



AGENDA
Social Services Committee
Thursday, March 10, 2022
Lorraine H. Morton Civic Center Room 2402 7:00 PM

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

Page

1. CALL TO ORDER/DECLARATION OF A QUORUM

2. SUSPENSION OF THE RULES

Members participating electronically or by telephone

3. APPROVAL OF MEETING MINUTES FROM FEBRUARY 10 & FEBRUARY 18, 2022

- A. [DRAFT ssc-minutes-20220210.docx](#) 3 - 4
- B. [DRAFT ssc-minutes-20220218.docx](#) 5

4. PUBLIC COMMENT

5. SPECIAL MEETING UPDATES

- A. **Support Services Discussion Updates and Next Steps** 6 - 8
For Action
[Support Services Discussion Updates and Next Steps - Attachment - Pdf](#)
- B. **Funding Recommendations for Applications Not Eligible Under Case Management or Safety Net Services** 9 - 10
For Action
[Funding Recommendations for Applications Not Eligible Under Case Management or Safety Net Services - Attachment - Pdf](#)

6. STAFF REPORT

- A. **Outcomes for Case Management and Safety Net Services** 11 - 16
[CM & SN 2021 Report Outcomes.docx](#)
- B. **Draft 2021 CAPER**

7. PUBLIC COMMENT

8. ADJOURNMENT



Draft

MEETING MINUTES
SOCIAL SERVICES COMMITTEE
Thursday, February 10, 2022 7:00 PM

Social Services Committee

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

Members Absent: D. Cravens, S. Olds Frey

Staff: S. Flax, J. Wingader

Call to Order / Declaration of Quorum

Vice Chair Ohanian called the meeting to order at 7:04 pm.

Suspension of Rules

Councilmember Reid moved approval, seconded by Ms. Lackey; a roll call vote was taken and the rules to suspend to allow for virtual participation were approved 6-0.

Approval of the Meeting Minutes for December 9, 2021

Councilmember Reid moved approval of the meeting minutes for December 9, 2021, seconded by Mr. Ohanian; a roll call vote was taken and the motion passed 6-0.

Public Comment

No public comment

Staff Report

Staff provided information about the public comment period for the Draft FY2022 Action Plan and Amended Citizen Participation Plan. Staff also reported that Metropolitan Family Services has declined the 2021 award due to reorganization; the agency recently acquired the Howard Area Community Center to become the Metropolitan Family Services Howard & Evanston Community Center.

Support Services

A. Funding Recommendations for Applicants Not Eligible Under Case Management or Safety Net Services

There was discussion about applicants

B. Discussion of Next Steps Relating to Funding Support Services; Consideration of Formation of a Working Group

Committee discussed forming a working group; several members expressed interest. .

Discussion of Applicant Classification

Page 1 of 2
Social Services Committee
February 10, 2022

Draft

There was discussion

Adjournment

There being no further business before the Committee, the meeting was adjourned at 8:11 pm.

Respectfully submitted,
Jessica Wingader
Senior Grants and Compliance Specialist



Draft

MEETING MINUTES
SOCIAL SERVICES COMMITTEE
Friday, February 18, 2022 12:00 PM

Social Services Committee

Members Present: Councilmember Reid, Councilmember Burns, A. Ngola

Members Absent: D. Cravens, D. Ohanian, A. Sood, S. Lackey, S. Olds Frey

Staff: S. Flax, J. Wingader

Call to Order / Declaration of Quorum

Amanda Ngola agreed to act as Chair and called the meeting to order at 12:04 pm.

