



**AGENDA**  
**Social Services Committee**  
**Thursday, May 12, 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 APRIL 14, 2022**

A. [DRAFT ssc-minutes-20220414.docx](#)

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**4. PUBLIC COMMENT**

**5. PRESENTATIONS**

**A. YOUTH & YOUNG ADULT DIVISION**

**B. EVANSTON PROJECT FOR LOCAL ASSESSMENT OF NEEDS (EPLAN)**

**6. COMMUNITY NEEDS ASSESSMENTS AND MENTAL HEALTH MEASURES**

**7. FY2022 FIRST QUARTER REPORT UPDATES**

**8. PUBLIC COMMENT**

**9. ADJOURNMENT**



*Draft*

**MEETING MINUTES**  
**SOCIAL SERVICES COMMITTEE**  
Thursday, April 14, 2022 7:00 PM

**Social Services Committee**

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

Members Absent: None

Staff: S. Flax, J. Wingader

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**Call to Order / Declaration of Quorum**

Chair Olds Frey called the meeting to order at 7:01 pm.

**Suspension of the Rules**

Vice Chair 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.

**Approval of Meeting Minutes for February 10 and March 10, 2022**

Ms. Ngola moved approval of the meeting minutes for February 10, 2022, seconded by Vice Chair Ohanian; a roll call vote was taken and the motion passed 7-0.

Ms. Ngola moved approval of the meeting minutes for March 10, 2022, seconded by Ms. Cravens; a roll call vote was taken and the motion passed 7-0.

**Public Comment**

No public comment

**ARPA Living Room Project Update**

Ann Raney, Chief Executive Officer of Turning Point provided a history of living room projects in the surrounding community, spoke to the ongoing process of engaging partners and community members in shaping the project, and the goals of the living room including free, open access to anyone in crisis interested in receiving services. Ms. Raney outlined the role of recovery specialists and partners including Trilogy, Inc., PEER Services and AMITA Health Saint Francis Hospital. Members asked questions about project costs and ongoing financial support for the program.

**2022 Funding Allocations (For Action)**

Staff outlined the condensed allocation process for FY2022 due to the late release of 2021 funds and presented information about metrics and agency outcomes for the prior year. Staff presented the FY 2022 Allocation Spreadsheet. Councilmember Reid moved approval of the proposed allocations, seconded by Councilmember Burns. There was discussion about Family Focus exceeding the enrollment goal and ways to consider

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Social Services Committee  
April 14, 2022

agency outcomes in ongoing funding recommendation decisions. Members agreed that a framework for reviewing outcomes was needed for future discussions. Staff also noted the need to consider ways to increase program capacity, overall program goals and whether a review of the percent of funds assigned to each category could impact service capacity.

When reviewing Safety Net allocations, there was discussion about North Shore Senior Center, the reduction to the award for 2021 and the allocation recommendation for 2022. Members reviewed the types of services the agency provided to Evanston residents and the number of residents who went through intake in 2021; there was additional review and discussion about the number of residents enrolled in additional services and the possibility of expanded capacity. Councilmember Burns requested that staff include a notes section with additional information for all agencies when reviewing agency outcomes and allocations in future.

Staff noted that benefits enrollment and managed care were needed services provided by North Shore Senior Center; staff also noted that funds could be reduced during the allocation discussion and increased at a later date after further review of ongoing outcomes. There was discussion about the number of residents reported served and those enrolled in deeper services; participants speculated about whether the agency could serve additional participants or further engage seniors at specific locations in Evanston including the Levy Center and Family Focus.

Chair Olds Frey pointed out that public benefits enrollees were at risk of losing coverage when the COVID-19 public health emergency (PHE) ends; all recipients would undergo a redetermination process that might involve complex enrollment forms and documentation; this process could disproportionately impact BIPOC residents and those without access to supportive services. Chair Olds Frey recommended partnering with agencies that could provide additional benefits enrollment support.

