



SOCIAL SERVICES COMMITTEE

Thursday, November 11, 2021

Remotely at 7:00 pm

AGENDA

Pursuant to 5 ILCS 120/7(2), SSC members and City staff will be participating in this meeting remotely. It has been determined that in-person meeting of the City's Boards, Commissions and Committees are not practical or prudent due to the ongoing coronavirus pandemic. Accordingly, the Social Services Committee may be convened, and members may attend by means other than physical presence consistent with 5 ILCS 120/7. Residents will not be able to provide public comment in-person at the meeting. Those wishing to make public comments at the Social Services Committee may submit written comments in advance or sign up to provide public comment by phone or video during the meeting by completing the Social Services Committee online comment form available by clicking [here](#) or visiting the [Social Services Committee](#) webpage: and clicking on Public Comment Form.

Community members may watch the SSC meeting online through the Zoom platform:

Please click this link:

<https://us06web.zoom.us/j/83961283626?pwd=STdURINmaGxsY0Rld3FhVmJNYVVPZz09>

Passcode: 741501

Or join by phone:

Dial US: +1 312 626 6799

Webinar ID: 839 6128 3626 Passcode: 741501

I. CALL TO ORDER/DECLARATION OF QUORUM

II. SUSPENSION OF RULES

Members participating electronically or by telephone

III. PUBLIC COMMENT

IV. APPROVAL OF THE MEETING MINUTES FOR OCTOBER 14, 2021

V. SUPPORT SERVICES DISCUSSION

VI. 2022 MEETING DATES

Order of agenda items is subject to change

VII. ADJOURNMENT

The next meeting of the Social Services Committee is scheduled December 9, 2021 at 7PM.

Order of agenda items is subject to change



MEETING MINUTES

SOCIAL SERVICES COMMITTEE

Thursday, October 14, 2021 7:00 PM

Social Services Committee

Members Present: Councilmember Reid, Councilmember Burns, S. Lackey, S. Olds Frey, A. Ngola, D. Ohanian, A. Sood

Members Absent: D. Cravens

Staff: S. Flax, J. Wingader

Call to Order / Declaration of Quorum

Chair Olds Frey called the meeting to order at 7:02 pm.

Suspension of Rules

Mr. Ohanian moved approval, seconded by Ms. Sood; a roll call vote was taken and the rules to suspend to allow for virtual participation were approved 7-0.

2021 Social Services Funding – Committee Discussion and Allocation

Recommendations

Staff provided a brief overview of the grants for social services and described the allocation spreadsheet used to record allocation amounts for case management and safety net service applications. After discussion, the Committee agreed to use the amounts requested in applications for both categories to begin the allocation discussion. Ms. Ngola moved approval of the full allocation awards seconded by Mr. Ohanian.

There was discussion about funding for support services and next steps in that allocation process. Committee members discussed individual applicants, services provided and scores. There was also discussion about two applications for new programs that were not able to start in January; it was agreed to reduce the allocation for both applications by half. Councilmember Burns suggested that the application for Infant Welfare Society would be a better fit under the Safety Net Services category. The Committee requested additional information about the scores and how funded agencies would be reviewed. There was additional discussion about agencies receiving an increase to prior year awards and the requirement to use additional funding to increase capacity and/or expand depth of services provided. Staff confirmed that information about expansion of capacity and or increase to depth of services provided would be included in agency reports. Members agreed on the importance of cultural representation and agency partnerships and collaborative efforts to serve participants.

After no further discussion, Ms. Flax read each allocation and the total for each category. Councilmember Reid moved approval of the allocation recommendations as

amended, seconded by Mr. Ohanian; a roll call vote was taken and the allocation awards (attached) were approved 7-0.

Approval of Vice-Chair

Chair Olds Frey nominated Mr. Ohanian to the role of Vice-Chair; Mr. Ohanian accepted. Councilmember Burns moved approval of Mr. Ohanian's nomination to Vice Chair, seconded by Ms. Ngola a roll call vote was taken and the motion approved 7-0.

Approval of the Meeting Minutes for September 28, 2021

Mr. Ohanian moved approval of the meeting minutes for September 28, 2021, seconded by Ms. Ngola; a roll call vote was taken and the motion passed 7-0.

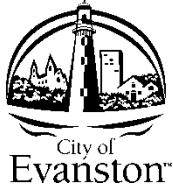
Public Comment

Maureen McDonnell, Executive Director of PEER Services, thanked the Committee members and spoke in favor of the allocation process.