Public Comment

No public comment

Support Services

A. Funding Recommendations for Applicants Not Eligible Under Case Management or Safety Net Services

There was initial discussion about the Committee's decision to focus support services funding on mental health and the various needs for specific mental health services including psychiatric services, diagnostic services, and counseling. Members agreed to recommend to the full committee to vote to not fund applicants that did not fit under the categories of Case Management or Safety Net services. They shared ideas for service components that would be important to include in an RFP, specifically the provision of telehealth and ability to provide services at various locations. There was additional discussion about how to divide the amount between identified areas of need. Staff noted that additional information would be needed around cost structures associated with services; members noted that it would be important to identify outcomes prior to drafting any RFPs. Ms. Ngola defined two issues that funding could be used to address: lack of providers and long wait lists. Members agreed that funding agencies that already work with case management agencies might be beneficial. There was discussion about focusing resources on uninsured populations. Members noted that Impact Behavioral Health Partners and Trilogy, Inc. could provide services; there was agreement that any and all providers would be eligible to submit proposals.

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
CC: Sarah Flax, Housing & Grants Manager
Subject: Support Services Discussion Updates and Next Steps
Date: March 10, 2022

Recommended Action:

Based on the Social Service Committee's decision to direct Support Service funds to mental health and the discussion held at the special meeting on February 18, 2022, staff requests that the Social Services Committee vote to determine the mental health services this funding will provide for Evanston residents participating in holistic case management. Staff additionally requests the Committee discuss components of service agreements and form a working group that would work with staff to draft a Request For Proposal or Fee-for-Service Agreement(s).

Funding Source:

Funds totaling \$201,412, from the Human Services Fund are available for allocation to support the mental health needs of Evanston residents engaged in a case management relationship including low- moderate- income participants and BIPOC households.

Committee Action:

For Action

Summary:

At the Social Services Committee held November 11, 2021, Committee members agreed to focus funds designated for Support Services on mental health. This decision was reiterated at the special meeting held February 18, 2022. These funds, totaling \$201,412, could be used to increase capacity for Evanston residents in case management to receive needed mental health services that are challenging for program participants to obtain.

To more clearly understand and define areas of Support Services needs, staff held meetings with agencies and collected information from reports submitted in ZoomGrants. The common areas of unmet need or lack of capacity include the following:

- Counseling (individual and group)
- Psychiatric Services, especially for children
- Diagnostic Services

Community partners providing these services include, but are not limited to, Erie Family Health Center, Turning Point, Trilogy, Inc., The Family Institute at Northwestern University, and Thresholds. At the special meeting in February participants discussed using Support Service funds to increase capacity to serve Evanston residents in all three service areas. While the number of participants needing these services may fluctuate, staff acknowledges that available funds may not be sufficient to address demand. There was general consensus that, since this was the first year in the new allocation process, participants were open to allocating funds to support all three service areas. Staff requests a vote by the Committee to decide which services funds should support.

Additionally, further exploration is needed to understand how Support Services funding could be used to expand services for Evanston residents engaged in case management through existing partnerships with these agencies or others, including sole practitioners; agreements with private practitioners and for-profit organizations could be included in the process. These services could be provided on a fee for service basis or through a Request for Proposal (RFP) process.

Fee for service agreements can be ideal for mental health services because the services to be provided would be clearly defined, services could be provided to a variety of recipients coming from different/multiple referral partners, and the process works within a competitive market. Through a fee for service agreement the following would be identified:

- When the service would start
- Specific details of the service to be provided
- The payment and method of payment
- Terms of termination of services
- Terms of confidentiality

Staff proposes using the most recent Community Based Behavioral Health Fee Schedule provided by the Illinois Department of Healthcare and Family Services to understand basic fees for services, recognizing that this fee schedule could be a guide and not a requirement. Additionally, a surcharge could be provided to practitioners whose culture reflects the people they would be serving.

The RFP's purpose is to allow the City to make an objective, informed procurement decision. Basic elements include:

- Background and introduction
- Project goals and scope of services
- Anticipated selection schedule
- Time and place of submission of proposals
- Timeline
- Elements of proposal
- Evaluation criteria
- Possible challenges
- Budget

Participants of the special meeting in February agreed that the ability to provide telehealth services and services at specified locations would be important components to consider. Staff requests that the Committee appoint a working group to further define components of the RFP or Fee-for-Service Agreements.



