



# ANNUAL REPORT

---

FY2023



Prepared by

**SMART LOVE FAMILY SERVICES**

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

# OUR MISSION

Our mission is to help children, parents, and families achieve greater inner well-being, sustain closer relationships, and build happier, healthier lives. We do this by providing counseling, early childhood education, assessments and therapeutic tutoring, postsecondary counseling, and community and parenting support programs.

## SMART LOVE

---

The principles of Smart Love™, an approach to parenting and child development originated by Martha Heineman Pieper, Ph.D., and William J. Pieper, M.D., inform and guide all of our programs. Endorsed by scholars and child development experts around the world and supported by the latest child development research, the Smart Love approach focuses parents' attention on maximizing their positive influence on their child by understanding the child's mind and emotions at every age and stage.

One cornerstone of the Smart Love approach is the knowledge that every young child copies the care they receive 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 have 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 parent and child relationships, and increase success and confidence for both caregiver and child. *Smart Love* (1999) describes the application of the Piepers' approach to parenting, and their underlying psychological theory is described in *Intrapsychic Humanism* (1990), the Piepers' book for professionals.

## EQUALITY & INCLUSION

---

Creating a future that is free from racism and hate of all kinds begins with how we treat our children today. Children grow into open-minded, patient, caring, and loving adults through the relationship they experience with their parents and caregivers. When parents offer kindness, acceptance, and love even when children display mad, angry, or other unhappy behaviors, children will grow up to show that same kindness, acceptance, and love towards themselves and others. Smart Love's programs are designed to help create that future for the children of today and the children of tomorrow.



# FROM THE PRESIDENT



**Lauren Joyce Hensel, MPA**  
President, Smart Love Family Services

The 2022-2023 program year marked the departure of our founder and now President Emerita Carolyn Stolper Friedman from the organization after 22 years of leadership. Leaving a solid foundation on which to build a more impactful organization, Friedman started Smart Love after encountering the philosophy and wanting to share it with the broader community. Because of Friedman, Smart Love has worked with thousands of parents and caregivers, providing them insight into child development and guidance on how to nurture happier, healthier families.

In our counseling program, we met the demand for mental health services with over 18,000 visits for children, parents, and families. Our free *It Takes A Village* program continued to support parents of color through different phases of life

in a biweekly format centered around monthly topics including fostering self-esteem, managing transitions, managing and interpreting difficult behavior, and coping with bullying, fear, and trauma.

The Natalie G Heineman Smart Love Preschool saw increased enrollment in some programs such as Kindergarten, Extended Day, and Lunch Bunch – the most in our 12 year history! We also celebrated the arrival of new, diverse teaching staff, who are essential to our approach, where the student-teacher relationship is cultivated with each child. It's through this relationship that children come to understand that school is a place they want to be and, as a result, their love of learning flourishes.

Our learning services division experienced unprecedented growth. By providing almost 1,000 therapeutic tutoring sessions, our unique therapeutic tutoring program and specially trained tutors helped children struggling with school work due to learning losses, disruptions, and/or a host of other pressures. Therapeutic Tutoring bridges the gap outside of the classroom, with the student, tutor, parents, and teachers working together so that the student can feel successful in and out of school.

Our current success is owed to not only our President Emerita, dedicated Board of Directors, and devoted staff but also our steadfast donors and enthusiastic supporters. Our 2023 Annual Benefit Gala raised over \$160,000 and reaffirmed Smart Love's mission of building happier, healthier lives for children and their families. Thank you for helping continue our 20+ year legacy of service.

Onwards,

A handwritten signature in black ink, appearing to read "Lauren Hensel".

Lauren Joyce Hensel

# OUR PRESIDENT EMERITA



## Carolyn Stolper Friedman

President Emerita, Smart Love Family Services

At the end of the fiscal year, Friedman stepped into the role of President Emerita after 22 years of leadership and service at Smart Love Family Services. Growing the organization over the past 22 years is a feat and achievement in and of itself. Friedman's valuable contributions are essential to the future of the organization, and they should be remembered accordingly.

As Carolyn moves on to her next endeavor, a Caring Tree was dedicated in her honor at the Smart Love Family Services headquarters in Logan Square. The symbol of the Caring Tree is guiding Lauren's transition to leading the organization. As Lauren says, "Smart Love's roots and principles are strong, innovative, and life-changing. It is imperative to bring these principles to areas of impact to ensure

we are fostering a happier and more compassionate society." The roots of the tree represent all the work and dedication that has gone into making Smart Love a strong, vibrant, and growing organization over its 20 years of existence. This growth flourished under the "canopy" of the Smart Love approach, which guides all Smart Love's offerings to serve families and the larger community.

