



**AGENDA**  
**Social Services Committee**  
**Thursday, August 11, 2022**

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

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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**

- A. [Social Services Committee June 9 2022 Minutes](#) 3 - 5

**4. PUBLIC COMMENT**

**5. NEW BUSINESS/OLD BUSINESS**

- A. **Discussion of ARPA Funding for a Welcoming Center** 6 - 39

This memorandum outlines the Family Focus' request for funding for the creation of a Welcoming Center as potential use of the American Rescue Plan Act (ARPA) funds to fund the rollout and implementation of a Welcoming Center at the Family Focus building administered by Family Focus. Staff recommends that members of the Social Services Committee review and discuss the ARPA Request for Funding Application from Family Focus for a Welcoming Center.

American Rescue Plan Act, 170.99.1700.55251

**For Discussion**

[Discussion of ARPA Funding for a Welcoming Center - Attachment - Pdf](#)

- B. **FY 2022 Program Reports** 40 - 45  
[FY2022 Program Reports](#)
- C. **Staff Report**

**6. PUBLIC COMMENT**

**7. ADJOURNMENT**



*Draft*

**MEETING MINUTES**  
**SOCIAL SERVICES COMMITTEE**  
Thursday, June 9, 2022 7:00 PM

**Social Services Committee**

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

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 7:00 pm.

**Suspension of the Rules**

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

**Approval of Meeting Minutes for May 12, 2022**

Ms. Lackey moved approval of the meeting minutes for May 12, 2022, seconded by Ms. Hayes; a roll call vote was taken and the motion passed 7-0.

**Public Comment**

No public comment.

**2022 Emergency Solutions Grant Recommendations**

Staff reviewed prior year allocations and summarized recommendations for 2022; it was noted that funds could shift between Rapid Re-Housing and Prevention based on community need. Staff also reviewed past year impact on spending including the challenges of using Prevention given the moratorium on evictions. With no other discussion, Councilmember Reid moved approval of the 2022 ESG allocations to Connections for the Homeless - \$15,495 for its Street Outreach program; \$35,357 for Emergency Shelter Operations; \$23,242 for Homeless Prevention rent and utility assistance and case management; and \$54,231 for Rapid Re-housing rental assistance for a total award amount of \$128,324, the YWCA Evanston/North Shore in the amount of \$15,000 for Emergency Shelter Operations, and \$11,621, for program administration, seconded by Vice Chair Ohanian. A roll call vote was taken and the motion passed 7-0.

**Proposal for ARPA Child Care Provider Retention Pay Program**

Staff provided an overview of the proposed program and summarized discussions with the Evanston Early Childhood Council and other providers who requested a program to support workers. Staff noted that providers also discussed the challenges faced

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retaining staff. Staff outlined eligibility requirements for premium pay, ways the program could be administered, and how the program was developed based on assessment of providers and the populations served. Per ARPA guidelines, staff worked to define a class of eligibility that would qualify providers for retention pay, whether the providers were center- or home-based and regardless of for-profit or nonprofit status. The defining criteria for eligibility includes the percent of low/moderate income households providers serve.

There was discussion about the timing of implementation and whether the program would serve to retain staff; members also discussed the program structure. There was discussion about flexibilities and limitations of the program as well as challenges the childcare industry is facing. Staff briefly discussed additional programs to support the industry, including workforce development, still under review. Staff detailed eligibility requirements and income thresholds; members discussed requirements for populations served. There was general agreement that childcare providers that didn't serve low/moderate income families would not be eligible.

There was discussion about the model used to estimate the number of staff given population size as defined by the Department of Children and Family Services, providers who might be excluded and different ways to administer funds. Members expressed interest in narrowing the number of providers included in the program to focus on those who serve low/moderate income families. Councilmember Reid suggested a minimum threshold of eligibility; providers serving at least 30% low/moderate income households could be eligible for a lower rate of retention pay. Staff confirmed the timeline for the program and agreed to provide additional information once the application period ended in August. Specifically, once the application process closes, staff will report the number of child care providers that applied and the number of workers eligible for assistance; the Committee could determine final award amounts based on provider characteristics. The Committee will have the ability to approve the final premium pay amounts per recipient based on the program budget and responses from child care providers. Final awards will not exceed the approved budget for the program.

Councilmember Burns proposed consideration of allocating additional funding for premium pay for child care workers in the future to help address the underlying issue of very low wages in this industry sector. Ms. Ngola expressed support for the program and Chair Olds Frey called for a motion. Councilmember Reid moved approval of recommending to Human Services that \$500,000 in ARPA funds be allocated to a child care retention program seconded by Ms. Hayes; a roll call vote was taken and the motion was approved 8-0.

**Staff Report**

Staff provided an update from Infant Welfare Society of Evanston and information about the City's 2022 CDBG grant award including a finalized amount eligible for public services.

***Draft***

**Public Comment**

No public comment.

**Adjournment**

The meeting was adjourned at 9:08 pm.

Respectfully submitted,  
Jessica Wingader  
Senior Grants and Compliance Specialist

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## Memorandum

To: Members of the Social Services Committee  
From: Ana Elizarraga, Housing & Economic Development Analyst  
CC: Sarah Flax, Housing and Grants Manager  
Subject: Discussion of ARPA Funding for a Welcoming Center  
Date: August 11, 2022

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### Recommended Action:

This memorandum outlines the Family Focus' request for approval of potential use of the American Rescue Plan Act (ARPA) funds to fund the rollout and implementation of a Welcoming Center at the Family Focus building administered by Family Focus for \$477,831. Staff recommends that members of the Social Services Committee review and discuss the ARPA Request for Funding Application from Family Focus for a Welcoming Center.

### Funding Source:

American Rescue Plan Act, 170.99.1700.55251

### CARP:

Vulnerable Populations

### Committee Action:

For Discussion

### Summary:

#### **Family Focus and Welcoming Centers History**

Family Focus is a family support organization, their flagship Evanston location was founded in 1976. Family Focus' mission is to promote the well-being of children from birth by supporting and strengthening their families in and with their community. Family Focus Evanston's Center is accessibly located within the 5th Ward of Evanston. Youth and families in the 5th Ward struggle disproportionately with poverty, health inequities and community violence. In certain communities, Family Focus specializes in serving Latino immigrants and refugees, traditionally Spanish speakers from Latin America. Family Focus also serves additional immigrant/refugee populations, specifically in Aurora, from regions including the Middle East, Eastern Europe, Africa, and Asia.

Family Focus serves immigrant and refugee populations with specific programming in the City of Aurora, the Town of Cicero, and the City of Chicago's Northwest Side. Family Focus provides immigrant families and individuals with bilingual services to provide pathways to success including assistance with citizenship process by accredited staff, DACA renewal, interpretation services, ESL and GED classes, citizenship classes, referrals to healthcare, education and employment resources, and more through the State of Illinois - Illinois Welcome Centers program. Family Focus has been a provider of the Illinois Welcoming Center model since 2013.

### **Project Timeline and Proposed Budget**

Initial exploration of the Welcoming Center began in January of 2022 and lasted until the month of March. Since then, Family Focus has met with local Elected Officials and the State of Illinois Latino Caucus, identified funding needs to draft a cost review for start-up and implementation. If approved, Family Focus plans to begin meeting with focus groups to determine need and interest for programs in October of 2022, they plan to roll out and implement the Welcoming Center in January 1, 2023 and hold a Ribbon Cutting Ceremony in February 2023.