Kathy Honeywell from North Shore Senior Center was invited to provide additional information about provision of services and outreach efforts. Ms. Honeywell confirmed that the agency provides benefits enrollment including LIHEAP and Medicare and that the agency, as a Coordinated Care Provider, was able to provide assessments and case management. Members asked additional questions about programs and eligibility requirements, there was discussion about the most challenging benefits for seniors to enroll in and referral partners for case management and legal needs.

There was further discussion about allocation amounts and the timeframe for reviewing additional funds; Chair Olds Frey noted that the PHE could end in July and public benefits redeterminations would begin in July or August. In an effort to determine best ways to support agencies, the Committee reviewed the allocation and funding timeline to understand when allocation determinations could align to provide needed community services. Staff suggested that support service funding could also be used to provide additional enrollment services.

After additional discussion about the amount available for allocation, Chair Olds Frey called for a motion to approve allocations in the amounts of \$125,000 to Family Focus, \$17,500 to the Housing Authority of Cook County, \$75,000 to Infant Welfare Society, and \$75,000 to the James B. Moran Center for a total allocation of \$292,500 to case management services and \$45,000 to Books & Breakfast, \$36,700 to Childcare Network of Evanston, \$150,000 to Connections for the Homeless, \$42,500 to Interfaith Action, \$50,000 to James B. Moran Center, \$30,000 to Meals at Home, \$23,750 to North Shore Senior Center, \$99,500 to PEER Services, and \$35,000 to the YWCA Evanston/North Shore for a total of \$512,450 for safety net services; Ms. Hayes moved approval seconded by Vice Chair Ohanian. A roll call vote was taken and the motion was approved 8-0.

**Updates from Support Services Working Group**

Ms. Ngola summarized information provided to the working group about counseling, psychiatric, and assessment services by agency representatives; she confirmed that agencies identified individual, group and family counseling services, and particularly services for youth and young children, were most needed. Ms. Ngola identified specific service provision components including a diversity, equity and inclusion index, telehealth and in-person services, and noted that there was less interest in assigning funds to assessment services. Ms. Ngola closed by requesting that the Committee decide a prioritization for support service funding. There was discussion about psychiatric services. Chair Olds Frey called for a motion to prioritize individual and group counseling for support services funding. Ms. Ngola moved approval to prioritize counseling services for the total amount available for support services, seconded by Ms. Sood; a roll call vote was taken and the motion passed 8-0.

**Staff Report**

Staff provided information about the mental health services funded by Oak Park, the community's funding models, and next steps to using support services funds to provide counseling services. A review of national and state metrics will be presented for consideration at the May meeting.

**Public Comment**

No public comment

**Adjournment**

The meeting was adjourned at 9:12 pm.

Respectfully submitted,  
Jessica Wingader  
Senior Grants and Compliance Specialist



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### **Public Comment**

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### **Adjournment**

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Respectfully submitted,  
Jessica Wingader  
Senior Grants and Compliance Specialist





# Memorandum

To: Members of the Social Services Committee

From: Sarah Flax, Housing and Grants Manager  
Jessica Wingader, Sr. Grants & Compliance Specialist

Subject: Community Needs Assessments and Mental Health Measures

Date: May 12, 2022

The Social Services Committee dedicated funds to provide mental health services, specifically counseling services, to individuals and families enrolled in holistic case management programs. In the early years of implementation, staff will report impact in terms of hours of services provided and numbers served. However, the Committee has expressed interest in measuring the broader impact on overall wellbeing in the community. The goal of this memo is to provide information from community stakeholders about needs and gaps in services, current initiatives to address these needs, and indicators of success; not only to align efforts, but primarily to understand how partners are measuring gains. City staff do not have the capacity to measure community impact alone; therefore it is critical to understand how other community stakeholders are measuring impact and align our measurement efforts accordingly.

With this in mind, staff compiled information about community needs assessments from local partners including North Shore University Health Systems and the Evanston Mental Health Task Force; this memo also details information about the City of Evanston's Project for Local Assessment of Needs (EPLAN), the strategic plan currently under review by the City's Health & Human Services Department.