ADJOURNMENT

There being no further business before the Committee, the meeting was adjourned at 8:34 pm.

Respectfully submitted,
Jessica Wingader
Senior Grants and Compliance Specialist



Memorandum

To: Members of the Social Services Committee

From: Johanna Nyden, Community Development Director
Sarah Flax, Housing and Grants Manager
Jessica Wingader, Sr. Grants & Compliance Specialist

Subject: Support Services Funding

Date: November 11, 2021

Staff seeks direction from the Social Services Committee on next steps for allocating the \$178,912 reserved for Support Services. This memo outlines the goals of the new allocation process, research to identify the support services needed by individuals and households in robust case management, and ways to reduce the barriers they encounter to receiving them. In addition, it provides transparency regarding the revised allocation process and informs the community and partnering stakeholders.

Background:

The restructured allocation process originated through the City's equity assessment and information gathered by the Community Needs Assessment. It included realigning three BCCs with responsibility for social services funding to external partners into the new Social Services Committee, following the new client-focused service delivery process to focus resources on highest-need residents with barriers to accessing services independently. Feedback gathered from 40 staff at agencies serving these populations, as well as City social services staff in several departments, identified two key barriers: lack of financial capacity to pay for services, and inability of service providers to take on new clients quickly. Housing & Grants staff also held conversations with City social services staff in multiple departments to understand needed services and barriers to service delivery. Staff's goal was to:

1. Understand what services clients need to reach self-sufficiency that they are unable to access
2. Identify gaps in availability of those services and/or the barriers that prevent clients from accessing them
3. Identify agencies or service providers that could "fill in" gaps
4. Determine how City funds can be used to expand the availability of services needed by clients and/or to overcome barriers to accessing them

City Social Service Providers Input

Housing & Grants staff met with staff in the Human Services, Youth & Young Adult, and Victim Advocates divisions, as well as Police and Fire departments in November 2020, prior to opening 2021 applications for Case Management and Safety Net Services. The following services were identified as highest needs:

- Mental health counseling, particularly for BIPOC
- Workforce development (youth/YA and adults - living wage jobs)
- Medical/dental needs
- Childcare
- Supplemental food/housing supplies
- Credit repair/financial literacy
- Legal services
- Substance abuse treatment programs
- Transportation (specifically car repairs and tickets)

External Applicants Input

Staff also reviewed Case Management applications to understand the unmet needs that agencies identified for their clients. The nine areas identified in the Case Management applications are shown in the chart below, with the number of times they were identified in parentheses:

| | | |
|---------------------------------|-------------------------------|-----------------------|
| Ind./Group Counseling (11) | Benefits Enrollment (7) | Primary Care (7) |
| Job Training/Workforce Dev. (6) | Substance Abuse Treatment (4) | Parenting Support (4) |
| Legal Services (3) | Psychiatric Services (2) | Childcare (2) |

All agencies identified Erie Family Health Center as the organization that they referred their clients to for primary care needs. They all reported that they provide benefits enrollment services, but the need exceeded their capacity to provide this service. Agencies listed the following service providers to which they refer clients for individual/group counseling: Turning Point, Trilogy, Thresholds, YOU, the Family Institute at Northwestern University. These partners were also identified as providers of psychiatric services, an additional area of need. Workforce development partners include: Youth Job Center, Curt's Cafe, Evanston Rebuilding Warehouse, and Oakton Community College.

Staff synthesized this information with the input from staff providing case management services to identify the following three areas of deepest need:

- Individual/group counseling
- Job Training/Workforce Development
- Primary Care

In an effort to quantify the number of clients across all case management providers in need of the above-identified services and any barriers they face to receiving services, staff held additional conversations with external service providers to rank needs and barriers.

Additional Input from Social Service Agencies

Staff held two roundtables via Zoom in June 2021 with staff from agencies that serve vulnerable populations regardless of whether they receive City funds; agencies that don't receive City funding, but do provide robust case management services so their clients who are Evanston residents may be eligible for support services, are shown in bold. The chart below shows all agencies invited to participate - agencies in bold did not apply for City funds for 2021:

| | | |
|--------------------------------------|-----------------------------------|----------------------------------|
| Books & Breakfast | Childcare Network Evanston | Connections for the Homeless |
| Family Focus | Family Promise | Housing Authority of Cook County |
| Housing Opportunity for Women | Impact Behavioral Health Partners | Infant Welfare Society |
| James B. Moran Center | Metropolitan Family Services | North Shore Senior Center |
| Shore Community Services | Thresholds | Trilogy, Inc. |
| Youth & Opportunity United | YWCA Evanston/North Shore | Youth Job Center |