The proposed budget for the Welcoming Center is \$477,831. The budget covers the Pilot Year from July 2022 to July of 2023 and is broken down as follows:

- Project Planning/Design/Community Engagement - \$21,460
- Start-Up Costs - \$50,000
- Program Operations - \$406,371

(See Appendix 3)

### **Welcoming Center Program Model**

In 2007, the Illinois Welcoming Center pilot project was launched to model the one-stop human service state-operated center designed to help immigrants navigate Illinois' human services delivery system. Over the years, the Welcoming Center program has expanded to include community-based service providers. Central to the Welcoming Center model, the services are welcoming and affirming; linguistically, culturally, and racially. All relationships between staff and participants are built on equality and respect. Program staff advocates for participants and help participants become their own advocates. The key features and deliverables of Welcoming Centers include:

- **One-stop center** that provides linguistically and culturally responsive and affirming case management and service coordination for immigrants and refugee individuals and their families to help them secure services needed to become socially and economically self-sufficient. The IWC utilizes a strength-based and family-centered intake assessment that guides the service plan.
- **Co-location model** in efforts to provide services in the most expedient and convenient manner to participants. The welcoming center will collaborate with partner organizations not already housed in the Evanston location to offer some space for co-location of services. The Welcoming Center will also co-locate at other entities to provide services where participants convene, such as schools or faith based entities.

- **Provision of community education** workshops on topics of importance to help immigrant and refugee individuals/families learn about resources and information that can advance their successful integration. These topics are driven by the community and team members that identify emerging topics, response to queries and common themes for services.
- **Regular meetings with local service providers** to address common challenges shared in the delivery of services to immigrants and refugee individuals and families to enhance service effectiveness and improve service coordination. As well as identify where there are both gaps and duplication in services in efforts to leverage partnerships and bring needed service to the community.

**Evanston-Area Specific Demographics**

The Latino and immigrant population in the City of Evanston continues to steadily grow. The US Census American Community Survey data shows Latinos grew 34 percentage points between 2010 and 2020 and there was nearly double the percentage of Latinos since 2000. Most growth in population in Evanston can primarily be attributed to Latinos. The foreign-born population is reported to be between 18-19% in the City of Evanston. A rank list of the Top Ten Countries of Origin is shown below:

**Evanston Foreign-Born Population - Top Ten Countries of Origin**

Continent of Origin	Country of Origin	Rank	Evanston Population
Central America	Mexico	1	1,722
Eastern Asia	China	2	1,606
Caribbean	Jamaica	3	861
South Central Asia	India	4	571
Eastern Asia	Korea	5	544
Western Africa	Nigeria	6	416
Northern Europe	United Kingdom (inc. Crown	7	387
Caribbean	Haiti	8	350
South Central Asia	Other South Central Asia	8	350
South Eastern Asia	Philippines	10	318

Source: Chicago Metropolitan Agency for Planning (CMAP) - 2020 U.S. Census American Community Survey Analysis, August 2022.

Countries of origin consist of Mexico (largest foreign-born group in Evanston), Pakistan, Kazakhstan, Haiti, Jamaica, Belize, Barbados, India, Nigeria, and Afghanistan to name a few.

Both African American and White residents have declining populations as of 2020.

Languages spoken by non-English speaking participants include: Spanish, Urdu, French, Hindi, Creole, Russian and Arabic.



### **Community Need of a Welcoming Center**

The City of Evanston, District 65, and local leaders have created a number of responses to serve Spanish speaking immigrants in the last ten years including the creation of Evanston Latinos, Español-Evanston, Hechos en Evanston, Evanston Public Library's Latino Engagement Librarian and School District 65 Parent Leadership Institute, among others. Furthermore, in the ARPA Townhall Meetings community members and service providers highlighted Latino and bilingual services were as a need in the City of Evanston.

Welcoming Centers respond and serve the substantial percentage of Latino individuals and their families as well as the large groups of immigrants that are currently served, in particular those from African and Caribbean countries. Staffing will be structured in a manner that is responsive to the needs of our community; especially with a lens toward ensuring language is not a barrier to access services. Although Latino - and other minority groups - are represented in almost every ward in the city. There are larger concentrations of Latinos in the Second, Fifth, Eighth and Ninth Wards. A location in the Fifth Ward would be accessible to surrounding wards. Family Focus stands with the Evanston Community's commitment to Equity and Diversity and look forward to building relationships between and across both the African-American and Latino communities. This can lead to immediate and long-term increased capacity, power, and understanding that can bring opportunities for funding that is equitable and responsive.

### **Evanston Service Partners**

Examples of streams of service that we would refer include legal services, mental health, workforce, housing, business development. The team will not only partner with entities, but they have a deep understanding of their intake, eligibility, language, cost, waitlist, etc. in order to have a successful referral. In essence, the team will be experts on the experts and have vast knowledge in a number of sectors. Current Family Focus Tenants include (starred entities provide direct services or support to community members at the center):

- AFSCME – Local 1891
- Aunt Martha's Health Services\*
- Delta Sigma Theta Sorority, Inc.
- Evanston Cradle to Career\*
- Haitian Congress to Fortify Haiti
- Infant Welfare Society of Evanston/Teen Baby Nursery\*
- Kingsway Preparatory School\*
- McGaw YMCA (Foster Reading Center, Headstart, MetaMedia on Foster)\*
- NAACP (Evanston/North Shore Branch)\*
- Northwestern University/Digital Youth Divas\*
- Open Studio Project\* • Awe-Sauce Hot Sauces
- Noir d'Ébène Chocolat et Pâtisserie

Pro-Bono Space:

- Evanston Jr. Wildkits Football Team\*

In addition to our tenants, we have several other partners that we are currently working with to offer supplemental support services, provide and receive referrals, as well as serve as thought partners with us as we roll out the Welcoming Center and they include:

Skokie/Evanston School District 65

Evanston Township High School District 202

Connections for the Homeless Evanston Public Library Bundled Blessings WIC CEDA

### **Annual Deliverables**

Family Focus projects to serve 400 unduplicated individuals in a full year of program. These are projections based on centers with ongoing experience and that the community knows is providing services. These numbers may not be met in the first 6-12 months of services as Family Focus will be ramping up and engaging in a new community. Family Focus expects to fully meet the same number of participants as other welcoming centers in year 2 of implementation. Service deliverables are as follows:

- Number of new participants receiving intakes and plans for services monthly: 30-35
- Total number of participants served monthly: 50 (this may include new participants, phone inquiries and referrals requests)
- Number of cases requiring crisis intervention monthly: 5
- Total number of successful case resolutions: 25-30 per site
- Number of referrals made to outside services: 525
- Number of workshops offered: 1-2 per month
- Number of workshop participants monthly: 10-20 at each workshop

### Legislative History:

In December 2016, Mayor Elizabeth Tisdahl and the City Council voted unanimously to reaffirm Evanston's Welcoming City Ordinance. In October 2017, Mayor Stephen Hagerty signed an updated ordinance, approved unanimously by the City Council, conforming with the Illinois TRUST Act. The Ordinance discourages unlawful discrimination and strongly supports the equal treatment of all individuals regardless of national origin. In December of 2021 the 'Latinx Welcome Center' idea was presented to Council as part of the Updated ARPA Categories and Funding in Social Services.