## The Caring Tree

In honor of President Emerita  
Carolyn Stolper Friedman



# FINANCIALS

At Smart Love, the services we provide are only enhanced and supported by donors and grants. Your support enables us to service more clients, foster a caring work culture, and create a happier, healthier world one individual at a time. Our income statements are done annually by an external audit firm. FY23 was conducted by Wipfli.

## Revenue



**\$3.204  
million**

## Expenses



**\$ 3.321  
million**

## Profit

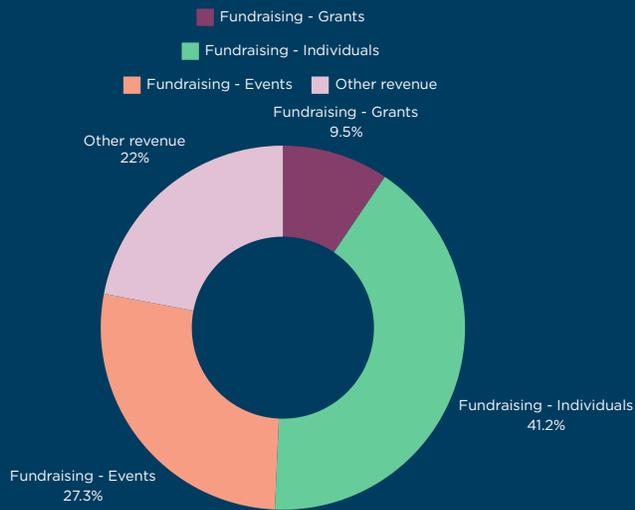


**-\$116,858**

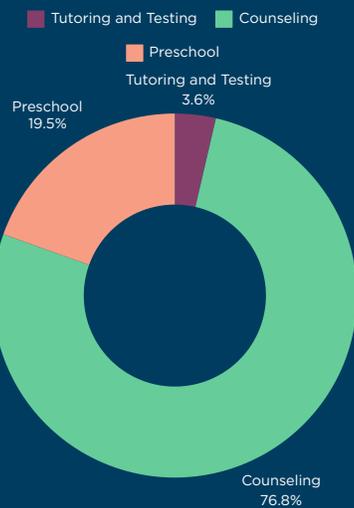


# FINANCIALS

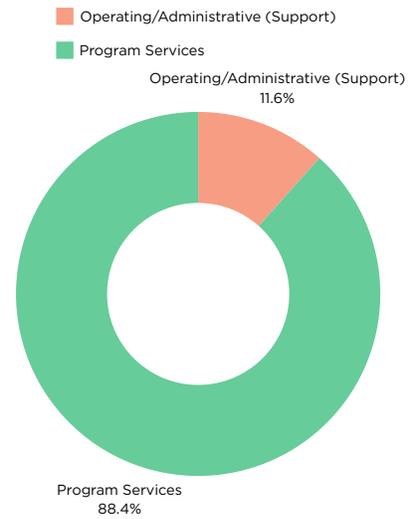
## Income - Contributed



## Income - Earned



## Expenses



# PROGRAM DETAILS



## How Smart Love Works

Instead of viewing unhappiness and inner conflict as an inevitable aspect of human nature, Intrapyschic Humanism offers a more compassionate, optimistic, and attainable goal—one that helps people take charge of their moods and feelings and their everyday choices and decisions. By doing so, people can enjoy more fulfilling lives and healthy relationships with loved ones and peers.

## Counseling

- 18,000+ visits
- 642 clients
- 88 zip codes serviced
- \$2.2 million in revenue
- 29 staff
  - including 1 Vice President and 7 supervisors

## Preschool

- 950+ classroom hours
- 34 students
- 10 zip codes serviced
- \$569,000 in revenue
- 8 staff
  - including 1 Vice President, 2 lead teachers

## Learning Services

- 982 visits
- 45 clients
- 46 zip codes serviced
- \$105,774 in revenue
- 4 staff
  - including 1 coordinator, 3 tutors

# FY23 ANNUAL & PROGRAM SUPPORTERS

Smart Love extends sincere appreciation to all the individuals, foundations, and businesses who showed generosity and commitment by supporting our 2023-2024 Annual & Program Fund.

