



SOCIAL SERVICES COMMITTEE

Thursday, December 9, 2021

Remotely at 6:30 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 NOVEMBER 11, 2021

V. CASE MANAGEMENT/SAFETY NET REPORTING STRUCTURES

Order of agenda items is subject to change

VI. FY2022 ANTICIPATED AVAILABLE FUNDS

VII. 2022 APPLICATION CYCLE

VIII. STAFF REPORT

IX. ADJOURNMENT

The next meeting of the Social Services Committee is scheduled January 13, 2022 at 7PM.



MEETING MINUTES
SOCIAL SERVICES COMMITTEE
Thursday, October 14, 2021 7:00 PM

Social Services Committee

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

Members Absent: S. Lackey

Staff: S. Flax, J. Wingader

Call to Order / Declaration of Quorum

Chair Olds Frey called the meeting to order at 7:04 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 6-0.

Public Comment

No public comment.

Approval of the Meeting Minutes for October 14, 2021

Councilmember Reid moved approval of the meeting minutes for October 14, 2021, seconded by Mr. Ohanian; a roll call vote was taken and the motion passed 6-0.

Support Services Discussion

Staff provided a review of the steps taken to research support services including information gathered from other City staff/departments, agencies applying for FY2021 funding, and other community partners working with vulnerable populations; Chair Olds Frey then opened discussion. There was discussion about the fee for service model and how it could impact revenue streams for providers that accept Medicaid and other types of insurance. Chair Olds Frey provided information about Medicaid eligible services and the rules around payment/reimbursement; highlighting challenges of payments following individuals as opposed to grants to support staff and services. There was discussion about structuring reporting around hours served and ways to get people into services rapidly. There was discussion about services covered by Medicaid, the challenges to enroll participants and the challenges agencies face when seeking reimbursement. The Committee reviewed federal income guidelines to better understand the targeted population. Chair Olds Frey was able to confirm federal poverty levels for individuals and families; she also confirmed that the biggest challenge Medicaid eligible households faced was the enrollment process.

Members considered participant barriers including long waiting lists and the lack of representation for BIPOC populations; there was also discussion about the challenges providers face including the difficulties of working with certain insurance plans, large caseloads, and administrative burdens and whether City funding could alleviate any barriers to services.

Staff reviewed applicants not classified as case management or safety net, including the services those agencies provide and asked the Committee for direction as to the best application of support services. Committee members spoke in support of focusing resources on mental health needs. There was discussion about the additional applicants and the services provided and discussion about ways to use support service funds to expand counseling services. Councilmember Burns reiterated the importance of working to quantify the population to be served; staff confirmed that more information would come from agencies offering case management services and committee members discussed various ways to expand mental health services. Staff confirmed that partnerships with additional providers could also be explored and Chair Olds Frey summarized the options discussed. Staff confirmed that mental health services would be the focus of support service funding and next steps include working with designated Case Management agencies to quantify the number of participants in need of additional mental health services, understand financial barriers to getting people into those services and report back on ways City funding could help address financial barriers.

2022 Meeting Dates

Members discussed a change to the proposed meeting time; there was interest in meeting earlier provided meetings were held virtually. Members agreed to change the meeting time for December to 6:30pm and approved meeting dates for 2022. Mr. Ohanian moved approval, seconded by Councilmember Reid; a roll call vote was taken and the motion approved 6-0.

ADJOURNMENT

There being no further business before the Committee, the meeting was adjourned at 8:44 pm.

Respectfully submitted,
Jessica Wingader
Senior Grants and Compliance Specialist



Memorandum

To: Members of the Social Services Committee
From: Jessica Wingader, Social Services Grants & Compliance Specialist
Subject: Case Management/Safety Net Reporting Structure
Date: December 9, 2021

Recommended Action:
For Discussion

Committee Action:
For Discussion

Summary:

This memo outlines the process of 2021 and 2022 reporting. Taking into account the late release of funds and the new reporting requirements, information collected in 2021 reports will be used as a baseline to measure ongoing progress in 2022 and could be used to inform and refine future reporting. Staff will work with agencies to collect reports for 2021 outcomes/participants in January 2022 and will provide an update to the Committee at the February meeting. The Committee will then be able to consider reviewing applicant classifications and draft allocation awards for 2022. New programs may have slightly different criteria given the time needed to initiate them.

