



**AGENDA**  
**Social Services Committee**  
**Thursday, April 14, 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.

Please click this URL to join.

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

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**1. CALL TO ORDER/DECLARATION OF A QUORUM**

**2. SUSPENSION OF THE RULES**

Members participating electronically or by telephone

**3. APPROVAL OF MEETING MINUTES FOR FEBRUARY 10 & MARCH 10, 2022**

[DRAFT ssc-minutes-20220210.docx \(1\)](#)

A. [DRAFT ssc-minutes-20220310.docx](#)

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**4. PUBLIC COMMENT**

**5. ARPA LIVING ROOM PROGRAM UPDATE**

**6. 2022 FUNDING ALLOCATIONS (FOR ACTION)**

A. **2022 Funding Allocations**

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Staff requests that the Social Services Committee recommend FY2022 funding allocations for Case Management and Safety Net Services, implementing the second year of the two-year grant cycle that focuses resources on residents with greatest needs and barriers to accessing services. The Committee's recommendation will go to the Human Services Committee and City Council for approval in May. This memo and attachments provide input to the Committee about allocations under review and agency outcomes. Support services will be reviewed separately.

Human Services Fund

**For Action**

[2022 Funding Allocations - Attachment - Pdf](#)

**7. UPDATES FROM SUPPORT SERVICES WORKING GROUP**

**8. STAFF REPORT**

**9. PUBLIC COMMENT**

**10. ADJOURNMENT**



**Draft**

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

**Social Services Committee**

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

Members Absent: S. Olds Frey

Staff: S. Flax, J. Wingader

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**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 7-0.

**Public Comment**

No public comment.

**Approval of the Meeting Minutes for December 9, 2021**

Councilmember Reid moved approval of the meeting minutes for December 9, 2021, seconded by Ms. Sood; a roll call vote was taken and the motion passed 7-0.

**Staff Report**

Staff provided information about the federal budget process and its impact on the City's entitlement awards. Staff also reported on the status of agency reports and additional grants including planning for ARPA and the impact of ESG/ESG-CV funds on households experiencing homelessness.

**ZoomGrants Reporting Working Group Update**

Staff provided a brief overview of the working group's process and meetings held with agencies. Vice Chair Ohanian requested information about additional metrics, including education attainments. Staff reviewed current report metrics for both categories and agreed to report back to the Committee ways to represent levels of education for participants in case management. There was discussion about how the current report structure was derived including how it had been reviewed by past committees.

**Support Services**

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

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

Committee discussed forming a working group to review both topics; several members expressed interest. Councilmember Reid moved to form a working group to review funding support services and to discuss applicants not eligible under Case Management or Safety Net services, seconded by Councilmember Burns; members voted 7-0 to form a working group to review support services and applications not eligible under Case Management or Safety Net services.

**Discussion of Applicant Classification**

Staff listed agencies under each classification and spoke to the administrative burden of asking agencies to resubmit applications under a new category in order to report target outcomes. Kim Lutz from North Shore Senior Center spoke about the reclassification of North Shore Senior Center as a safety net service and how the change better reflected the total services offered, including case management services. Staff confirmed that agencies were still adjusting to the new reporting structure and changes to the allocation process. There was discussion about the goals of the working committee and how that body would support the process of allocating funding. Ms. Cravens provided information about the shortage of mental health service providers and the challenges of getting people into services including the challenges of insurance providers and fee structures. There was further discussion about ways to get services for people and reduce waitlists.

**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**  
Thursday, March 10, 2022 7:00 PM

**Social Services Committee**

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

Members Absent: D. Cravens, A. Sood, S. Lackey,

Staff: S. Flax, J. Wingader

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**Call to Order / Declaration of Quorum**

Chair Olds Frey called the meeting to order at 7:06 pm.

**Suspension of the Rules**

Councilmember Reid moved approval, seconded by Mr. Ohanian; a roll call vote was taken and the rules to suspend to allow for virtual participation were approved 5-0.