The services identified as needed by program participants and vulnerable populations and the percent of agencies that ranked the need as highest are:

- Individual/Group counseling - 50%
- Job Training/Workforce Development - 33%
- Primary Care - 17%

The most frequent barriers participants face to receiving these services and the percent of agencies that ranked the barriers as highest are:

- 22% - lack of financial resources
- 22% - wait lists that are too long
- 11% - lack of capacity/partners not able to accept referrals
- 22% - client not ready to engage

Client-centered Service Delivery Model:

Clients are in holistic case management relationships because they are not able to access support services without assistance, often because they lack the financial

resources to pay for services, waitlists are prohibitively long, or they lack adequate insurance. Using City funds to procure needed services or increase the capacity of providers to assume additional clients, can be an efficient way to connect clients in holistic case management plans to needed support services. Allocating funds to support services also achieves equity in service delivery because it allows clients to quickly access services that they identify as needed to achieve self-sufficiency and independence. By allocating funds to one or more areas of need (individual/group counseling, workforce development, and primary care), identified partners could accept additional referrals in a timely manner.

Support services are services individuals/households need to achieve self-sufficiency and are identified by clients with wrap-around case management plans as necessary to reach their goals or achieve defined outcomes. Equity is built into this model because clients receiving services are empowered to identify the services they need, and their case managers are responsible for helping them access those services. Case managers refer participants to organizations that provide services, assist with the intake processes to determine eligibility and, ultimately, enrollment, and follow up with participants and providers to ensure services are being received.

Other Considerations:

There are several agencies that have received City support in past years for programs that provide services to vulnerable populations of Evanston residents. These programs do not align with case management or safety net service requirements, and may not fall under the support services category, but do provide services that improve lives and help vulnerable populations thrive in the community. Below are the four agencies that the Committee agreed did not fit under either case management or safety net services, and a fifth that has been funded in prior years and planned to apply for support services:

Northwest CASA

Prior year funding supported advocacy/counseling staff and occupancy costs. The agency recently relocated its satellite office from the Civic Center to Heartwood Center in Evanston. Staff is working to understand the potential overlap in advocacy services provided by City Victim Advocate staff and Northwest CASA staff. Counseling is specific to sexual assault victims; based on the historic number of counseling hours provided in a calendar year, staff would recommend a fee for service arrangement for referrals provided by case management partners should the Committee agree to direct resources to this support service.

Shore Community Services

Prior year funding has been used as gap funding to cover program costs that aren't fully covered by insurance and other sources. Major revenue sources include service fees, additional state, federal and local grants, and fundraising. The program is currently operating at a loss and staff is working with the agency to understand how services would be affected if City funds are not received in subsequent years.

Trilogy, Inc.

Prior year funding has been used to support a full-time intake staffer working part time hours with Evanston residents to provide diagnostic services suspected of having mental health issues. Diagnosis is the first eligibility criteria for deeper counseling services that can be provided by Trilogy or through referrals to other agencies. Participants are referred by Connections and AMITA St. Francis Hospital. Evanston residents are also able to walk in or contact the agency to receive intake services from the agency's intake team. The intake staff member, historically supported with City funds, performs targeted outreach to engage vulnerable people identified by community partners who may otherwise be resistant to services.

Youth Job Center

Prior year funding has been used to support program staff who work exclusively with Evanston residents. YJC receives referrals from Moran, YOU, City Youth & Young Adult Outreach staff, District 202 and other stakeholders working with youth. Staff is working with the agency to quantify a fee per participant model for job training and employment support for Evanston youth served in 2021 and believes, should the Committee designate job training/workforce development as a priority for support services funding, that the model developed could be applied to referrals made in subsequent years/allocation cycles.

Impact Behavioral Health Partners

Impact did not submit an application; the agency receives funding for case management from other sources and has been working closely with staff throughout the revision process to see if it would be eligible for funding as a support service. In prior years the agency received funds for a supported employment program and for clinical services provided to participants in the agency's housing program. Recently, Impact has been providing diagnostic services to people suspected of having mental health issues; diagnosis is the first eligibility criteria for deeper services with other agencies including Trilogy, Inc. Referrals come from Connections and, most recently, the HACC. The request would be for gap funding to work with people who are uninsured. Staff is working with the agency to quantify a fee per participant model for Evanston participants served in 2021 and believes, should the Committee designate diagnostic services as an area eligible for support services funding, that the model developed could be applied to referrals made in subsequent years/allocation cycles.