**American Rescue Plan Act Funds, City of Evanston  
Welcoming Center Proposal  
August 5, 2022**





**American Rescue Plan Act Funds, City of Evanston  
Welcoming Center Proposal  
August 5, 2022**

**Family Focus Agency Overview**

Family Focus was founded in Evanston in 1976 by Bernard and Bernice Weissbourd, whose name is on the building at Dewey and Foster, along with support from the Irving Harris Family. Over the past 46 years, the agency has grown to 11 locations across northeast Illinois, having added three in 2021 by merging with Chicago Child Care Society, the state’s longest standing social service agency established in 1849. Family Focus now proudly claims this heritage and expanded regional impact, including three locations with enriched immigration services, Aurora, Nuestra Familia Belmont-Cragin and Nuestra Familia Cicero. An Illinois Welcoming Center in Evanston would be the fourth location for Family Focus to deliver these services.

Family Focus Evanston’s Center is accessibly located within the 5th Ward of Evanston. Youth and families in the 5th Ward struggle disproportionately with poverty, health inequities and community violence. Mainly due to racial disparities, data for the 5th Ward is alarming in comparison to nearby 6th Ward, a more affluent community: 5th Ward residents have a life expectancy of 75.5 years, in comparison to 84.1 in the 6th Ward; 5th Ward residents have a \$44,458 median household income, compared to \$135,287 in the 6th Ward; and 5th Ward child poverty is 28.9% compared to 4% in the 6th Ward. These economic and health disparities result in 14.5% of 5th Ward residents facing mental health distress compared to 7.56% of 6th Ward residents. These data trends impact Evanston children and youth in profound ways. There is a clear need for services that can help mitigate academic trends seen between children and youth based on race and economic backgrounds. According to School District 65’s 2019 data, 20.4% of low-income Evanston students meet MAP standards in reading, while 69.9% of their non-low-income classmates meet or exceed the standards. The same gaps exist in math (13.5% vs. 56.7%). The achievement gap also exists along racial and economic lines. In 2021, there was a 39% percent gap between low income and non-low-income students in English Language Arts, and ELA gaps saw 39% between Black and White students and 31% between Hispanic and White students. Mathematics saw similar trends in 2021, with the gap for Black and White students at 48%, and between Hispanic and White students at 40%. Family Focus and our facility partners serve primarily low-income students of color and are in a strong position to join our colleagues at District 65 and other youth-serving organizations in the effort to reverse that

trend. Continued investment in the Family Focus Evanston Center will do a great deal to offset those disparities and bring opportunities and growth for children, youth, and their families.

Neighborhood youth and their families desire a safe and supportive space to spend their time after school at the Family Focus Center. In Evanston, the struggle with youth violence is just as real as many other Chicagoland cities. “In 2021, nine youths between the ages of 14 and 24 have been victims of gun violence in Evanston,” according to [evanstonroundtable.com](http://evanstonroundtable.com). “The increase in youth violence disparately impacts lower-income, African American and people of color, consistent with the disparate impact of the coronavirus on these populations on overall health, housing stability and loss of employment,” said Evanston representative Audrey Thompson. Immigrant and mixed status families also desire a welcoming safe space that they can receive supports and resources as they navigate their new community.

The overall Family Focus Center will address numerous inequities among children, youth, and families of color, including immigrants and refugees, by providing early childhood, youth development, and family support programs that respond to community needs and build on community strengths. The opportunities will include increased access to employment, economic mobility, and academic advancement. Early childhood programs alone have an estimated 13% return on investment for every \$1 invested. This is very relevant for our Evanston center because Family Focus and our partner tenants provide a substantial amount of early childhood programming and the number of children under 5 in Evanston is approximately 4,019 children. Our Early Childhood program, like most of our programs, provides whole-child, whole family support. That means that regardless of the primary individual receiving services, we work in partnership with our families to provide support to the whole family to meet their goals.

For those reasons, the Center will be a beacon of hope to local children, youth, and their families. No one person, organization, or school can reverse these trends on their own. We need collective effort with a clear purpose to change the lives of the next generation of youth. Our Evanston Center will coalesce the community around a mission of making the city a better place for children, youth and their families and recognize the importance of ensuring that there are targeted supports to our immigrant and refugee residents as well.

#### **Agency Background-Illinois Welcoming Centers**

Family Focus is a community-based family support organization that specializes in offering services to families, especially families of young children. Family Focus staff expertly assess an entire family’s circumstances including both strengths and areas of need to ensure each individual within the family unit is connected to the services they need to succeed. All services are strengths-based. In certain communities, Family Focus specializes in serving Latino immigrants and refugees, traditionally Spanish speakers from Latin America. Family Focus also serves additional immigrant/refugee populations, specifically in Aurora, from regions including the Middle East, Eastern Europe, Africa, and Asia. Family Focus serves immigrant and refugee populations with specific programming in the City of Aurora, the Town of Cicero, and the City of

Chicago's Northwest Side. Family Focus' Chicago site is located in the Belmont-Cragin community, the Aurora site is located in East Aurora, and the Cicero location is located directly in Cicero and serves the surrounding suburbs of Berwyn, North Riverside and Stickney. However, Family Focus serves all participants eligible for services, regardless of what community area they are coming from. Many participants venture to Family Focus, where they know they will find bilingual and bicultural staff they can trust. Chicago participants live in Hermosa, Humboldt Park, Belmont Cragin, Albany Park, Avondale, Logan Square, and Portage Park. Aurora participants include Aurora and North Aurora residents and live as far away as Joliet and DuPage County.

Throughout our nearly 50-year history, Family Focus centers have proliferated to meet the emerging needs of low-income families throughout the Chicago area. The Aurora and the two Nuestra Familia centers, grew out of a need to create a safe space for immigrant families from Spanish-speaking countries to come together, build community, communicate with others who spoke their language, and gain support as they began to navigate systems in the United States. Family Focus now has over 35 years of experience serving Latino immigrants through those three centers. While our centers have evolved over the years to integrate evidence-based models and include an ever-growing roster of programs and sites, Family Focus has retained its position as a safe space to build community and seek support.

As a community-based social service provider located in high-need communities, Family Focus is well-situated to serve English Language Learner (ELL) and low-income individuals and families. Additionally, many low-income, ELL individuals pass through Family Focus' doors each day for several support services including early childhood home visiting, youth development programs, and family support services including, Illinois Welcoming Center, parenting education and leadership programs, adult literacy courses, and simply to seek refuge in a safe space where they are welcome and understood. Following the principles of Family Support, all Family Focus programs are designed to systematically involve the entire family and to build relationships with all participants based on equality and respect.

Family Focus receives referrals for participants from the many partners with whom we work in each local community including other social service agencies, clinics, hospitals, and schools. Additionally, many participants come to Family Focus because of our strong reputation among residents in the communities we serve. Many enrolled participants heard from a friend, family member, or neighbor that they could find help at Family Focus.