## **NorthShore University HealthSystem:**

NorthShore, an integrated healthcare delivery system headquartered in Evanston, conducted a Community Health Needs Assessment (CHNA) in 2019, the goal of which was to review clinical programs and services delivered in Cook and Lake County to ensure programs aligned with community needs. The CHNA's community profile, based on 2013-2017 American Community Survey data, includes standard demographic information (age, race/ethnicity, and household income) for Cook County, but also considers limited English proficiency, populations with a disability, uninsured households, and unemployment rates.

Primary data about needs and gaps in services was obtained through focus groups, interviews with key stakeholders, and data gathered through an electronic survey. Evanston was represented by the City's Health & Human Services and Fire departments, District 65, PEER Services, McGaw YMCA, CJE Senior Life, and Erie Family Health Center, and by broader community stakeholders including United Way, National Alliance on Mental Illness (NAMI) Cook County North Suburban, and Turning Point. The focus groups explored five areas (health and quality of life, barriers to improving community health, health disparities, community assets, and significant health needs) and identified the following key themes:

- The community has high mental health needs and mental health is a big issue. Steps need to be taken to provide supportive services to those in need and the community needs to increase training and education regarding mental health issues.
- Challenges with navigating insurance and the healthcare system are increasing. Insurance is complicated and individuals often do not understand what type of insurance and/or which insurance network would best suit needs from a cost perspective as well as location of providers. Patients have many questions about follow-up care, scheduling, billing and how to access supportive services; resources to assist are scarce which leads to patients not securing appropriate follow-up care or needed resources due to fear of cost and frustration
- Continued efforts needed to increase access to health care, particularly for persons who are uninsured or have low incomes. Erie Family Health Center and expansion of urgent care sites part of NorthShore's response
- Increased efforts are needed to develop relationships with immigrant and refugee populations; provision of culturally competent care is important
- Many resources are available but social services are disconnected; there is a general lack of awareness of available resources. Centralized centers needed to provide information and assistance with accessing these services
- Community needs increased education on preventive care, insurance, and services available for low-income and uninsured populations

Evanston's score of 3.2 out of 5.0, is an average of five different barrier scores: income, cultural, education, insurance and housing. NorthShore is currently completing the latest version of its most recent CHNA. Staff confirmed that community outreach efforts, the research process, and overall conclusions are similar. While the latest document is not available for public review, City staff confirmed that the needs and goals remain relatively unchanged.

NorthShore has two programs focused specifically on youth mental health. The Bridges Early Childhood and Adolescent Program focuses on comprehensive, multidisciplinary mental health intervention and direct care to insured and uninsured children between the ages of 3 and 17 living in Evanston. This program is currently open to uninsured participants on Tuesdays and takes referrals from Moran Center and other City funded

agencies. The Evanston Township High School Health Center, a school-based health clinic staffed by NorthShore, also offers individualized counseling and support groups. Outcomes for both are currently measured in terms of numbers served and number of visits. Staff will provide updates once the latest CHNA is available to see if these programs will be expanded and if any changes are anticipated or if any measures are provided.

### **EPLAN - City of Evanston**

The City's EPLAN is a local assessment and strategic health plan, required by the Illinois Department of Health, designed to identify and prioritize the community's top health needs for the next 5 years. The goal of the EPLAN is to document elements necessary to creating a healthy community; this effort involved 18 months of assessing and analyzing data, and was coordinated by the City's Health and Human Services Department with direct involvement from community stakeholders. Health professionals, academics, nonprofit partners, and community key informants provided input and the Evanston Health Advisory Council, a collection of professionals from academia, medical, public health, social services and mental health fields, provided a final review. Three key priorities have been identified through the EPLAN process: 1. Advancing mental health wellbeing (2) Advancing health and racial equity and (3) Climate resiliency.