**Public Comment**

No public comment

**Approval of Meeting Minutes From February 10 and February 18, 2022**

Staff noted that an incorrect version of the draft minutes for the February 10, 2022 meeting were included in the packet; this item was removed from the agenda.

Councilmember Reid moved approval of the meeting minutes from February 18, 2022, seconded by Ms. Ngola; a roll call vote was taken and the motion passed 5-0.

**Public Comment**

No public comment

**Special Meeting Updates**

**A. Support Services Discussion Updates and Next Steps**

Staff provided a brief summary of the meeting held February 18, 2022, and noted the three highest need services identified by agencies: counseling, psychiatric services, and diagnostic services. Ms. Ngola provided additional information about the limited funds available, ways to work with community partners, and specific service components that could be considered. Staff provided information about points to consider when drafting either Fee-for-Service Agreements or Requests for Proposal. There was discussion about the potential challenges of program administration and possible ways to work with existing partners. It was agreed that more discussion and information would be needed,

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**Draft**

specifically for cost models. There was additional discussion about fee structures and types of services that could be included for reimbursement.

Members agreed to form a working group; it was also agreed that it would be important to get input from agency representatives to research components of RFP and Fee-for-Service models for mental health services. Ms. Ngola and Ms. Cravens volunteered to participate in the working group.

**B. Funding Recommendations for Applications Not Eligible Under Case Management or Safety Net Services**

Staff identified applications that were not classified under Case Management or Safety Net services and recommended that those applications be declined for funding. It was noted that all would be welcome to participate in upcoming RFP or Fee-for-Service processes. Councilmember Reid voted to decline applications not eligible under Case Management or Safety Net services, seconded by Ms. Ngola; a roll call vote was taken and the motion to decline funding passed 5-0.

**Staff Report**

**A. Outcomes for Case Management and Safety Net Services**

Staff provided information about report outcomes for FY 2021. There were no questions.

**B. Draft FY 2021 CAPER**

Staff provided information about the Draft FY 2021 CAPER including projects funded with a portion of the City's CARES Act award and additional information about the federal budget.

**Public Comment**

No public comment

**Adjournment**

The meeting was adjourned at 8:12 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  
CC: Johanna Leonard, Community Development Director, Sarah Flax, Housing & Grants Administrator, Marion Johnson, Housing & Economic Development Analyst, Ana Elizarraga, Housing & Economic Development Analyst  
Subject: 2022 Funding Allocations  
Date: April 14, 2022

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Recommended Action:

Staff requests that the Social Services Committee recommend FY2022 funding allocations for Case Management and Safety Net Services, implementing the second year of the two-year grant cycle that focuses resources on residents with greatest needs and barriers to accessing services. The Committee's recommendation will go to the Human Services Committee and City Council for approval in May. This memo and attachments provide input to the Committee about allocations under review and agency outcomes. Support services will be reviewed separately.

Funding Source:

Human Services Fund

Committee Action:

For Action

Summary:

FY2022 Available Funds:

The City's 2022 budget includes \$736,373 from the Human Services Fund for allocation by the Committee for 2022 Case Management, Safety Net and Support services. An estimated \$285,365 of 2022 Community Development Block Grant (CDBG) funds will also be available to fund these services. The Department of Housing and Urban Development (HUD) is expected to release 2022 CDBG grants for entitlement grantees by mid-May based on the March 15 approval of the 2022 Consolidated Appropriations Act. Staff estimated a FY2022 CDBG grant amount of \$1,800,000 plus prior year program income for a total available CDBG award of \$1,902,500; 15% of this total has been allocated for Public Services in the draft 2022 Action Plan as allowed under CDBG regulations. The chart below shows the total estimated funds available for allocation by the Committee for 2022.