Family Focus has been a provider of the Illinois Welcoming Center model since 2013. Family Focus began serving Aurora's predominantly Latino east side in 1983 in response to the burgeoning Latino community and absence of bilingual/bicultural providers. FFA continues to offer bilingual and bicultural services benefiting the area's large Spanish-speaking population and also welcomes families of any origin seeking support. Family Focus' Nuestra Familia center opened in West Lincoln Park in 1978. Over the past 40 years, the center moved to the West Town neighborhood and then further west to the Hermosa and currently is in the Belmont-Cragin community, following the immigrant community's migration through the city due to

gentrification. Two additional sites also serve Spanish-speaking families in the Chicago suburbs of Cicero and Melrose Park. Family Focus began serving the Cicero community in 2002. Many families served are immigrant families. There is a demonstrated need for an elevated level of comprehensive case management for all families in the community, not just families with young children. Additionally, the Cicero site acts as a gathering point for community members that would otherwise be isolated.

Family Focus is well suited to provide Welcoming Center services due to our long history of utilizing the Principles of Family Support in our practice. Much of the Welcoming Center Model is in line with the Principles and the Family Support Approach. Family Focus did not officially provide Welcoming Center services in FY16 and FY18 due to lack of funding from the state, however, we continued to provide referrals to partners when past participants or new participants came into the center to request direct Welcoming Center services and provided community education workshops that are part of the Welcoming Center model. We continued to use the language of being a “Welcoming Center” and see our centers as “welcoming” locations, therefore we do not anticipate significant challenges in starting up the program in a community where we already deliver services. Family Focus is in an outstanding position to add this fourth IWC location and provide the full menu of Welcoming Center services in Evanston.

#### **PRINCIPLES OF FAMILY SUPPORT PRACTICE**

The adherence to the principles of Family Support Practice make Family Focus an excellent candidate to house a Welcoming Center. The nine principles below demonstrate the way that we interface and support communities, families, and individuals that have long lasting impact.

1. Staff and families work together in relationships based on equality and respect.
2. Staff enhances families' capacity to support the growth and development of all family members - adults, youth, and children.
3. Families are resources to their own members, to other families, to programs, and to communities.
4. Programs affirm and strengthen families' cultural, racial, and linguistic identities and enhance their ability to function in a multicultural society.
5. Programs are embedded in their communities and contribute to the community-building process.
6. Programs advocate with families for services and systems that are fair, responsive, and accountable to the families served.
7. Practitioners work with families to mobilize formal and informal resources to support family development.
8. Programs are flexible and continually responsive to emerging family and community issues.
9. Principles of family support are modeled in all program activities, including planning, governance, and administration.



As you can see, these principles ensure that we are engaging our participants in their own growth and development; we support system, family, and community building by recognizing that families and community members are the most important resources for that development. In fact, we call our participants, “*participants*”, and not clients with intention. We want to ensure that they know we are working alongside and in partnership with them. These principles, created nearly 50 years ago by Bernice Weissbourd and colleagues, are still true today and are very much in line with the Welcoming Center Model.

### **GENERAL PROGRAM MODEL**

In 2007, the Illinois Welcoming Center pilot project was launched to model the one-stop human service state-operated center designed to help immigrants navigate Illinois’ human services delivery system. Over the years, the Welcoming Center program has expanded to include community-based service providers. Central to the Welcoming Center model, the services are welcoming and affirming; linguistically, culturally, and racially. All relationships between staff and participants are built on equality and respect. Program staff advocate for participants and help participants become their own advocates. The key features of Welcoming Centers include:

1. One-stop center that provides linguistically and culturally responsive and affirming case management and service coordination for immigrants and refugee individuals and their families to help them secure services needed to become socially and economically self-sufficient. The IWC utilizes a strength-based and family-centered intake assessment that guides the service plan.
2. Co-location model in efforts to provide services in the most expedient and convenient manner to participants. The welcoming center will collaborate with partner organizations not already housed in the Evanston location to offer some space for co-location of services. The Welcoming Center will also co-locate at other entities to provide services where participants convene, such as schools or faith-based entities.
3. Provision of community education workshops on topics of importance to help immigrant and refugee individuals/families learn about resources and information that can advance their successful integration. These topics are driven by the community and team members that identify emerging topics, response to queries and common themes for services.
4. Regular meetings with local service providers to address common challenges shared in the delivery of services to immigrants and refugee individuals and families to enhance service effectiveness and improve service coordination. As well as identify where there are both gaps and duplication in services in efforts to leverage partnerships and bring needed service to the community.

Family Focus is prepared to deliver the resources and supports needed to successfully respond to the immigrant and refugee community needs to succeed and navigate their new home. In effort to do that, Family Focus will ensure the following in its implementation of the welcoming center:

- necessary resources to provide comprehensive, linguistically, and culturally responsive and affirming information about state and community services to a diverse community; strong working knowledge of the target population’s needs, knowledge of social casework methods, theory, techniques and principles;
- equipped with the resources to work cooperatively with other organizations to provide services and assistance to the customer;
- ability to provide immediate and direct assistance for a range of needs including mental health issues, substance abuse, homelessness, hunger, and unemployment.
- serve walk-in customers as well as referred customers from another IDHS office, community providers, or community members.

**EVANSTON-AREA SPECIFIC IMMIGRANT DEMOGRAPHICS**

The Latino and immigrant population in the City of Evanston continues to steadily grow. The US Census American Community Survey data shows Latinos grew 34 percentage points between 2010 and 2020 and there was nearly double the percentage of Latinos since 2000. The foreign-born population is also reported between 18-19% in the City of Evanston. Additionally, most growth in population in Evanston can primarily be attributed to Latinos. Both African American and White residents have declining populations as of 2020. At Family Focus Evanston, we have consistently and respectfully served the Latino and immigrant community. Serving participants with countries of origin from Mexico (largest foreign-born group in Evanston), Pakistan, Kazakhstan, Haiti, Jamaica, Belize, Barbados, India, Nigeria, and Afghanistan to name a few. Languages other than English spoken by some of our participants include, Spanish, Urdu, French, Hindi, Creole, Russian and Arabic. Community participants and leaders have reported a dearth of services specifically targeted and with expertise in serving the immigrant and refugee populations. The City of Evanston, District 65, and local leaders have created a number of responses to serve Spanish speaking immigrants in the last ten years including the creation of Evanston Latinos, Español-Evanston, Hechos en Evanston, Evanston Public Library’s Latino Engagement Librarian and School District 65 Parent Leadership Institute, among others. Furthermore, in several community meetings of a wide array of providers, services for Latinos and bilingual services were highlighted as needs. These efforts further demonstrate the need for a central welcoming location that can provide immediate and ongoing support.

Evanston continues to be a diverse city. With community members that have been here for decades and generations and new communities that continue to bring diversity, beauty, and breadth to the city. According to the Chicago Metropolitan Agency for Planning (CMAP) analyses of Census data, Latinos are the largest ethnic group after African Americans in the City of Evanston at 11.2% of the foreign-born contingent representing over ten countries, the vast majority of which come from Mexico. However, this community is followed by a large number of immigrants from Eastern, Western and Central Asia, Africa, and the Caribbean.