### **Mental Health Task Force**

The Mental Health Task Force, consisting of mental health service providers, local nonprofit agencies, and other mental health advocates (22 to date), was formed by former Mayor Hagerty in response to the rising concerns of mental health problems prior to and exacerbated by COVID-19. Task force members created a 90-day rapid response plan to address the mental health epidemic caused by the pandemic. Over the past two years, this group worked to normalize conversations about mental health and educate the community about mental health issues. One educational initiative, carried out in partnership with the Evanston Public Library, is the provision of monthly mental health webinars that are free and open to the public. The group also created educational flyers with tips and resources and resource guides for low-income and non-English speaking residents.

Additionally, the group worked to analyze gaps in services under seven key categories including: prevention/education, community support/early education, mental health/substance use disorder treatment, medication access, crisis support, post-crisis care, and supportive housing/employment support. Several of the categories align with needs identified by funded agencies and City staff including early intervention, mental health/substance use disorder treatment, medication access and post-crisis support. The needs identified under these categories include:

- Need for culturally sensitive services and services for LEP populations
- Ways to address long wait lists for private therapists, particular challenges due to shortage of Spanish-speaking counselors

- Ways to address the shortage of psychiatrists and the challenge of receiving/securing ongoing medication management

The group provided several draft recommendations under the header of expanding local care including:

- Investing in Spanish-speaking counselors
- building a sustainable pipeline of therapists and psychiatrists
- address escalating market pay for counselors
- Invest in City-wide wrap around services for families and individuals at risk of disruptions of schooling, home, and community

Staff believes that there is alignment in needs identified by the Mental Health Task Force and those identified by City-funded agencies. Measures taken to provide additional mental health services are enhanced by partnerships with community stakeholders; staff acknowledges the expertise of the group's members and recognizes the importance of partnerships.

### **Next Steps**

Staff has entered into preliminary conversations with providers including Metropolitan Family Services, Erie Family Health Center and The Family Institute at Northwestern University, to understand the range of services that could be provided and to discuss program design elements. In order to provide 20-30 individual counseling slots, a portion of funds could be used to secure the equivalent of a full time counselor, provided funds would be secured for a minimum of two years. The number of participants served would depend on the number of sessions provided. Short term sessions, typically defined as 7-10, could be provided; the Committee could also determine a cap. For example, 25 sessions could be the maximum number provided to an individual or family. An additional course of action could be to focus on procuring group therapy sessions for one or two special populations; young parents, individuals/families experiencing homelessness/ housing insecurity, or people who are justice-involved, as examples.



2022 Case Management & Safety Net Services Report Outcomes  
 May 12, 2022

<b>CASE MANAGEMENT SERVICES</b>				
<b>Agency</b>	<b>Residents Served/ Percent &amp; Service Plans</b>	<b>Client Contacts &amp; Service Plans</b>	<b>Referrals</b>	<b>Outcomes including most challenging referrals, participant accomplishments, number of completed service plans, and number of participants who are no longer receiving services.</b>
Family Focus: <i>Case Management Programs</i>  Award: \$125,000	New: 150  Total: 223  Total Pop.: 446	Contacts: 350  New Service Plans: 150	Referrals: 125  Services: 99	Family Focus was able to engage 150 new participants in case management; all received service plans. Over half of the participants needed referrals for affordable housing, counseling services and substance use treatment; challenges included finding affordable services and participant follow-through. Additional referrals provided for food, clothes and diapers. Majority of services, particularly youth services, continue to take place virtually.
Housing Authority of Cook County: <i>Case management for senior buildings</i>  Award: \$52,500 for 2022 year	NA	NA	NA	Award will provide a full time case manager, once the hiring process is successful, to work with residents of Walchirk and Perlman; both provide 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.
Infant Welfare Society of Evanston: <i>Teen Baby Nursery - IWSE</i>	New: 6  Total: 13	Contacts: 12	Referrals: 3	IWS served 13 families and made updates to 12 service plans; 6 new service plans were created and 6 were completed. The agency's biggest challenge was the