Memorandum

To: Members of the Social Services Committee
From: Jessica Wingader, Social Services Grants & Compliance Specialist
CC: Sarah Flax, Housing & Grants Manager
Subject: Funding Recommendations for Applications Not Eligible Under Case Management or Safety Net Services
Date: March 10, 2022

Recommended Action:

Staff requests that the Social Services Committee decline applications that do not fall under the category of Case Management or Safety Net services, which are Northwest CASA, Shore Community Services, Trilogy, Inc., and Youth Job Center. This action implements the Social Service Committee's decision to direct the unallocated funds totaling \$201,412 to fund mental health support services for case management clients.

Committee Action:

For Action

Summary:

At the Social Services Committee held November 11, 2021, Committee members agreed to focus funds designated for Support Services on mental health. This decision requires the Committee to take action to resolve the status of the funding requests by Northwest CASA, Shore Community Services, Trilogy, Inc., and Youth Job Center, as discussed at the special meeting held February 18, 2022. These funds, totaling \$201,412, will be used to provide mental health services for Evanston residents in holistic case management, which were identified by case management agencies as needed.

Applicants Not Funded as Case Management or Safety Net:

There are four agencies that have received City support in past years whose programs do not align with case management or safety net service requirements.

Trilogy, Inc.

Trilogy requested funding to provide community based mental health intake services; prior year funding has been used to support half the salary of a full-time intake employee who devotes half of their time to working with Evanston residents. The intake staff member, historically supported with City funds, performs targeted outreach to engage vulnerable people who are unable to access services independently. Initial intake services may not be billable and staff

time cannot be charged to insurance payers; City funds are used to offset costs and cover non-billable services and staff time. As stated above, diagnosis is the first step to access deeper counseling services that can be provided by Trilogy or through referrals to other agencies. Participants have been referred by Connections, Evanston Police Department, local hospitals and nursing homes. In addition, Evanston residents are able to contact the agency directly to receive intake services from the agency's intake team.

Northwest CASA

Northwest CASA provides comprehensive sexual violence services including advocacy at hospitals, police stations and courthouses throughout Cook County by trained volunteers, and counseling to victims of sexual assault. Prior year funding supported advocacy/counseling staff and occupancy costs. There is overlap in advocacy services provided by City's Victim Advocate staff and Northwest CASA. Counseling is specific to sexual assault victims and referrals come primarily from the agency's 24/7 crisis hotline and local hospitals. City funding would not directly increase services to Evanston residents or the Agency's capacity to assume new clients. Staff does not recommend funding because the number of Evanston residents served in prior years has shown no direct correlation to City funding provided. A fee for service agreement for Evanston residents provided by case management partners does not appear to be feasible based on the specific focus of counseling services provided.

Shore Community Services

Shore's Residential Services program provides home based support to children and adults with intellectual and other developmental disabilities living in Evanston/Skokie with the goal of helping participants remain in the least restrictive living arrangements. This agency does not provide direct mental health services which is the Committee's funding priority for support services.

Youth Job Center

The Youth Job Center offers job skills training and employment services that help participants 14-25 years of age explore career interests and find employment that ultimately offers a living wage and career advancement. This agency does not provide direct mental health services which is the Committee's funding priority for support services.

Conclusion:

Participants of the February special meeting agreed that all agencies offering eligible services, including those not funded under the Case Management or Safety Net services categories, could respond to future RFPs or RFQs for mental health services.