The Welcoming Center will respond and serve the substantial percentage of Latino individuals and their families as well as the large groups of immigrants that are currently served, in particular those from African and Caribbean countries. Staffing will be structured in a manner

that is responsive to the needs of our community, especially with a lens toward ensuring language is not a barrier to access. Although, Latino and other groups are represented in almost every ward in the city. There are larger concentrations of Latinos in the Second, Fifth, Eighth and Ninth Wards. A location in the Fifth Ward would be accessible to surrounding wards as well as surrounding community areas that include Skokie, Lincolnwood, Niles, and the Northern end of Chicago as well as support Black Immigrants that live in the area and need additional supports. Furthermore, Family Focus understands and stands with the Evanston Community's commitment to Equity and Diversity. The opportunity to build relationships between and across both the African American and Latino community can lead to immediate and long-term increased capacity, power, and understanding that can bring opportunities for funding that is equitable and responsive as well as driven by the community that has mutual understanding and respect for each other.

### **COMMUNITY ENGAGEMENT**

Family Focus recognizes the importance of community engagement to ensure that services and resources provided make sense and are responsive to the community served. The Fifth Ward in particular has traditionally been an active and engaged community and therefore we will build on that legacy as we bring services to the community that serve the Fifth Ward as well as neighboring communities. Our commitment to radical inclusion means that not only is every team member critical to delivering our mission, but we are committed to honoring and respecting each participant's lived experience, strengths, and contributions as well as our partners that support a holistic and full approach to community building. Together, through relationship and appreciation, we can accomplish our organizational goals. As such, we will engage in a co-creation process that will include key stakeholders that will support in guiding and developing the most responsive program and services to meet the needs of immigrants and refugees, but also complement the support services that are delivered traditionally in the community. This partnership will support leveraging relationships and funding dollars that can positively impact long standing Evanston Community residents alongside immigrants and refugees by identifying synergies and opportunities. Potential participants in this co-creation process will include current Family Focus tenants, current and past participant leaders, Evanston Latinos representatives, partner immigrant/refugee-serving organizations, individuals and key leaders identified by the City of Evanston and elected officials as appropriate.

### **EVANSTON SERVICE PARTNERS**

Family Focus has a long history of partnering with other organizations that compliment and support our families to reach their goals and dreams. The Welcoming Center model requires continued intentional partnership. The Family Focus team will develop and build upon strategic relationships in order to meet the needs of the community. Family Focus likens this to ensuring that every door is the right door. If a participant enters the welcoming center and requires or requests a service that is not delivered in the Family Focus Center, the team would have built relationships and deep understanding of partner service provider to ensure that a referral was made as well as the status of that referral.

Examples of streams of service that we would refer include legal services, mental health, workforce, housing, business development. The team will not only partner with entities, but they have a deep understanding of their intake, eligibility, language, cost, waitlist, etc. in order to have a successful referral. In essence, the team will be experts on the experts and have vast knowledge in a number of sectors.

Current Family Focus Tenants include (starred entities provide direct services or support to community members at the center):

- AFSCME – Local 1891
- Aunt Martha’s Health Services\*
- Delta Sigma Theta Sorority, Inc.
- Evanston Cradle to Career\*
- Haitian Congress to Fortify Haiti
- Infant Welfare Society of Evanston/Teen Baby Nursery\*
- Kingsway Preparatory School\*
- McGaw YMCA (Foster Reading Center, Headstart, MetaMedia on Foster)\*
- NAACP (Evanston/North Shore Branch)\*
- Northwestern University/Digital Youth Divas\*
- Open Studio Project\*
- Awe-Sauce Hot Sauces
- Noir d’Ébène Chocolat et Pâtisserie

**Pro-Bono Space:**

- Evanston Jr. Wildkits Football Team\*

In addition to our tenants, we have several other partners that we are currently working with to offer supplemental support services, provide and receive referrals, as well as serve as thought partners with us as we roll out the Welcoming Center and they include:

Skokie/Evanston School District 65  
Evanston Township High School District 202  
Connections for the Homeless  
Evanston Public Library  
Bundled Blessings  
WIC  
CEDA

As we implement the program and support community service coordination, planning and building alliances, we will convene at least ten community alliance meetings per year. The Community Alliance will work in collaboration with local partners from all service sectors, from legal, to health, to education, in order to identify service needs/gaps, and work with local leaders to develop a common vision and goals. Together the Alliance will identify broad based strategies to work collaboratively, problem solve community issues and leverage resources to

bring in additional funding and opportunities to strengthen the communities served. The alliance will identify issue areas as appropriate to ensure that service sectors are adequately covered and that top issues in the community are addressed and include all stakeholders. As partners continue to work together there is a deeper understanding and respect of each other's work and commitment to the community. This understanding leads to more creative ways of collaborating and working together. Levels of accountability to each other increase and the alliance can also be a vehicle to identify capacity building needs and opportunities. Through a strong alliance, services in general, not only at the IWC, will be robust and responsive to current and emerging needs. Key service providers involved will include our current partners and the following types of providers: Mental Health Services, DHS Offices, law enforcement, local schools, domestic violence organizations, Federally Qualified Health Centers (FQHC), food pantries, senior services, housing, workforce, youth serving orgs, recreation, libraries, and arts organizations. Specifics will be listed in partner agreements. Family Focus Evanston will identify specific service sectors and identify local partners in those areas to participate in collaborative approaches to immigrant integration. Partnerships will be maintained and monitored by the IWC team. Ongoing meetings will identify gaps and potential duplication in service, capacity development and collaboration opportunities. As we plan our co-creation process, we will include these partners to gather information, as well as implementation and designing of ideas.

**SERVICES PROVIDED**

Below is listing of services that are provided at current welcoming centers and could be offered at an Evanston Welcoming Center. However, final offerings will be guided by the above-mentioned co-creation process.

- Referral Services
- Emergency Services
- Early Childhood Development
- Home Visitation
- Court Advocacy
- Application Assistance and Support (TANF, SNAP, WIC, ACA, etc.)
- Immigration Services as appropriate
- Case Management
- Brief Counseling
- Employment Preparation
- Non-DHS Document translation
- Notary Services
- Navigating Social Services
- Housing Support
- Computer Literacy & Access
- Adult Education (In-person & Digital)
- Mental Health Services-referrals
- Adult Education
- Healthcare Access
- Parent Leadership Development
- Fatherhood Services

**COMMUNITY DEVELOPMENT & EDUCATION**

As part of the service delivery model, workshops are developed from past experience delivering workshops, attendance, and requests by participants and service partners. A survey and focus can be used to determine ongoing needs in each community. The above-mentioned co-creation

process as well as the ongoing Community Alliance will guide topics as well from year to year. Below is a list of topics that have been done in the past and are also accepted by the Illinois Department of Human Services Welcoming Programs.

Examples of potential workshops include:

- Know Your Rights
- Understanding the Health System
- Financial Literacy
- Civic Engagement and Understanding the Voting System in the US
- Parent Education
- Parenting Adolescents
- Understanding the US Education System
- ITIN Application and Renewal Assistance
- Lead in the Home
- Trauma and Brain Development
- Layperson’s Intro to Mental Health Services
- Temporary Visitor Driver’s License
- Accessing a Medical Home
- Understanding Parenting Styles
- How to Reduce Energy Costs
- How to Find High Quality Child Care

#### KEY DELIVERABLES

1. One-stop center that provides linguistically and culturally responsive and affirming service access and coordination (sometimes called case management) for immigrants and refugee individuals and families to help them secure services and supports needed. Family focus will either 1) provide the service needed directly, 2) help the participant apply for public benefits or private resources or 3) refer the participant to appropriate services **and** ensure that services were provided.
2. Provision of emergency and crisis services for immigrants and refugees using a strength-based and family-centered intake assessment that guides the service plan.
3. Provision of workshops on topics of importance to help immigrants and refugee individuals and families learn about resources and information with the goal of strengthening the capacity of the immigrant community.
4. Development of Community Alliances. Monthly meetings with local service providers to address common challenges shared in the delivery of services to immigrants and refugee individuals and families, including limited-English-proficient (LEP) participants, to enhance service effectiveness and improve service coordination.