Award: \$75,000	Total Pop.: 13	New Service Plans: 6	Services: 0	resignation of the Family Advocate. No participants disengaged from services in this quarter.
James B. Moran Center: <i>Moran Center Case Management Services Program</i>  Award: \$75,000	New: 10  Total: 82  Total Pop.: 102	Contacts: 849  New Service Plans: 10	Referrals: 21  Services: 11	The three hardest services to secure for clients include housing, mental health services, and employment/workforce development services. Participant needs: 30/82 need housing referrals, 28/82 need additional mental health/psychiatric services, and 37/82 need workforce development support. In addition to members of the collective, referral partners included AMITA Health, Turning Point, Thresholds and Josselyn Center. 2 participants secured housing, 8 found employment, 9 received mental health support, 3 earned a driver's license/state ID. 2 participants completed service plans during the report period.

<b>SAFETY NET SERVICES</b>				
<b>Agency</b>	<b>Residents Served New/Total</b>	<b>Service Hours/# Served</b>	<b>Service Types</b>	<b>Referral Types &amp; Referral Partners</b>
Books and Breakfast: <i>Books and Breakfast</i>  Award: \$45,000	Total: 172 continuing participants, all Evanston residents	Agency provided 3,440 tutoring hours	Tutoring and educational support.	53 participants enrolled in deeper services including ESCCA or contact with a social worker; referrals made to Moran Center, District 65 summer programs, Connections for the Homeless, and the Family Institute at NU (15 referred to case management). A new site launched at Walker adding 30 spots
Childcare Network of	New: 13	Agency provided 226.5 service hours	LT services provided weekly in person and/or virtually and can	Continuation of classroom observations, regular feedback provided to teachers, and new



<p>Evanston: <i>Learning Together</i></p> <p>Award: \$63,400</p>	<p>Total Evanston: 13</p> <p>Total Pop.: 23</p>		<p>include: speech-language, occupational therapy, mental health consultation and services. Sites include YMCA and Puerta Abierta</p>	<p>implementation of small play groups based on needs of children. Additional referrals made for developmental evaluations via NorthShore and Lutheran Pediatrics, additional referrals made to Dist. 65</p>
<p>Connections for the Homeless: <i>Connections' Drop-In, Outreach &amp; Health Services</i></p> <p>Award: \$150,000</p>	<p>New: 84</p> <p>Total Evanston: 368</p> <p>Total Pop.: 524</p>	<p>Agency provided 14,485 safety net services (showers, case management sessions, mental health evaluations, medical treatments, etc.)</p>	<p>Internal referrals for 224 participants for the following:</p> <ul style="list-style-type: none"> <li>- Coordinated Entry assessment for housing</li> <li>- case management for basic needs, housing, employment, and education</li> <li>- benefits assistance, enrollment in public benefits (SNAP, TANF, SSI/SSDI, Medicaid), assistance with initial applications and all appeals</li> <li>- health services consist of two nursing staff and two behavioral health specialists who provide robust physical and behavioral services</li> </ul>	<p>98 Referrals made to external partners for:</p> <ul style="list-style-type: none"> <li>- Shelter</li> <li>- Dental Services</li> <li>- Eyecare referrals</li> <li>- Psychiatric services</li> <li>- Childcare</li> <li>- Legal services</li> <li>- General healthcare</li> <li>- Substance abuse treatment</li> </ul> <p>Referral partners include: Erie Family Health Center, PEER Services, Trilogly Behavioral Healthcare, Liv4Lali.</p> <p>Agency also offers specialized groups including art therapy w/Open Studio Project, financial literacy w/YWCA, and employment groups w/CEDA</p>
<p>Interfaith Action of Evanston: <i>Shelter, Food and Hygiene</i></p> <p>Award:</p>	<p>Total: 62 continuing participants, all Evanston residents</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</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</p>	<p>All participants are referred to Connections for the Homeless where they receive case management and additional basic needs services.</p>