2022 Human Services Funding	\$736,373
2022 CDBG Entitlement (estimate)	\$285,375
Total Estimated Funds	\$1,021,748

The Committee agreed to a two-year grant cycle to implement the City's new allocation process for Case Management and Safety net services due to the late release of 2021 funds and to provide more data to assess progress, particularly for clients/families with complex needs in case management. This also aligns with the program goal of releasing payments to funded agencies in the first half of the year using local revenue to improve agencies' cash flow and stability. The Social Service Committee allocation recommendations will go to the Human Services Committee on May 2 and City Council on May 23 for approval. Staff will develop subrecipient agreements and make initial disbursements by June 30, 2022. Following the receipt of the City's 2022 CDBG allocation and the submission of FY2021 final reports, the committee will make any adjustments to those allocations prior to additional disbursements. The chart below shows the funding amounts for Case Management and Safety Net services if all agencies received 2022 funds to maintain the levels of service that were applied for in FY2021. The combined amount is approximately \$75,000 over the Human Services funding of \$736,373.

Total Case Management Allocation	\$292,500
Total Safety Net Allocation	\$518,700
Amount Over HSF Allocation	(-\$74,827)
Potential Support Service Allocation (based on estimated CDBG award)	\$210,548

Agencies that expended their full 2021 awards need 2022 funds to continue their programs and to enable agencies that use cash-based accounting to accurately apply funds to the fiscal year in which costs were incurred. Agencies will receive initial 2022 disbursements not to exceed half of their annual award amounts for program costs in January - June 2022. Allocation amounts could be adjusted at the August meeting once the City has its final FY2022 CDBG grant award from HUD.

To assess the impact of the new funding structure at improving outcomes for Evanston residents receiving services, at least 12 months of data are needed. Agencies report program outcomes on a quarterly basis that track how households are moving through case management, accessing safety net services, and connecting to additional services, in order to start quantifying agency capacity and community need. The outcomes summarized in this memo provide a baseline of information including residents served and services provided. Agencies will submit mid-year reports in July and staff will provide a summary of progress at the August meeting; staff will also have a final FY 2022 CDBG award amount for the Committee's review and any adjustments to allocations that are needed.



The application cycle for FY2023 funding will begin in the third quarter of 2022. This will give the Committee an additional opportunity to review progress and consider whether any change is needed to the amount or percent of funding for each category, etc. Additionally, staff will continue to work with the Committee to allocate funds for Support Services and the types of services most needed by individuals and households in Case Management. The Committee will also determine the amount of 2022 funds for support services.

Evaluation of Outcomes:

When considering 2022 funding, the following should be reviewed:

- Whether the program met the goals of service to Evanston residents in its application. This is measured in the number of case plans created, the number of hours of service provided, and/or the unit number of safety net services provided
- Agency’s ability to document services provided as indicated by service plans and updates to those plans, and referrals to additional internal/external services.
- How the program supports the City Council goal of ensuring equity in all City operations, particularly for residents with greater need or who face more barriers to accessing services and aligns with goals of the 2020-2024 Consolidated Plan.

Applicants receiving funds for Case Management are evaluated based on the following criteria:

- Ability to enroll new Evanston clients during a 12-month period;
- Development of participant-centered service plans in partnership with participants that have specific, measurable outcomes with strategies and timeframes to achieve goals;
- Referrals made to needed support services and tracking to ensure services have been received;
- Service plans that document provision of needed support services/referrals;
- Regular meetings with established outcomes to monitor progress and provide ongoing support

2021 Outcomes for Case Management Agencies:

Agency	New Evanston	Total Evanston Served	% Enrollment Achieved	Service Plans	% Clients w/Service Plans	Total Referrals
Family Focus	107	394	153%	309	78%	247
*HACC	NA	NA	NA	NA	NA	NA
Infant Welfare	12	19	83%	12	63%	7
Moran Center	15	85	91%	85	100%	50

*\*The Housing Authority of Cook County:* HACC is working to hire a case manager to support residents of the Jane R. Perlman and Victor A. Walchirk buildings. Initial (FY2021) request was for \$70,000 to provide a case manager for the year. Due to the late release of funds, \$35,000 was awarded to cover half a year, and a preliminary disbursement of \$17,500 made

to initiate the program. The whole award will be used in 2022 due to challenges with the job market. Assuming the agency is able to hire a case manager in the second quarter of 2022, a 2022 award of \$17,500 would support the program through the final quarter of 2022.