Family Focus has been exemplary in the administration and delivery of services. For fiscal years 2019-2022, Family Focus has substantially exceeded state standards deliverables. Additionally, the centers have been able to pivot to respond to community need and increase support and access. For example, while well on our way to meet our deliverables in Fiscal year 2020, once the pandemic hit in March of 2020 the teams at all three centers shifted program delivery and focus. By the end of the fiscal year, we exceeded our expected deliverables by nearly 300% in both crises’ intervention and the number of referrals made (297% and 266% respectively). As a result of our consistent success, Family Focus received our largest grant ever of \$5,000,000 to implement three new welcoming center initiatives to respond to the COVID crisis and in

particular the challenges that immigrants and refugees were having in accessing COVID support. The three programs included: workforce development, health navigators and emergency housing, utility, and rental assistance. These services provided lifelines and needed income for our community. The demand for these programs was high as well as the turnaround around time. The programs were short-term and due to our relationship in the community and with our partners we met exceeded each of the expected deliverables in all three categories.

#### **ANNUAL DELIVERABLES**

- Family Focus projects to serve 400 unduplicated individuals in a full year of program.
- Number of new participants receiving intakes and plans for services monthly: 30-35
- Total number of participants served monthly: 50 (this may include new participants, phone inquiries and referrals requests)
- Number of cases requiring crisis intervention monthly: 5
- Total number of successful case resolutions: 25-30 per site
- Number of referrals made to outside services: 525
- Number of workshops offered: 1-2 per month
- Number of workshop participants monthly: 10-20 at each workshop

These are projections based on centers with ongoing experience and that the community knows is providing services. These numbers may not be met in the first 6-12 months of services as we will be ramping up and engaging in a new community. We do expect that we will fully meet the same number of participants as our other welcoming centers in year 2 of implementation.

Family Focus respectfully, submits this request to the City of Evanston to fund the rollout and implementation of a Welcoming Center at the Family Focus building administered by Family Focus. Family Focus believes that we have the experience, capacity, and knowledge base to implement the model with intention as well as our relationship with the community and commitment to radical inclusion that will ensure that services, resources, and implementation are in line with what this community needs and wants with an eye to cross cultural collaboration and leveraging of resources. Our commitment to the Principles of Family Support Practice makes us well suited to respond to the diverse immigrant community in Evanston.

If awarded the Welcoming Center will be a significant value add to the vibrant and robust plans that we have as we continue to develop Family Focus as a strong community asset. Family Focus will continue providing services that activate the agency's mission and will serve as a trusted collaborator with other tenants and stakeholders as well as the City of Evanston. Our partnership will remain strong in efforts to meet the City and our goals for the growth and development of Evanston residents, regardless of place of origin.



**Supplemental Materials**  
**August 5, 2022**

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## Appendix 1: Family Focus Leadership

Dara Munson, President & CEO  
773-643-0452 ext. 2469  
[Dara.munson@family-focus.org](mailto:Dara.munson@family-focus.org)

Dara Munson, formerly CEO of Chicago Child Care Society, is a native of Detroit and past President & CEO of Big Brothers Big Sisters of Metro Detroit, past COO of Girl Scouts of Southeastern Michigan, and past Senior Director of United Way of Southeastern Michigan. Munson has 26 years of human service/non-profit experience with the majority of that time being in mission critical and executive level roles. Munson's early career and education were in criminal justice, and she now serves as Chair of the Board of Trustees of the Eastern Michigan University Foundation Board (her alma mater). Munson also serves Chicagoland in several leadership positions including Chair of Chicago Alliance for Collaborative Effort (CACE), Board Member and Vice Chair of Membership for the International Women's Forum (IWF)-Chicago Chapter. She is a member of the Chicago Cook Workforce Partnership Youth Committee, Illinois Partners for Human Services Board of Directors, and the Southside Giving Circle for the Chicago Foundation for Women. She is a member of Alpha Kappa Alpha Sorority, Inc., and The Links, Incorporated.

Dottie Johnson, CFO  
773-643-0452 ext. 2463  
[Dottie.Johnson@family-focus.org](mailto:Dottie.Johnson@family-focus.org)

Dottie Johnson joined Family Focus as Chief Financial Officer in 2021 and oversees all aspects of its finances, information technology and facilities management. In her role, Dottie is responsible with providing strategic financial leadership to support our growth and development opportunities.,

Dottie has nearly 30 years of experience in financial leadership roles in the nonprofit sector. Previously, she served as the CFO and Controller for Chicago Commons where she was responsible for all facets of the financial strategy, planning, management, and accounting. Prior to her time at Chicago Commons, she has held varying financial leadership positions in the nonprofit sector, providing strategic direction to leadership teams on financial sustainability, overseeing investments and liquidity, financial risk assessment, and resource allocation decisions.

She is a Certified Public Accountant and holds a Bachelor of Science degree in Business from Murray State University.

Mariana Osoria, SVP of Partnerships & Engagement

312-421-5200 ext. 140

[Mariana.Osoria@family-focus.org](mailto:Mariana.Osoria@family-focus.org)

Mariana Osoria has dedicated her work to the field of social services for over thirty years, the last twenty in executive leadership and management. Prior to her current role she was the Vice President of Centers at Family Focus, with the Aurora, DuPage, and Nuestra Familia (Cicero & Chicago) centers under her purview. Before joining Family Focus in 2006, she held a number of positions at Youth Guidance, the last being Program Manager for Project STRIVE. Her work has focused on designing and implementing programs and systems to positively impact Latino and African American communities. Mariana is also a national trainer and facilitator in the areas of anti-poverty, community development, racial equity, and diversity. Mariana's civic leadership includes membership on the board of LUCHA, PCC Wellness, the inaugural City of Aurora Education Commission, Co-Chair of the Puerto Rican Agenda, and Co-Chair of the Education Committee of Illinois Unidos. She received her master's degree from the University of Chicago Crown Family School of Social Work, Policy, and Practice (formerly the School of Social Service Administration).

Sherneron Hilliard, SVP of Programs and Impact

312-421-5200 ext. 132

[sherneron.hilliard@family-focus.org](mailto:sherneron.hilliard@family-focus.org)

Sherneron Hilliard has held many roles at Family Focus, most recently as the Senior Vice President of Programs and Impact. She served as the Center Director of the Lawndale center for seven years, having graduated as the Project Director of Adult Services for eight years also at the Lawndale site. Prior to joining Family Focus she implemented youth development programs in schools, worked as a child welfare worker, and as an individual and family therapist in various settings. Sherneron has a B.A. from Jackson State University and a M.S.W. from Loyola University. She is currently pursuing a doctoral degree in Education Counseling Psychology.