## Benefactors

Emily & Robert Carroll  
Cristine Russell & Ben W. Heineman  
Katherine L. Knight

## Guarantors

Bowman C. Lingle Trust

## Sustainers

Community Mental Health Board of Oak  
Park Township  
Katie & Ted Karn  
Susan & Richard H. Sanders

## Partners

Cecelia Pikul & Thomas Gallagher  
Martha Heineman Pieper  
Linda Silverstein

## Patrons

Gloria & Bruce Cox  
Carolyn & David Friedman  
Marty Friedman  
Brian Kirkbride  
Julie Moller  
Kate Becker Morrison  
Anne & Stephen Rowley  
Kris Manos & Dave Shryock  
Robert J. Stone  
Laura & Matthew Tanaka

## Leaders

Emily Lorentzen & Brian R. Bedwell  
The Blackbaud Giving Fund  
Jennifer & Benjamin Fisher  
GivingForce Foundation  
Bernd Hosey  
Chrissa & Blake Kannady  
Jenny Kendler  
Christine Ciszczon & Anthony Khan  
Cara Grant & Eric Mangriotis  
Marta Wenzler & James Peisker  
Camille Olson & Michael Reed  
Mary & William Schramm  
Patricia & David Schulte  
Jane H. Stolper  
Jessica Milos & Brent Wayburn  
Katherine & Kevin Wohlgenant



## Advocates

Ellyn & John Bank  
Samantha Roeth & Jake Carpenter  
Mari & Brandon Fair  
Angie Starz & Joe Glezen  
Jenna & Kevin Hayes  
Jessica Dixon & Bill Higgins  
Darcy & Frank Jusich  
Katherine & Ryan Kirby  
Christa Chavez & Stephen Martay  
Janet A. Nexon  
Lois Nudelman  
Kelly & Juan Perez  
Kristen & Bret Rietow  
Sunil & Shabnum Sanghvi  
Neide & Mark Terrill  
21st Century Tile Inc  
Miriam & Carl Wiberg  
Barbara Wind

## Associates

Amazon Smile Foundation  
Carla Beatrice  
Donna & James Cook  
Jacquelyn Bonavia & Reggie Greenwood  
Jill & John G. Levi  
Bill Lyke, Jr.  
Okcha McDonald  
Pamela & Charles Meyerson  
Brian Newell  
Lisa & Henry Pildner  
Glynnis & Glenn Reinhart  
Tanya Stippich & Douglas Sanders  
Sarah Moberg & Gilad Shanan  
Joan Sud Soreff  
Dan Swinney  
Mary Tynes  
Monica & Alexander Williams

## Friends

Riah & Marvin Brooks  
E. Marie McKee & Robert H. Cole  
Deborah Goddard  
Patsy & Jay Guenther  
Mabel's Labels  
Judy Storey Maritato  
Moira Hughes & Michael Silverman  
Tina Tan  
Carolyn Kalina & Jim Whalen  
Maria & Markus Wimmer

# GALA SUPPORTERS

We extend our heartfelt gratitude to everyone who generously supported our 2023 Gala!

## Sponsors

First American Bank  
Christy Webber Landscaping

## Platinum

Emily & Robert Carroll

## Gold

Chris & Ed Campbell  
Cecelia Pikul & Thomas Gallagher  
Katie & Ted Karn  
Brian Kirkbride  
Jean Klingenstein  
Christa Chavez & Stephen Martay  
Susan & Richard H. Sanders  
Robert J. Stone  
Katherine & Kevin Wohlgenant

## Silver

Gloria & Bruce Cox  
Carolyn & David Friedman  
Marty Friedman  
Denise & Tom Gallagher  
Diana & Robert Jackson  
Corinna & Rodrigo Lema  
Blaine Lesnik  
Jean & Charles Murphy  
Julie Moller  
Martha Heineman Pieper  
Anne & Stephen Rowley  
Linda Silverstein

## Bronze

Barbara Chun  
Catherine Croxson  
Chrissa & Blake Kannady  
Katherine L. Knight  
Maureen & Adam Spielman

## Patrons

Eliana & Joseph Amara  
Paul Beatrici  
Louise & Brian Benzer  
Alison & David Cohen  
Gracia Drew  
Mari & Brandon Fair  
Jennifer & Benjamin Fisher  
Amber & Jeremy Guenther  
Christine Ciszczon & Anthony Khan  
Douglas H. Morrison

## Leaders

Sarah & Kyle Ambrose  
Khey & Thom Anderson  
Tiffany Cannon & Aaron Baker  
Susan C & Michael Baker  
Susann Ball  
Emily Lorentzen & Brian R Bedwell  
Laura Bentley  
Patricia Walker & Stephen Budde  
Paula Ciccarone  
Robert Fabbri  
Liesl Field  
Benjamin Friedman  
Angie Starz & Joe Glezen  
Mara Winston & Corey Grigg  
Scott Hudson  
Mae & Rod Kingzette  
Sa Louvot  
Robin Hershey & Norman Nexon  
Emily Norman  
Kelly & Juan Perez  
Patty Ryan  
Angeline Schaefer  
Marian Sharkey  
Emily Seymore & Ben Shook  
Teresa & Michael Van Stone  
Olivia Tinati  
Jessica Milos & Brent Wayburn  
Steve Weber  
Julia & Erik Wright  
Diane Yetter  
Kelly Jones & Michael Zakalik