Staff is working with agencies to unify reporting based on the required criteria detailed in the applications. Agencies providing holistic Case Management services will be evaluated based on the following criteria:

- Ability to enroll new Evanston clients during a 12-month period; Evanston clients comprise significant percentage of total clients served
 - For calendar year 2021, agencies will report on the total population served, the number of Evanston residents served and the number of new Evanston residents served in the calendar year
 - Case management services identify how individuals/households are “underserved” and help connect participants to needed resources
- Development of participant-centered service plans in partnership with participants that have specific, measurable outcomes with strategies and timeframes to achieve goals. Service plans should also document provision of needed support services/referrals

- Agencies report the number of service plans for Evanston participants, the number of referrals made since 1/1/2021 and the number of additional services provided to participants as a result of referrals
- Agencies will quantify the number of new service plans created and the number of service plans completed during reporting period
- Agencies will report the number of participants connected to/registered with appropriate referral sources
- Regular meetings with established outcomes to monitor progress and provide support
 - Agencies will report aggregate attendance information for Evanston participants
- Referrals made to needed support services and tracking to ensure services have been received
 - Agencies will report aggregate referral information including types of needed services for Evanston residents

Applicants receiving funds for Safety Net services will be evaluated based on the following criteria:

- Provision of low-cost/no cost services that enable individuals/households to cope with specific, limited-time hardship or unaddressed need and prevent further destabilization
 - Agencies will report the number of low-cost/no cost services provided to Evanston residents and/or the number of service hours provided if applicable
- Serve as a gateway to deeper case management services when needed or as appropriate
 - Agencies will report the number of Evanston participants enrolled in deeper services including, but not limited to, case management, counseling, IEPs, etc.
- Result in a measurable improvement to the wellbeing of participants by addressing a basic need
 - For calendar year 2021, agencies will report on the total population served, the number of Evanston residents served and the number of new Evanston residents served in the calendar year

Attachments:

[Case Management Report Form -PREVIEW](#)

[Safety Net Report Form -PREVIEW](#)

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City of Evanston

Community Development

CLOSED Deadline 4/21/2021

FY 2021 Case Management Services

SHOW DESCRIPTION

SHOW REQUIREMENTS

SHOW RESTRICTIONS

Resource Library [\[hide this\]](#)

Applicant View

Application Status: Not Submitted

[Apply Now/Start Application](#)

Summary

Application Questions

Budget

Program Outcomes

Documents

Report

Report Totals

[Ask a Report Question](#)

(answers are saved automatically when you move to another field)

Instructions [Show/Hide](#)

Period 1 report covers Jan 1-October 31, 2021. Report 2 covers November 1-December 31, 2021. Reports 3-6 will be for each quarter in calendar year 2022. You will enter data into ZoomGrants about: Beneficiaries (total unduplicated persons served, unduplicated Evanston residents, and unduplicated low/moderate income persons served); Accomplishments (progress against performance goals in your subrecipient agreement); and a Narrative Report. You will upload your Source Documents for all grant-funded expenses, as pdfs below. If staffing is paid with grant funds, time & activity tracking must be provided if individuals being paid with grant funds also work on other programs that are not grant funded.