Linda Balsamo, SVP of People & Culture

773-643-0452 ext. 2486

[linda.balsamo@family-focus.org](mailto:linda.balsamo@family-focus.org)

Linda Balsamo has served in HR leadership roles at corporate and non-profit organizations for over 25 years. Prior to her role as Chief People Officer at Chicago Child Care Society, Linda was the Chief Administration Officer at NorthPointe Resources, where she helped drive organizational development and strategic change, as well as build human capital through training and development. Prior to her role at NorthPointe Resources, she worked in the Compensation & Benefits Division at Walgreen Co., managing the Employee Assistance Program and voluntary benefits for the organization of 250,000 employees. Linda is also an Adjunct Professor at National Louis University and currently teaches Performance Analysis & Management and Organizational Effectiveness & Development at the graduate level. Linda earned her PhD in Human & Organizational Systems from Fielding Graduate University and an

MBA in Finance from Loyola University. She was also the recipient of the 2007 Distinguished Paper Award by the North American Management Society.

Vanessa J. Allen, Center Director of Family Focus Evanston  
847.475.7570 ext. 15  
[vanessa.allen@family-focus.org](mailto:vanessa.allen@family-focus.org)

Vanessa J. Allen has been with Family Focus Evanston for over 18 years. Initially hired as a direct service staff worker, she later transitioned to the role of Program Manager/Supervisor of the Family Advocacy Center Program and the Early Childhood Program. Her current role is that of Center Director and Director of Programs. Vanessa holds a Master of Social Work degree (MSW) and a EdD in Education (Counseling Psychology). She is also a state of Illinois Licensed Clinical Social Worker. Vanessa is a native of the city of Chicago but has resided in Evanston for more than 20 years. In addition to her role at Family Focus, Vanessa is a member of several organizations, including the NASW, NAACP, a member of Delta Sigma Theta Sorority, Incorporated. Vanessa has a passion for empowering individuals and families and is dedicated to the welfare of her community.

**Loretta Espeut, Regional Vice President of Centers**

773.962.0366 ext.207  
[loretta.espeut@family-focus.org](mailto:loretta.espeut@family-focus.org)

Loretta currently oversees Family Focus centers in the city of Chicago and the northern suburbs. Loretta has more than 35+ years of progressively responsible experience directing programs and providing training and technical assistance in the nonprofit field.

Ms. Espeut was the Director of Family Focus Englewood from 2002-2015. As the site's first director, she hired professional and technical staff and grew the organization from five to over 30 employees. She also managed a 4+ million-dollar budget, ensured a balanced center budget yearly, installed effective programmatic and hiring structures, and provided superior leadership to deliver strength-based services to families in the Englewood community. Ms. Espeut has extensive experience building partnerships and collaborations with multiple agencies throughout Chicago. Ms. Espeut is passionate about working with families in underserved and under-resourced communities. Her outstanding qualities lie in building strong organizational structures, empowering and growing a well-trained workforce, and developing a strongly cohesive, ethical team. Her leadership style is very collaborative and is exemplified in the famous quote by Benjamin Franklin, "tell me, and I forget, teach me, and I remember, involve me, and I learn." She believes in the 'parallel process' and immersed it throughout her work with families and staff. Her focus in the field is continuously working to understand brain development, the power of trauma, and its effects on parenting families and living in under-resourced communities.



## Appendix 2: Welcoming Center Timeline

Pre-Planning/Exploratory
  Implementation

Activity	Timeline
Initial Exploration with Evanston Latinos and the City of Evanston	Janu-March 2022
Discuss viability and expansion with SVP Programs and Impact in order to move forward.	3/23/2022
Meet with IDHS Office of Welcoming Centers	3/23/2022
Review NOFO requirements and alignment	3/23/2022
Meet with Evanston Center Director and Program Team	3/23/2022
Meet with Development team to discuss prioritizing IWC funding	4/20/2022
Identify potential funders	5/31/2022
Identify current partners and service array	4/10/2022
Determine Space needs. Currently available and future focused as well.	4/15/2022
Draft Cost review to include start up and implementation	4/1/2022
Reach local electeds discuss the IWC expansion. Gabel, L. Hernandez, Latino Caucus Members	6/30/2022
Plan Co-Creation Process	8/11/2022
Presentation to City of Evanston Social Service Committee	8/11/2022
Presentation to City of Evanston City Council (contingent on Social Service Committee Approval)	9/12/2022
<i>Focus groups with community residents to determine needs and interests for programs</i>	10/30/2022
<i>Outreach and recruit</i>	11/1/2022
<i>Begin recruiting program staff</i>	11/1/2022
Finalize key program areas and potential additional partners	11/30/2022
<i>Roll out and implement</i>	1/1/2023
<i>Train staff on model</i>	1/30/2023
<i>"Ribbon Cutting"</i>	2/1/2023
<i>Ongoing review of implementation</i>	3/1/2023

Appendix 3: Proposed Budget

**Welcoming Center Proposed Budget - Pilot Year**

<b>Project Planning/Design/Community Engagement</b>		Timeframe: July - December
Personnel Salaries	\$ 12,000	170 hours of staff time for project planning, community partnerships/engagement; benefits @ 28%
Fringe Benefits	\$ 3,360	
<b>Total Personnel Costs</b>	<b>\$ 15,360</b>	
Focus Groups	\$ 1,200	Community Focus Groups (Food, Materials)
Participant Stipends	\$ 2,400	Community Focus Group Incentives
Consultants	\$ 2,000	Interpreter/Translator
Travel	\$ 500	
<b>Total Planning Costs</b>	<b>\$ 21,460</b>	
<b>Start-Up Costs</b>		Timeframe: October - December
Office Furniture/Equipment	\$ 15,000	3 private offices (2 for staff; 1 for community partnerships)
Computer Lab Equipment	\$ 20,000	8 laptops, printer/scanner, 3-D printer, projector, smartboard, router
Computer Lab Furniture	\$ 8,000	work tables and chairs
Opening Celebration	\$ 5,000	
Printing/Promotion	\$ 2,000	Flyers/Brochures/Ads (English/Spanish/French)
<b>Total Start-Up Costs</b>	<b>\$ 50,000</b>	
<b>Program Operations</b>		Timeframe: January - June
Program Staff	\$ 87,000	Six months salary & benefits for 1 Project Manager, 2 Lead Case Managers (Spanish and French literate)
Fringe Benefits	\$ 24,360	
<b>Total Personnel Costs</b>	<b>\$ 111,360</b>	
Occupancy	\$ 6,000	3 offices; shared meeting space
Communications (Phone/Internet)	\$ 2,420	
Equipment Maintenance	\$ 1,200	IT Support/Maintenance
Office Supplies	\$ 1,000	
Program Supplies	\$ 1,000	
Program Food	\$ 1,000	
Special Assistance to Clients	\$ 2,000	Emergency assistance for participants
Consultants	\$ 5,000	Interpreter Fees/Translation costs
Training	\$ 2,000	Staff Development
Staff Travel	\$ 500	
Insurance	\$ 500	
Audit	\$ 610	
Dues/Fees/Subscriptions	\$ 500	
Postage	\$ 400	
<b>Total Direct Program Operations</b>	<b>\$ 135,490</b>	
Administrative Overhead	\$ 19,221	17.26% Overhead Rate
<b>Total Budget - Pilot Year</b>	<b>\$ 226,171</b>	