Next steps

Staff would like direction from the Committee regarding the process for allocating awards for support services, recognizing that this process. This could include selecting any or all of the highest need support services (individual/group counseling, workforce development, and primary care) for which staff could explore MOUs and/or procurement agreements, either with existing partners or new providers, to increase capacity. In recognition of the transitional nature of this first year, staff seeks direction from the Committee regarding consideration of funding for agencies that have been funded in the past, but fall outside of the current funding guidelines.

Attachments:

Restructure Presentation - February 2021

Community Needs Assessment and Social Services Review presented [September 17, 2019](#).



CDBG/MHB Allocation Process

Housing & Grants Division - February 2021



Agenda

- Reason for Change
- Agency Input and Client Barriers
- Three Eligible Funding Areas
- Goals
- Questions
- Feedback

How did we get here?



Prioritize MHB/CDBG Public Services Funding

- Align with Council goals (Equity, Job Creation and Affordable Housing)
- Focus funding to promote equity and mitigate impact of COVID-19
- Provide quantifiable services and measurable results
- Condition the release of payments on achievement of outcomes
- Use service contracts for specific needs/services

Partner Organizations



Agency Service Area:

83% Evanston based/serve Evanston & surrounding areas

15% Evanston based/serve Evanston exclusively

2% Based outside Evanston/serve Evanston residents



Who We Serve

- Homeless
- Low/Moderate Income
- Victims of DV/Sexual Assault
- People with physical disabilities
- Substance Abuse/Recovery
- People with HIV/AIDS
- People with diagnosed mental health disorders
- Parents/Guardians
- Children (0 to 5)
- Youth (5 to 21)
- Members of LGBTQ community
- Seniors
- Veterans
- People with developmental disabilities



EQUALITY ≠ EQUITY

**Equality SOUNDS fair.
Equity IS fair.**

Source: Saskatoon Health Region – Advancing Health Equity.
https://www.communityview.ca/infographic_SHR_health_equity.html

Agency Partnership and Networking:

98% refer clients to other services

55% track referrals

65% of agencies report eligible clients unable to access services due to identified barriers



Barriers to Receiving Services

- Lack of financial resources
- Lack of stable housing
- Lack of affordable housing
- Lack of health insurance
- Lack of child care
- Lack of education
- Displacement from community
- Transportation
- Stigma
- Operation hours
- Prior incarceration
- Language barriers

How will restructure help?



Goals of Restructuring Process

- Prioritize services for groups most impacted by COVID-19 that also face systemic bias and descrimination
- Ensure individuals and families achieve self-sufficiency through trauma informed, client-centered case management plans
- Provide comprehensive support services in a timely and cost-effective manner
- Maintain Safety Net Services



Focus Funding Priorities

- **Case management** for client-centric service delivery for highest-need clients
- **Service support** referral system for quick access to primary care and mental health care, child care, substance abuse counseling, legal services, employment services, etc.
- **Safety net services** including: food, domestic violence, emergency shelter, street outreach & drop-in services



How does this work?



Case Management

- Holistic approach
- Goal of self-sufficiency
- Manages/tracks referrals for additional support services, invested in outcome
- Relationship ends when self-sufficiency is achieved (outcome oriented)