## Advocates

Annemarie Slobig & Richard Avrut  
Carla Beatrici  
Christina Bolis  
Kristi & Matthew Carroll  
Laura & Kevin Clauss  
Michael Conway  
Donna & James Cook  
Bill Cospier  
Karen Cox  
Sheila & David Crumrine  
Daniel Santa Cruz  
Sandrine & Scott Eifert  
Emily & John Glerum  
Marlo Greninger  
Patricia Hardy  
Ann & Neal Heriaud  
Jessica Dixon & Bill Higgins  
IMC

## Advocates

Joan & Anthony Janowski  
Carol Johnson  
Roger Jordan  
Darcy & Frank Jusich  
Rachel Karn  
Katherine & Ryan Kirby  
Susan Klingenstein  
Edwin Lennox  
Michelle Lucaccioni  
Judy Storey Maritato  
Pamela & Charles Meyerson  
Patricia Miller  
Janet Nexon  
Ilinka Novakovic  
Brian Nudelman  
Lisa & Henry Pildner  
Maria Ping  
Mary Jo & Sam Radcliffe  
Camille & Michael Reed  
Michael Schlesinger  
Eric Seto  
Maureen Gorman & Neil Shapiro  
Beverly & Myron Shapiro  
Gloria Siolidis  
Dariel Stack  
Sara Stone  
Julie & Jose Terrazas  
Kari Terrill  
Brett Walkow  
Maria & Markus Wimmer

## Friends

Alec Coss  
Joycelin Fowler  
Colin Knapp  
Megan McBride  
Billy Siolidis



# OUR BOARD OF DIRECTORS

## Board of Directors

### CHAIR

#### **Katie Karn**

Attorney and Litigation Consultant  
non-practicing

### VICE CHAIR

#### **Katherine L. Knight, Ph.D.**

Professor and Chairperson  
Department of Microbiology and Immunology, Stritch  
School of Medicine, Loyola University of Chicago

### VICE CHAIR

#### **Cecelia Pikul**

Broadcast Media and Production Professional

### SECRETARY

#### **Richard Sanders**

Retired Attorney

### TREASURER

#### **David Friedman**

Owner and Principal  
Bridgewell Partners

### ASSISTANT SECRETARY/TREASURER

#### **Robert Stone**

Retired Senior Vice President and President  
Franklin Electric Co. Inc. and International Water Systems

### DIRECTOR

#### **Gloria Cox**

Senior Partner and Associate Pastor  
The Cambridge Group and Prilgrim Congressional Church

### DIRECTOR

#### **Martha Heineman Pieper, Ph.D.**

Author, Psychotherapist, Mental Health  
Consultant

### DIRECTOR

#### **Dr. Anne Rowley, MD**

Professor in Pediatrics  
Infectious Diseases and Microbiology-Immunology at  
Ann & Robert H. Lurie Children's Hospital of Chicago



# OUR STAFF

## Leadership and Administrative Staff

Carolyn Friedman, *Executive Director*  
Carla Beatrice, Psy.D., *Vice President of Clinical Services*  
Kelly Perez, *Vice President of Education and Preschool Director*  
Mike Conway, *Facilities Director*  
Carlos Escobar, *Accounting Director*  
Amber Guenther, *Marketing Director*

## Clinic

Laura Bentley  
Pamela Bourdeau  
Stephen Budde  
Megan Burns  
Anna Carty  
Britney Chavers  
Paula Ciccarone  
Yvonne Combs  
Nieves Esquivel  
Katherine Ford  
Kathryn Gadomski  
Carolyn Howarter  
Carol Johnson  
Kelly Jones  
Amy Krutky  
Jennifer Lubelchek  
Nancy Luepke  
Ilinka Novakovic  
Felicia Owens  
William Pasola  
Blaire Paulsen  
Janine Phan  
Haley Rosenthal  
Silvia Rosman  
Sara Stone  
Tamara Tencer  
Kari Terrill  
Olivia Tinati  
Kimberly Topilow  
Daniece Townsend  
Monica Van Duyne  
Jane Weinberg  
Julia Wright  
Michael Zakalik

## Preschool

Danielle Banks  
Sandie Gonzalez  
Karen Hermach  
Kim Maites  
Ashley Marchan  
Glenny Perez  
Madelyn Perez

## Learning Services

Emily Artinian  
Alison Cohen Pildner  
Jenna Jeon  
Elise Valencia



# CONTACT US



**Phone** 773-665-8052

**Email** contact@smartlovetfamily.org

**Website** www.smartlovetfamily.org

**Address** Natalie & Ben Heineman Smart Love Center  
2222 N. Kedzie Blvd., Chicago, IL 60647

1010 Lake Street  
Oak Park, IL 60301