\$42,500		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.	consistent in attendance. New participants are added as people are moved into the shelter operated by Connections or as they find other housing. No one was turned away, but agency continues to maintain a wait list	
James B. Moran Center: <i>Legal &amp; Social Services</i>  Award: \$50,000	New: 63  Total Evanston: 210  Total Pop.: 518	Number of cases: School-Based Civil Legal Clinic (106), Education Advocacy (33), Emerging Adult-Juvenile Defense (69), and Restorative Justice (23)		Referrals were provided for cases involving adult guardianship, DCFS investigations, immigration issues, and mortgage foreclosures. Referrals were also provided to nonprofits for workforce development training (Evanston Rebuilding Warehouse) and homelessness prevention.
Meals on Wheels:  Award: \$30,000	New: 18  Total Evanston: 79  Total Pop.: 268	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% (up from 60%). Requests for friendly visits and grocery services have stopped due to COVID		Referrals included connections to local social workers, home care, and emergency services. On average, staff spend 1-3 hours per week on referrals and staff time is the biggest challenge. Additional deeper services provided include meals for pets (cats and dogs) for 3 residents, 11 households total.
North Shore Senior Center: <i>FY2021 Case Management Services</i>  Award:	New: 729  Total Evanston: 1,298	568 Evanston residents referred to services within the agency. Deeper services include: general case management, information and assistance, community care program, benefits counseling and medicare (SHIP), assistance to older adults applying for and maintaining public entitlements including LIHEAP, Medicaid, SNAP and benefit access.		Referrals to external partners including: Connections for the Homeless, Ombudsman's Office, NorthShore Hospital, In-Home Counseling, CUB Help Center, Youth Job Center, Harris Clinic, Family Institute, Ann Rainey Apartments, Robineau Center, Moran Center, Producemobile, Mobile Pharmacy Services, Shirley Ryan Pain





\$23,750	Total Pop.: 11,049		clinic, Alz You Need, Alzheimer's 24-7 Helpline, and Black Male Support Program @ Oakton Community College
PEER Services  Award: \$99,500	New: 55  Evanston Total: 116  Total Pop.: 440	PEER provides outpatient alcohol and other drug counseling and medication-assisted treatment (MAT) to adolescents and adults - all services include case management. Counselors provide connections to warming centers, soup kitchens, free clothing and other basic needs, housing, employment, childcare, school, interpersonal relationships, etc.	External referrals are made to Erie Family Health and mental health providers as needed. Participants are also referred to Connections for the Homeless, AMITA, Turning Point, Thresholds, Youth Job Center and Impact Behavioral Health for employment support, CNE for childcare, and Rosecrance or Gateway for clients who need residential treatment.
YOU: <i>Safety Net</i>  Award: \$63,427	New: 36  Evanston Total: 44  Total Pop.: 44	Y.O.U. has 2 vacant case manager slots. Safety net services involved finding emergency shelter for youth and providing basic need items to families including diapers and gift cards.	24 participants enrolled in deeper services within the agency (formal case management, clinical counseling, and positive youth development services); 8 connected to Street Outreach services, 14 received prevention services (school staff identified youth as truant or at risk of delinquency), and 2 youth (11-17) who were facing housing crisis - referred by Police/AMITA Hospital.
YWCA Evanston/North Shore: <i>YWCA Evanston/ North Shore Safety Net</i>  Award: \$35,000	New: 36  Evanston Total: 48  Total Pop.: 267	*1353 hours of services to 267 clients, including 679 hours of civil legal advocacy to 179 clients, and 675 hours of individual counseling to 95 clients.  *Hours are for total population served (267).	An estimated 14 participants were referred to external partners for services including: Evanston Public Library's WIOA program for workforce development, PEER Services for substance use, Moran Center for legal presentation, Ascend Justice for family law or support with DCFS cases, and CEDA for assistance with utility payments.