City of Evanston
2100 Ridge Avenue
Evanston, IL 60201



2021 Case Management & Safety Net Services Report Outcomes
March 10, 2022

| CASE MANAGEMENT SERVICES | | | | |
|---|--|---|--|---|
| Agency | Residents Served/ Percent & Service Plans | Client Contacts & Service Plans | Referrals | Outcomes including most challenging referrals, participant accomplishments, number of completed service plans, and number of participants who are no longer receiving services. |
| Family Focus: <i>Case Management Programs</i> Award: \$125,000 | New: 107 Total: 394 | Contacts: 4,363 New Service Plans: 134 | Referrals: 247 Services: 99 | Family Focus was able to engage over 30 families in case management; approximately 22 services plans were completed during Nov/Dec period. Challenges to programming include transition from in-person services to virtual, increased administrative burden around documentation of service provision including phone calls, video chats, and services provided outside of Center, and challenges completing enrollments virtually. Additionally, there are challenges connecting participants to referrals - more staff time is required to ensure participants connect to referral services that may also be offered virtually. Home Visiting/Parent Education was most affected and agency reports challenges to securing equipment and internet service. Cultural enrichment field trips were canceled or postponed. Agency partnered with Kid Create Change Organization to provide weekly virtual workshops and art kits; activities included poetry, spoken word and peer group services. Agency worked to provide hazard pay to home visitors and front-line staff. 40 participants disengaged from services in FY21. |
| Housing Authority of Cook County: <i>Case management for senior buildings</i> Award: \$70,000 for 2022 year | NA | NA | NA | Award will provide a full time case manager starting in 2022 to work with residents of Walchirk and Perlman, housing for low/moderate income seniors and people with disabilities. Residents need assistance enrolling in and coordinating health and wellbeing services including benefits enrollment, subsidized food programs, mental health/behavioral and medical services. Agency currently has a partnership with Thresholds to provide biweekly case management and a part-time case manager. |

City of Evanston
2100 Ridge Avenue
Evanston, IL 60201



| | | | | |
|---|------------------------------|---|---|---|
| <p>Infant Welfare Society of Evanston: <i>Teen Baby Nursery - IWSE</i></p> <p>Award: \$75,000</p> | <p>New: 7 Total: 12</p> | <p>Contacts: 11</p> <p>New Service Plans: 8</p> | <p>Referrals: 8</p> <p>Services: 13</p> | <p>IWS served 27 families and completed 18 service plans in 2021; the most challenging referrals included affordable housing and housing subsidies and stable employment that offers a living wage. Accessing needed services was especially challenging given the average age of young parent participants. Goal attainment included: 3 families completing education goals, 2 completing housing goals, 3 completing job training, 1 in financial planning and 2 received additional support for mental health. Agency was able to host virtual workshops; topics included educational growth & development for children, budgeting, home stability and food safety. No participants disengaged from services in FY21.</p> |
| <p>James B. Moran Center: <i>Moran Center Case Management Services Program</i></p> <p>Award: \$75,000</p> | <p>New: 15 Total: 85</p> | <p>Contacts: 3,525</p> <p>New Service Plans: 15</p> | <p>Referrals: 68</p> <p>Services: 37</p> | <p>The need for case management services remained high as a result of the pandemic; clients required more intensive services. Participant needs: 30/80 need housing referrals, 40/80 need mental health services (specifically psychiatric & medication management), and 50/80 need workforce development support. In the second report period 25/73 need housing, 25/73 need mental health services and 40/73 need workforce development support. Partners include: AMITA, CoE Youth & Young Adult, Connections, Curt's Cafe, Erie, IWS, Peer, Josselyn Center, Turning Point, Evanston Rebuilding Warehouse, YJC and YOU. 11 participants secured housing, 25 found employment, 33 received mental health support, 22 earned a driver's license, and all were connected to basic necessities including food. 6 participants disengaged from services in FY21.</p> |
| <p>Youth & Opportunity United: <i>Case Management</i></p> <p>Award: \$57,693</p> | <p>New: 9 Total: 78</p> | <p>Contacts: 101</p> <p>New Service Plans: 39</p> | <p>Referrals: 41</p> <p>Services: 301</p> | <p>All youth engaged made progress toward service plan goals; 75 participants received updated service plans and 64 plans were completed. Staff report that there were no challenges connecting participants to additional services through referrals; the referral process between agencies in the Collective (Moran Center, YJC, etc.) has been streamlined since the pandemic. The biggest challenge was connecting youth to housing they were happy with. No participants disengaged from services in FY21.</p> |

