Currie

Colleen Curtis and Nick Fallon

Barbara and Scott Hudson

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Amazon Smile Foundation

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Michael Conway

Patricia M. Hardy

Kelly and Juan Perez

Jill and John Levi

Mabel's Labels

Maria McKee

Eileen Peck

Eileen Phelan

Beverly and Myron Shapiro

Tea Collection

### In-Kind Support

Louise Benzer

Divine Signs—Brett Herrlinger

Gabriel Environmental Services—John Polich



# THE YEAR IN PHOTOS!





# SMART LOVE<sup>®</sup>

## FAMILY SERVICES

The Natalie & Ben Heineman Smart Love Center  
2222 N. Kedzie Blvd | Chicago, Illinois 60647

Oak Park Location  
Rush Oak Park Medical Office Building  
610 S. Maple Avenue

[www.smartlovefamily.org](http://www.smartlovefamily.org)

## Smart Love Programs:

### COUNSELING SERVICES

- Therapy for Children, Adolescents and Adults
- Play Therapy for Young Children
- Support Groups for Children and Adults
- Neuropsychological and Psychological Testing
- Adolescent and Adult Psychotherapy
- Couples and Family Counseling
- Minority Family Program

### EARLY CHILDHOOD EDUCATION

- Preschool and Kindergarten for Children 2-6
- Toddler Explorations
- Toddler/Baby and Parent Play Times
- Summer Camp

### LEARNING SERVICES

- Psycho-Educational Evaluations
- Therapeutic Tutoring
- Customized Parent Consultations

### PARENTING SUPPORT

- Parenting Guidance and Counseling
- Parenting Seminars
- Publications and Resources for Parents



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The Smart Love Approach was developed by Martha Heineman Pieper, Ph.D., and William J. Pieper, .M.D., as described in their book *Smart Love*<sup>®</sup>, grounded in their decades of research and clinical experience in understanding and nurturing children's healthy emotional, educational and social development.