Programs receiving funds for Safety Net services are 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
- Serve as a gateway to deeper case management services when needed or as appropriate
- Result in a measurable improvement to the wellbeing of participants by addressing a basic need.

2021 Outcomes for Safety Net Agencies:

Agency	New Evanston	Total Evanston	% Enrollment Goal Achieved
Books & Breakfast	50	279	92%
*Childcare Network of Evanston	6	19	40%
Connections for the Homeless	84	443	52%
Interfaith Action	37	96	74%
Moran Center	169	304	122%
Meals on Wheels	99	191	76%
North Shore Senior Center	1,984	3,775	178%
PEER Services	56	139	56%
*YOU	36	87	15%
YWCA	73	103	52%

Given the diverse nature of services provided by agencies funded under the category of Safety Net, staff has provided an attachment summarizing service hours and types of services provided for the Committee's review.

*\*Childcare Network of Evanston:* CNE's Learning Together program expended \$36,700 in 2021; the program ended June 2021 due to a lack of funding. CNE was able to resume services and has \$26,700 left to expend in 2022. If funding remained level, the agency would receive an award of \$36,700 to continue services through December 2022.

*\*Youth & Opportunity United:* YOU experienced several challenging losses to staff that severely impacted programmatic and financial reporting. To provide accurate reports of services provided/numbers served and reduce administrative burden, YOU combined services under the Safety Net category for a total award of \$121,100. The agency is working to apply City funds to October 2021 - December 2022 applicable expenses; staff is working with the agency to understand numbers served and how award funds will be applied to the program budget for the unique time. A review of past year awards shows YOU's average award to be \$73,000. Staff believes that carry-over funds are sufficient to support YOU through 2022.

Attachments:

[Evaluation of Safety Net Service Outcomes](#)

[Evaluation of FY22 Allocations w Level Funding - Evaluation of FY22 Allo. w Level Funding \(3\)](#)

	<b>Service hours</b>	<b>Average service per participant</b>	<b>Type of service</b>		
<b>Books &amp; Breakfast</b>	6,043	22 per student	Direct tutoring*	*Agency reported higher number of total hours per student, factoring in time with teachers, parents, and spent in prep.	
	19,680	77 per parent	parent contacts		
	2,063	7 kits per student	school supply kits		
	3,531	13 per student	books		
<b>Consultant Hours</b>					
<b>CNE: Learning Together</b>		274.5	Classroom observation		
			Teacher consultations		
			Teacher meetings		
			Parent consultations		
			Referrals		
<b>Connections for the Homeless</b>	<b>Services/Types of services</b>	<b>All Participants</b>	<b>Av. # services recv'd</b>	Service can include anything from basic needs (showers, food, clothing) to case management sessions, mental health evaluations & medical treatments. 443 Evanston residents served	
	14,000	546	26		
	11,662	629	19		
	<b>Deeper Services</b>				
			341	Case Management Benefits Assessment Health Services	
			250	External referrals provided for childcare, substance abuse treatment, mental health/psychiatric support, legal services, physical/dental health, and employment	
<b>Interfaith Action</b>	<b>Beds</b>	<b>Nights</b>	<b>Deeper Services</b>	Shelter open every night beginning 11/1/2021. All guests are invited to the hospitality center, referred to Connections, and offered job search services.	
	20	61 (in 2021)	96		
<b>Moran Center</b>	<b>Hours</b>	<b>Service type</b>	<b># in deeper serv.</b>	<b>Deeper Service Type</b>	
	71	Adult Criminal	88 participants	Social Work Services & additional Legal support*	
	30	Education Advocacy			
	458	Expungement		*People served/HH may need representation from one of the other practice groups within Moran Center	
	19	Juvenile & Juv. Jail Rep.			
	26	Restorative Justice	30 participants	Additional referrals to external partners most commonly from Evanston Collective	
	133	School-based Civil Legal			
	5	Housing Cases			
9	Other benefits				
<b>Meals on Wheels</b>	<b>Evanston Participants</b>	<b>New Evanston</b>	<b>Service Units</b>	2 prepared meals provided Mon-Sat. Each participant averaged 144 meals per year.	
	191	99	27,506		
<b>North Shore Senior Center</b>	<b>Evanston participants</b>	<b>#s not unduplicated</b>	<b>% of population</b>	<b>Services provided</b>	All participants are connected with an Intake Specialist; those in deeper services were connected to a Care Coordinator, Caregiver Specialist or Older Adults Benefits Specialist to address additional needs. Barriers to receiving services include staff capacity and a shortage of providers.
	3,775	158	4.19%	case management	
		25	0.66%	counseling	
		38	1.01%	grandparents	
		513	13.59%	benefits assessment	
	263	6.97%	managed care		
<b>PEER</b>	<b>Evanston participants</b>	<b>Hours of Service</b>	<b>Service Type</b>		
	139	1,759	Individual counseling		
		915	Group counseling		
		1,147	case management		
		265	Assessment		
		1,703	Opioid Maintenance Therapy (medication-assisted treatment)		
<b>YWCA</b>	<b>Evanston participants</b>	<b>Total Hours</b>	<b>Approximate hours per client</b>		
	496	4000	8 hours per client		
	350	1625	5 legal advocacy		
	95	1400	15 counseling		
<b>YOU</b>	<b>Evanston participants</b>	<b>Type of assistance</b>			
	87	youth engaged in services			
	52	youth engaged in case management			
	29	youth connected to housing			
	1,091	unduplicated count of basic need resources provided to youth/families			