City of Evanston
2100 Ridge Avenue
Evanston, IL 60201



| SAFETY NET SERVICES | | | | |
|--|---------------------------------------|--|--|--|
| Agency | Residents Served New/Total | Service Hours/# Served | Service Types | Referral Types & Referral Partners |
| Books and Breakfast: <i>Books and Breakfast</i> Award: \$45,000 | New: 28 Total: 257 | 215 hours per child, primarily through online tutoring | Tutoring and educational support. | Referrals for food, housing, mental health, legal, and child care. Partners include: Open Communities, Connections, Erie, Moran Center, local food pantries, camps and after school programs |
| Childcare Network of Evanston: <i>Learning Together</i> Award: \$63,400 | New: 7 Total: 19 | Due to lack of funds/late release of funds, agency had to pause program/services and suspend contracts with consultants until funds were released | LT services are provided weekly in person and/or virtually and can include: speech-language, occupational therapy, mental health consultation and services | NA due to suspension of program |
| Connections for the Homeless: <i>Connections' Drop-In, Outreach & Health Services</i> Award: \$150,000 | New: 84 Total: 443 | Agency provided 14,000 safety net services (showers, case management sessions, mental health evaluations, medical treatments, etc.) in 1st report period and 11,662 safety net services in 2nd report period | Internal referrals for 129 participants in Report 1 and 212 in report 2 for the following: - case management including initial assessments including housing eligibility and additional shelter programs - benefits assistance, enrollment in public benefits including assistance with initial applications and all | 250 Referrals made to external partners for: - Childcare - Substance abuse treatment programs (PEER Services) - Needle exchange programs (Liv4Lali) - Mental health services and psychiatric support (Trilogy Behavioral Healthcare, Erie, etc.) - Physical and dental health services (Erie Family Health Center) - Supported employment programs (Impact Behavioral health services) |

City of Evanston
2100 Ridge Avenue
Evanston, IL 60201



| | | | | |
|---|--------------------------------|--|--|--|
| | | | <p>appeals - health services consist of two nursing staff and two behavioral health specialists who provide robust physical and behavioral services</p> | <ul style="list-style-type: none"> - Legal services (Moran Center, Legal Aid Chicago, Open Communities) - Dental Services - Vision - Supportive living programs - Psychiatric services - Legal services |
| <p>Interfaith Action of Evanston: <i>Shelter, Food and Hygiene</i></p> <p>Award: \$42,500</p> | <p>New: 37 Total: 96</p> | <p>Shelter provided every night from 9pm to 7am starting Nov. 7. Shelter is provided by 9 faith communities in intervals of 3 weeks each. Participants were also encouraged to visit the hospitality center at St. Mark's open all year (7am to 11am) for breakfast and additional services.</p> | <p>Due to COVID restrictions, IA provided 20 beds (down from 38) to participants recommended by case managers. Beds are reserved provided participants are consistent in attendance. New participants are added as people are moved into the shelter operated by Connections or as they find other housing. The wait list can be up to 40 ppl long</p> | <p>All participants are referred to Connections for the Homeless where they receive case management and additional basic needs services.</p> |
| <p>James B. Moran Center: <i>Legal & Social Services</i></p> <p>Award: \$50,000</p> | <p>New: 169 Total: 304</p> | <p>Hours of legal services: Adult Criminal (70), Education Advocacy (30), Expungement (458), Juvenile (19), Juvenile Jail Side Re. (1), Restorative Justice (26), School-Based Civil Legal Clinic (133), Adult Criminal Representation (1), Housing Cases (5), and other benefits (9)</p> | | <p>88 participants received deeper services including case management and additional legal support. External referrals for workforce development, housing, substance use treatment made to Evanston Collective partners including YJC, Curt's Cafe, PEER Services, YOU, IWS and Connections.</p> |
| <p>Meals on Wheels:</p> | <p>New: 99 Total: 191</p> | <p>Clients receive 2 meals Mon-Sat. (Sat. meals doubled to cover Sunday if needed) Meals are cardiac/ diabetic friendly and low sodium. Fees are discounted for 80%</p> | | <p>Referrals included home care aids, social workers to help coordinate mental health & home care transportation to medical appointments - one</p> |