Report 1: 12/29/2021

Report 2: 1/21/2022

Report 3: 4/15/2022

Report 4: 7/15/2022

Report 5: 10/17/2022

Report 6: 1/16/2023

Report 1: 12/29/2021

Submit Report 1

1. Individuals enrolled as of December 31, 2020

Please indicate the total number of program participants as of 12/31/20

EVANSTON RESIDENTS ONLY

TOTAL

2. Number of service plans as of January 1, 2021

EVANSTON RESIDENTS ONLY

TOTAL

3. Individuals Served - EVANSTON RESIDENTS

CONTINUING

NEW

4. Individuals Served - TOTAL (Evanston + Non-Evanston)

CONTINUING

NEW

5. Family Income - NEW, EVANSTON RESIDENTS

Report new Evanston residents from question #3

Very Low - Less than 30% of median

Low - Less than 50% of median

Moderate - Less than 80% of median

Not Low/Moderate - 80%+ of median

6. Family Income - NEW, TOTAL (Evanston + Non-Evanston)

Report new participants from question #4

Very Low - Less than 30% of median

Low - Less than 50% of median

Moderate - Less than 80% of median

Not Low/Moderate - 80%+ of median

7. Special Needs - NEW, EVANSTON RESIDENTS

Report new Evanston residents from question #3

Homeless

Female-Headed Households

Disabled/Special Needs

8. Special Needs - NEW, TOTAL (Evanston + Non-Evanston)

Report new participants from question #4

Homeless

Female-Headed Households

Disabled/Special Needs

9. Race & Ethnicity - NEW EVANSTON RESIDENT CLIENTS ONLY

Report new Evanston residents from question #3

White / Non-Hispanic

White / Hispanic

Black-African American / Non-Hispanic

Black-African American / Hispanic

Asian / Non-Hispanic

Asian / Hispanic

American Indian-Alaskan Native / Non-Hispanic

American Indian-Alaskan Native / Hispanic

Native Hawaiian-Other Pacific Islander / Non-Hispanic

Native Hawaiian-Other Pacific Islander / Hispanic

American Indian-Alaskan Native & White / Non-Hispanic

American Indian-Alaskan Native & White / Hispanic

Asian & White / Non-Hispanic

Asian & White / Hispanic

Black-African American & White / Non-Hispanic

Black-African American & White / Hispanic

American Indian-Alaskan Native & White / Non-Hispanic

American Indian-Alaskan Native & White / Hispanic

Other Multi-Racial / Non-Hispanic

Other Multi-Racial / Hispanic

10. Enter the race/ethnicity of persons served in the table below for TOTAL UNDUPLICATED PERSONS SERVED.

Report new participants from question #4

White / non-Hispanic

White / Hispanic

Black-African American/ non-Hispanic

Black-African American/ Hispanic

Asian / non-Hispanic

Asian / Hispanic

American Indian-Alaskan Native / non-Hispanic

American Indian-Alaskan Native / Hispanic

Native Hawaiian-Other Pacific Islander / non-Hispanic

Native Hawaiian-Other Pacific Islander / Hispanic

American Indian-Alaskan Native & White / Non-Hispanic

American Indian-Alaskan Native & White / Hispanic

Asian & White / non-Hispanic

- Asian & White / Hispanic
- Black-African American & White / Non-Hispanic
- Black-African American & White / Hispanic
- American Indian-Alaskan Native & White / Non-Hispanic
- American Indian-Alaskan Native & White / Hispanic
- Other multi-racial / non-Hispanic
- Other multi-racial / Hispanic

11. Age information (Evanston Residents)

Report new Evanston residents from question #3

- Children under 18
- Adults 18-64
- Senior Citizens 65+

12. Age Information (all new participants)

Report new participants from question #4

- Children under 18
- Adults 18-64
- Senior Citizens 65+

13. Number of client contacts in report period

Contacts can include in-person visits and phone calls

EVANSTON RESIDENTS ONLY

TOTAL

14. Number of new service plans created in report period.

EVANSTON RESIDENTS ONLY

TOTAL

15. Number of support service referrals made

EVANSTON RESIDENTS ONLY

TOTAL

16. Number of support services accessed without support services payments

EVANSTON RESIDENTS ONLY

17. Number of support services accessed with support services payments

EVANSTON RESIDENTS ONLY

18. Number of service plans completed in report period.

EVANSTON RESIDENTS ONLY

TOTAL

19. Narrative Report. Include information about case management enrollment/services and participant accomplishments; referrals to support services including service partners; problems or changes that have significantly impacted case management delivery, including financial issues or staffing changes.

Maximum characters: 255. You have characters left.

20. Additional narrative report. Please use the space provided below for more detailed information about case management activities and accomplishments. Please write NA in the question above if more space to provide information is preferred.

Maximum characters: 3500. You have characters left.

Documents Requested *	Required?	Uploaded Documents *
Source Documents for MHB and/or CDBG-funded Expenses. May include invoices for any supplies purchased, payroll records for staffing and time & activity tracking for staff that also work on non-CDBG and/or MHB funded programs or activities.	-none-	Upload
Financial Report (Optional). Updates to Funding Sources/Revenues and Funding Uses/Expenses under "Program Outcomes" tab required.	-none-	Upload
2019 CDBG-MHB Application review Meeting Schedule. Please note that the order in which applications will be reviewed is not finalized.	-none-	Upload
Source Documents	-none-	Upload

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City of Evanston

Community Development

CLOSED Deadline 10/6/2021

FY 2021 Safety Net Services

SHOW DESCRIPTION

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Resource Library [\[hide this\]](#)