<b>Evaluation of FY2022 Allocations w/Level Funding</b>					
<b>Agency</b>	<b>2021 Award</b>	<b>Expended in 2021</b>	<b>Carry over to 2022</b>	<b>Proposed 2022 Allocation</b>	<b>50% Initial Award Disbursement</b>
<b>Case Management</b>					
Family Focus	\$ 125,000	\$ 125,000	\$ -	\$ 125,000	\$ 62,500
HACC	\$ 35,000	\$ -	\$ 35,000	\$ 17,500	\$ 17,500
Infant Welfare	\$ 75,000	\$ 75,000	\$ -	\$ 75,000	\$ 37,500
Moran Center	\$ 75,000	\$ 75,000	\$ -	\$ 75,000	\$ 37,500
<b>Totals:</b>	<b>\$ 310,000</b>	<b>\$ 275,000</b>	<b>\$ 35,000</b>	<b>\$ 292,500</b>	<b>\$ 137,500</b>
<b>Safety Net</b>					
Books & Breakfast	\$ 45,000	\$ 45,000	\$ -	\$ 45,000	\$ 22,500
Childcare Network	\$ 63,400	\$ 36,700	\$ 26,700	\$ 36,700	\$ 18,350
Connections	\$ 150,000	\$ 150,000	\$ -	\$ 150,000	\$ 75,000
Interfaith Action	\$ 42,500	\$ 42,500	\$ -	\$ 42,500	\$ 21,250
Moran Center	\$ 50,000	\$ 50,000	\$ -	\$ 50,000	\$ 25,000
Meals on Wheels	\$ 30,000	\$ 30,000	\$ -	\$ 30,000	\$ 15,000
North Shore Senior Center	\$ 23,750	\$ 23,750	\$ -	\$ 30,000	\$ 15,000
PEER Services	\$ 99,500	\$ 99,500	\$ -	\$ 99,500	\$ 49,750
YOU	\$ 121,100	\$ -	\$ 121,100	\$ -	\$ 60,550
YWCA	\$ 35,000	\$ 35,000	\$ -	\$ 35,000	\$ 17,500
<b>Totals:</b>	<b>\$ 660,250</b>	<b>\$ 512,450</b>	<b>\$ 147,800</b>	<b>\$ 518,700</b>	<b>\$ 241,000</b>
Disbursements in blue are funds from 2021 awards and are not included in totals					
<b>Case Management &amp; Safety Net Totals:</b>				<b>\$ 811,200</b>	<b>\$ 378,500</b>