City of Evanston
2100 Ridge Avenue
Evanston, IL 60201



| | | | |
|--|--------------------------------------|---|---|
| Award: \$30,000 | | (up from 60%). Requests for friendly visits and grocery services have stopped due to COVID | resident needed a wheelchair ramp. |
| North Shore Senior Center: <i>FY2021 Case Management Services</i> Award: \$23,750 | New: 1,984 Total: 3,775 | 103 Evanston residents referred to services within North Shore. 158 Evanston residents in case management. 25 enrolled in Options Counseling. 38 Enrolled in Grandparents Raising Grandchildren. 513 participate in Benefits Assessment and Connection. 263 participate in Managed Care Organizations (Medicaid), NSSC assisted with assessments and accessing benefits. 466 participate in Community Care Program case management. These numbers are not deduplicated. | External referrals include requests for counseling/mental health, housing (subsidized housing, rental assistance, landlord/tenant issues), legal assistance, non-Title III or State funded home delivered meals and home maker services. Partners include: <ul style="list-style-type: none"> • Mental Health Case Management: Trilogy, Thresholds • Individuals with higher assets (too high for CCP) in need of services & case management: CJE Senior Life • Housing: Connection for the Homeless • Managed Care Organizations for ongoing case management of MCO participants |
| PEER Services Award: \$99,500 | New: 56 Total: 139 | PEER provides outpatient alcohol and other drug counseling and medication-assisted treatment (MAT) to adolescents and adults. MAT clinic is open beginning at 7 AM six days per week. Counselors also provide holistic case management including connections to warming centers, soup kitchens, free clothing and other basic needs, housing, employment, childcare, school, interpersonal relationships, etc. | Internal deeper services include short-term psychiatric services for clients who are dually diagnosed (mental health/substance use disorders). External referrals provided for listed needs outside of substance use (housing, basic needs, etc.) including healthcare referrals to Erie Family Health, and to mental health providers including Trilogy, Turning Point, Impact, AMITA, Family Inst.; 31 referrals made in 2021. |
| YOU: <i>Safety Net</i> Award: \$63,427 | New: 36 Total: 87 | Y.O.U. provided over 1,088 safety net services to Evanston residents, reaching at least 927 residents . Services ranged from hygiene kits distributed at outreach events on week nights and weekends to gift | 60 participants enrolled in deeper services within the agency including case management, clinical counseling, and positive youth development services (out-of-school time programming). |

City of Evanston
 2100 Ridge Avenue
 Evanston, IL 60201



| | | | |
|--|---------------------------------|--|---|
| | | cards and items distributed to families over the holidays, and referrals and case management during regular office hours | Referral partners included Moran Center, Connections, Shelter Inc, and The Harbour. 24 exited from the program |
| YWCA Evanston/North Shore: YWCA <i>Evanston/ North Shore Safety Net CY21</i> Award: \$35,000 | New: 73 Total: 103 | Report 1: 4000 hours of services to 496 clients, including 1625 hours of civil legal advocacy to 350 clients, and over 1400 hours of individual counseling to 95 clients Report 2: 540 hours of services to 172 clients, including 350 hours of legal advocacy to 118 clients, and over 150 hours of individual counseling to 55 clients | Referrals and referral partners include: Evanston Public Library's WIOA program for workforce development, PEER Services for substance use, Moran Center for legal presentation, and Ascend Justice for family law or support with DCFS cases |