Applicant View

Application Status: Not Submitted

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Report 1: 12/29/2021

Report 2: 1/21/2022

Report 3: 4/15/2022

Report 4: 7/15/2022

Report 5: 10/17/2022

Report 6: 1/16/2023

Report 1: 12/29/2021

Submit Report 1

1. Individuals/Households enrolled as of December 31, 2020

EVANSTON RESIDENTS ONLY

TOTAL

2. Individuals Served - EVANSTON RESIDENTS

NEW

CONTINUING

3. Individuals Served - TOTAL (Evanston + Non-Evanston)

NEW

CONTINUING

4. Family Income - NEW, EVANSTON RESIDENTS

Report new Evanston residents from question #2

Very Low - Less than 30% of median

Low - Less than 50% of median

Moderate - Less than 80% of median

Not Low/Moderate - 80%+ of median

5. Family Income - NEW, TOTAL (Evanston + Non-Evanston)

Report total participants from question #3

Very Low - Less than 30% of median

Low - Less than 50% of median

Moderate - Less than 80% of median

Not Low/Moderate - 80%+ of median

6. Special Needs - NEW, EVANSTON RESIDENTS

Report new Evanston residents from question #2

Homeless

Female-Headed Households

Disabled/Special Needs

7. Special Needs - NEW, TOTAL (Evanston + Non-Evanston)

Report new participants from question #3

Homeless

Female-Headed Households

Disabled/Special Needs

8. Race & Ethnicity - NEW EVANSTON RESIDENT CLIENTS ONLY

Report new Evanston residents from question #2

White / Non-Hispanic

White / Hispanic

Black-African American / Non-Hispanic

- Black-African American / Hispanic
- Asian / Non-Hispanic
- Asian / Hispanic
- American Indian-Alaskan Native / Non-Hispanic
- American Indian-Alaskan Native / Hispanic
- Native Hawaiian-Other Pacific Islander / Non-Hispanic
- Native Hawaiian-Other Pacific Islander / Hispanic
- American Indian-Alaskan Native & White / Non-Hispanic
- American Indian-Alaskan Native & White / Hispanic
- Asian & White / Non-Hispanic
- Asian & White / Hispanic
- Black-African American & White / Non-Hispanic
- Black-African American & White / Hispanic
- American Indian-Alaskan Native & White / Non-Hispanic
- American Indian-Alaskan Native & White / Hispanic
- Other Multi-Racial / Non-Hispanic
- Other Multi-Racial / Hispanic

9. Enter the race/ethnicity of persons served in the table below for TOTAL UNDUPLICATED PERSONS SERVED.

Report new participants from question #3

- White / non-Hispanic
- White / Hispanic
- Black-African American/ non-Hispanic
- Black-African American/ Hispanic
- Asian / non-Hispanic
- Asian / Hispanic
- American Indian-Alaskan Native / non-Hispanic
- American Indian-Alaskan Native / Hispanic
- Native Hawaiian-Other Pacific Islander / non-Hispanic
- Native Hawaiian-Other Pacific Islander / Hispanic
- American Indian-Alaskan Native & White / Non-Hispanic
- American Indian-Alaskan Native & White / Hispanic
- Asian & White / non-Hispanic
- Asian & White / Hispanic
- Black-African American & White / Non-Hispanic
- Black-African American & White / Hispanic

American Indian-Alaskan Native & White / Non-Hispanic

American Indian-Alaskan Native & White / Hispanic

Other multi-racial / non-Hispanic

Other multi-racial / Hispanic

10. Age information (Evanston Residents)

Please enter the number of NEW EVANSTON RESIDENTS served in each category. Number reported from question #2

Children under 18

Adults 18-64

Senior Citizens 65+

11. Age Information (all new participants)

Please enter the number of new participants served for this period in each category. Number reported from question #3

Children under 18

Adults 18-64

Senior Citizens 65+

12. Were Evanston residents seeking services turned away and, if so, what are the reasons?

The objective is to determine if Evanston residents are unable to access services due to factors such as space limitations and/or staff capacity.

Maximum characters: 255. You have characters left.

13. Provide the length of time between initial contact with individuals seeking service and provision of

services. Describe any barriers to rapid provision of services to new participants and steps to address them.

Maximum characters: 3500. You have characters left.

14. Narrative Report. Include information about safety net services provided including number and type, hours of service, and problems or changes that have significantly impacted service delivery, including financial issues or staffing changes.

Maximum characters: 255. You have characters left.

15. Number of participants enrolled in deeper services within the agency.

EVANSTON RESIDENTS ONLY

TOTAL

16. Please provide a brief description of deeper services provided.

Maximum characters: 3000. You have characters left.

17. Number of participants referred externally for deeper/additional services.

EVANSTON RESIDENTS ONLY

TOTAL

18. Describe the types of services and agencies/programs to which participants were referred.

Maximum characters: 3000. You have characters left.