Support Services

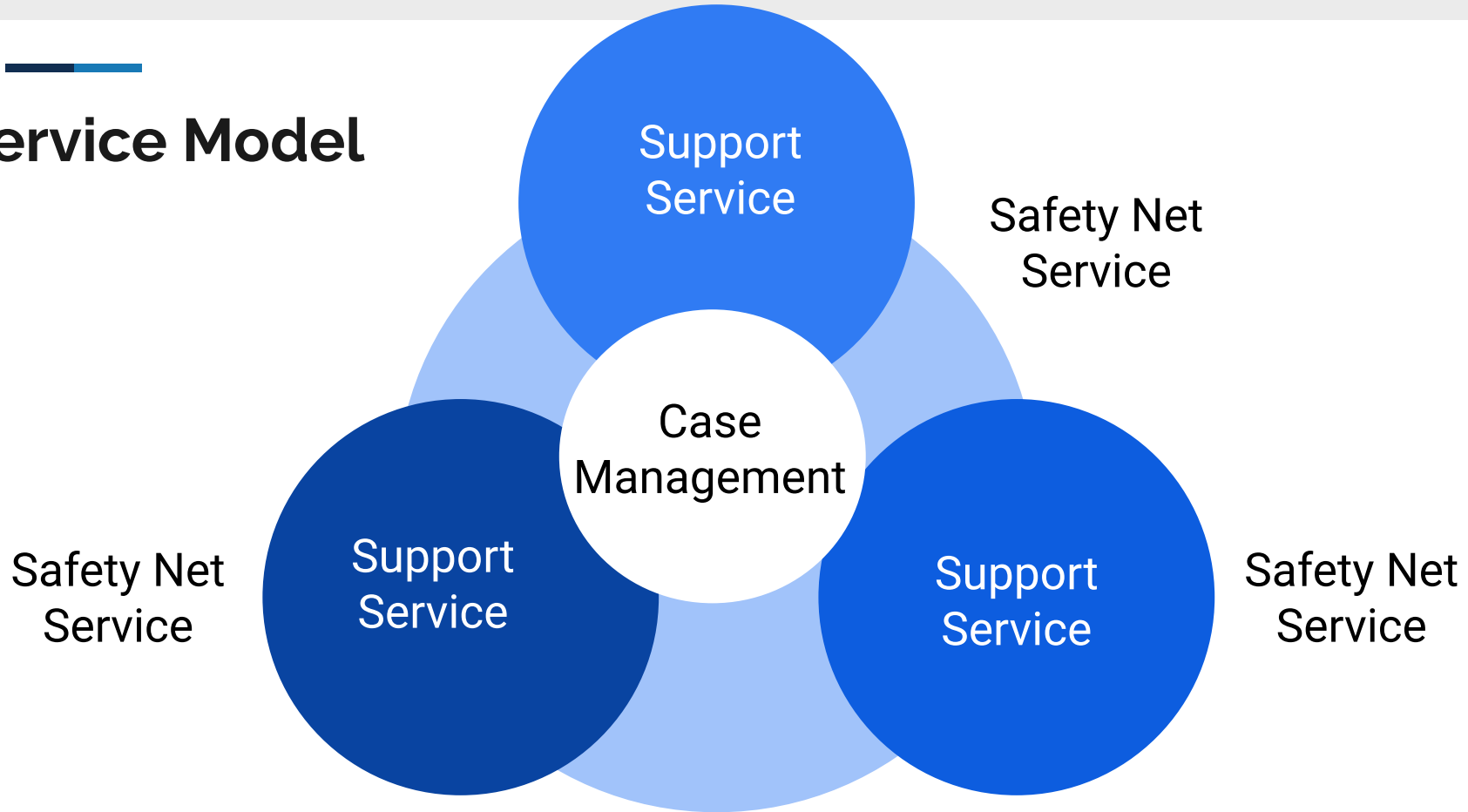
- Addresses a specific need
- Time limited - relationship ends when service provision ends
- Fee for Service basis/consideration for administrative costs



Safety Net Services

- Addresses basic/emergency needs (e.g. food, hygiene, shelter)
- Able to address emergency needs
- Reaches households at multiple levels of stability
 - Temporary provision of services to maintain HH stability
 - Entry to deeper case management

Service Model



What are the next steps?



Timeline

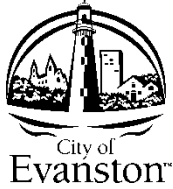
- **Case management and safety net services**
 - Applications open in March
 - HCDA/MHB meetings in April
 - Council approval in May
 - Agreements in June
- **Support services**
 - Identify needs
 - Determine providers and payment schedules

Questions?



Feedback using Jamboards





Memorandum

To: Members of the Social Services Committee

From: Johanna Leonard, Community Development Director
Sarah Flax, Housing and Grants Manager
Jessica Wingader, Sr. Grants & Compliance Specialist

Subject: Social Services Committee 2022 Proposed Meeting Dates

Date: November 11, 2021

Recommended Action:

Staff recommends approval of the Social Services Committee proposed meeting dates for 2022.

Summary:

The Social Services Committee meeting is held on the second Thursday of each month (except where noted) virtually via Zoom Program pursuant to 5 ILCS 1120/7(2), otherwise in person at the Lorraine H. Morton Civic Center, 2100 Ridge Avenue in Lighthouse Conference Room 2402 located on the 2nd floor.

The proposed 2022 meeting dates are as follows:

Thursday, January 13, 2022
Thursday, February 10, 2022
Thursday, March 10, 2022
Thursday, April 14, 2022
Thursday, May 12, 2022
Thursday, June 9, 2022
Thursday, July 14, 2022
Thursday, August 11, 2022
Thursday, September 8, 2022
Thursday, October 13, 2022
Thursday, November 10, 2022
Thursday, December 8, 2022