Documents Requested *	Required?	Uploaded Documents *
Source Documents for grant-funded Expenses. May include invoices for any supplies purchased, payroll records for staffing and time & activity tracking for staff that also work on non-grant funded programs or activities.	-none-	Upload
Financial Report (Optional). Updates to Funding Sources/Revenues and Funding Uses/Expenses under "Program Outcomes" tab required.	-none-	Upload
	-none-	Upload
Source Documents	-none-	Upload

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Memorandum

To: Members of the Social Services Committee
From: Jessica Wingader, Social Services Grants & Compliance Specialist
Subject: FY 2022 Anticipated Available Funds
Date: December 9, 2021

Recommended Action:
For Discussion

Committee Action:
For Discussion

Summary:

This memo outlines the estimated funds that will be available for calendar year 2022. The Social Services Committee is responsible for making allocation recommendations for public/social services; these allocation recommendations are funded from the City of Evanston's Human Services Fund and the 15% of the City's Community Development Block Grant that may be used for public services.

The Human Services Fund is supported through a dedicated property tax levy created for benefits such as education, food subsidies, health care, and other services identified to improve the life and living conditions of low/moderate income residents including children, people with disabilities, the elderly, and those seeking assistance in Evanston. The Fund protects Evanston's most vulnerable residents by providing individuals and families with access to services that promote self sufficiency and well-being. Human Service Fund distributions to community organizations through the Social Services Committee (previously the Mental Health Board) total \$736,373.

As in past years, CDBG funding is an estimate because FY2022 appropriations have not been approved. Staff estimates \$1,800,00 in FY2022 CDBG Entitlement funds. In addition to \$102,500 in 2021 program income for a total of \$1,902,500 for 2022. The amount available for Public Services is 15% of that total, or \$285,375.

Combined with the amount available from the Human Services fund, staff anticipates \$1,021,748 for social services in FY 2022. Assuming there are no significant changes to our CDBG entitlement grant, this amount will be \$149,934 less than the amount available to allocate in FY2021.

2021 Funding:

Estimated 2022 Funding:

Human Service Fund	\$736,373	Human Service Fund	\$736,373
CDBG-PS	\$283,576	CDBG-PS	\$285,375
2020 CDBG reallocated for COVID needs	\$124,733		0
Total	\$1,171,682	Total	\$1,021,748

2021 Allocations:

Case Management	\$367,693
Safety Net	\$602,577
Support Services	\$201,412

The amount of CDBG available may change marginally based on the City's actual 2022 CDBG entitlement grant and any additional program income received before year end 2021. If receipt of the 2022 CDBG grant results in a substantive increase in Public Services funding, the committee may want to consider identifying specific categories (Case Management, Safety Net or Support Services) or specific applications that may be underfunded that could be prioritized for funding.

Awards will be allocated and spent in FY2022, but may not be finalized until the City receives notice of its CDBG award from HUD - which typically happens in April. However, agencies need award commitments, ideally in the first quarter, in order to provide services in calendar year 2022. It is the goal of staff to have allocations reviewed by City Council after the City receives finalized grant amounts from HUD but before most agencies have to close their fiscal year; most agencies are on a July 1 - June 30 fiscal year. Allocation recommendations will be reviewed by the Human Services Committee and City Council prior to the end of the second quarter. Human Service Funds could be used to provide initial disbursements to awarded agencies if CDBG funds are not available until the third quarter, as usual.



Memorandum

To: Members of the Social Services Committee
From: Jessica Wingader, Social Services Grants & Compliance Specialist
Subject: 2022 Application Cycle
Date: December 9, 2021

Recommended Action:
For Discussion

Committee Action:
For Discussion

Summary:

This memo reviews the timeline for the 2022 application cycle and takes the delayed 2021 grant process into consideration, its resulting impacts on agencies, and the downstream effects on the 2022 grant cycle given process dependencies.

Historically, the grant cycle begins in July of the prior year with an August deadline to submit applications; hearings occur in September and final allocations are submitted to Human Services and City Council in November and December respectively. This timeline allows agencies to plan their fiscal year, which often runs from July-June. It also allows staff to finalize agreements in January for that calendar year's grant program. The late conclusion of the 2021 application process delayed the start of the application process for 2022. Staff is asking the Committee to review agency performance reports for 2021 outcomes and applicant classifications in February, and consider approving award allocations for the 2022 calendar year in the first quarter of 2022. Should the Committee agree to make similar allocation recommendations for 2022, staff would be able to initiate 2022 Agreements in the first or second quarter of 2022.

Staff proposes a review of allocation awards for 2022 services early in the first quarter to provide agencies stability of funding given the delays to the 2021 grant cycle. With direction from the Committee, staff would provide a summarization of 2021 outcomes at the February meeting. If the Committee agrees to finalize allocation recommendations for 2022 at the February meeting, reporting for 2022 would continue quarterly for the remainder of 2022.