## Welcoming Center Proposed Budget - Year 2

<b>Program Operations</b>	Timeframe: July - June	
		Full-year salary & benefits for 1 Project Manager, 2 Case Managers (Spanish and French literate)
Program Staff	\$ 136,610	
Fringe Benefits	\$ 38,251	
<b>Total Personnel Costs</b>	<b>\$ 174,861</b>	
Occupancy	\$ 12,000	3 offices; shared meeting space
Communications (Phone/Internet)	\$ 4,800	
Equipment Maintenance	\$ 2,392	IT Support/Maintenance
Office Supplies	\$ 1,200	
Program Supplies	\$ 1,200	
Program Food	\$ 1,200	
Special Assistance to Participants	\$ 5,000	Emergency assistance for participants
Consultants	\$ 8,000	Interpreter Fees/Translation costs
Training	\$ 3,000	Staff Development
Staff Travel	\$ 1,500	
Insurance	\$ 3,924	
Audit	\$ 1,052	
Dues/Fees/Subscriptions	\$ 250	
Printing	\$ 500	
Postage	\$ 600	
<b>Total Direct Program Operations</b>	<b>\$ 221,479</b>	
Administrative Overhead	\$ 30,181	
<b>Total Budget - Year 2</b>	<b>\$ 251,660</b>	

## Appendix 4: Evanston Center Partners

### AFSCME (Local 1891)



American Federation of State, County & Municipal Employees was founded during the Great Depression on a simple idea – that a professional civil service is essential to a strong democracy. The business of the people should be carried out by individuals dedicated to serving their communities, not those who have close connections to politicians. This idea has sustained AFSCME through nearly nine decades, as it has grown from a fledgling organization of a few thousand people to one of the most potent forces in the labor movement.

### Aunt Martha's Health Services



Aunt Martha's Health and Wellness boldly commits to supporting the well-being of our communities, ensuring equity in access and delivering exceptional care inspired by a culture of innovation. We envision strong, healthy communities, where everyone has access to high quality health and wellness care, leading to better social and emotional health.

### Awe-Sauce Hot Sauces



Hot Sauces are made from organically grown, premium peppers, using no pesticides or chemical fertilizers. Our recipes are 20 years in the making. We choose pepper blends, and select seasonings that provide flavorful heat. AWE-SAUCES can be used directly on your dish of choice or as a compliment seasoning to your own recipes.



### Delta Sigma Theta Sorority, Inc. (Evanston-North Shore Alumnae)

Delta Sigma Theta was the first Black sorority in Evanston, Illinois. The principal purposes and aims of this public service sorority are to establish, maintain and encourage high cultural, intellectual and moral standards among its members; to engage in public service programs; and to promote and encourage achievement in education by granting scholarships to high school graduates from the Evanston area.



### Evanston Cradle to Career

Evanston Cradle to Career believes all children and families must have access to the resources and opportunities they need to thrive and enjoy full, healthy lives. Equity is good for everyone.



### Evanston Jr. Wildkits Football Team

Founded in 1994, The Evanston Junior Wildkits Football & Cheerleading program is a grassroots youth mentoring & football organization that became a part of the Central Suburban Youth Football League, which is comprised of teams from the North Shore of Illinois.





### **Giving Storeroom (Clothing Closet/Food Pantry)**

Located in the Weissbourd-Holmes Family Focus Center in Evanston, IL, The Giving Storeroom is a food pantry and clothing closet that serves the needs of the community. We operate on generous donations from volunteers, community members & organizations.



### **Haitian Congress to Fortify Haiti**

The Haitian Congress to Fortify Haiti continues to serve the Haitian community here in the states and in Haiti. As we celebrate 12 years of service and activism, we honor we continue to work and collaborate with other organizations to improve the lives of the Haitian people.



The Infant Welfare Society of Evanston, Inc.

### **Infant Welfare Society of Evanston/Teen Baby Nursery**

Teen Baby Nursery (TBN) is a NAEYC Accredited, full-day child care and early education program with a capacity for 16 children of young parents ages 14 to 23 who live in Evanston, specializing in infant and toddler care for children of teenage parents. Teen Baby Nursery is committed to ensuring that children enter school ready to learn.



### **Kingsway Preparatory School**

We desire to be a beacon in the community and are dedicated to providing a disciplined academic environment that is conducive for spiritual growth, character development and academic achievement. We seek to establish a culture where teachers are encouraged to

create and students are allowed to explore and grow in an exciting and engaging learning environment.



#### McGaw YMCA (Foster Reading Center; HeadStart; MetaMedia Programs)

The McGaw YMCA cultivates the whole person, strengthens community, and provides equitable access to transformational experiences that uplift the mind, body, and spirit.

#### NAACP (Evanston/North Shore Branch)



The mission of the National Association for the Advancement of Colored People (NAACP) is to secure the political, educational, social, and economic equality of rights in order to eliminate race-based discrimination and ensure the health and well-being of all persons.

#### Noir d'Ébène Chocolat et Pâtisserie



Noir d'Ébène chocolat et pâtisserie is an Evanston, Illinois – based artisanal pastry and chocolate boutique studio created by founder and professional pastry chef/chocolatier Journey Shannon. The incredible edible gifts are handcrafted with the freshest ingredients available – Noir d'Ébène prides itself on using the same kind of natural ingredients that mom did when baking cakes on a Saturday afternoon. Cacao nibs, cake and all-purpose flour, European-style butter, Madagascar Bourbon vanilla bean paste, granulated sugar, French or Portuguese sea salt and other wonderful, exciting, and complementary ingredients.

## Northwestern University / Digital Youth Divas



Digital Youth Divas is an out-of-school program that engages middle school girls, especially those from non-dominant communities, in design-based engineering and computer science activities driven by a narrative story. The program supports girls to develop STEM identities by participating within face-to-face and online spaces to design, create, and re-imagine everyday artifacts (jewelry, hair accessories, music) and activities (dancing and talking to friends) using techniques including collaboration, critique, circuitry, coding, and fabrication.

Since 2013, over 300 girls have participated in core Digital Youth Divas in Chicago. Over the course of the program, girls have demonstrated increased domain-specific content knowledge and development of initial interest in STEM.



## Open Studio Project

Our mission is to bring art directly to individuals for personal growth, social-emotional learning, and community well-being.

## Appendix 5: Letters of Support



August 5, 2022

City of Evanston  
Social Services Committee  
2100 Ridge Avenue  
Evanston, IL 60201

Dear Members of the Committee:

Illinois Unidos is pleased to support the Family Focus Evanston ARPA request to the City of Evanston in support of the implementation of an Illinois Welcoming Center to be housed in the Family Focus Evanston building.

Illinois Unidos (IU) is a state-wide consortium of over 100 Latino elected and appointed officials, together with health professionals, and representatives of community-based organizations, committed to ensuring an equitable COVID-19 response and recovery for the state of Illinois' Latinx population. Our mission is to strengthen COVID-19 prevention, vaccination series completion and outreach strategies for Illinois' Latinx population through a robust bilingual and bicultural multi-media public education campaign to lower vaccination hesitancy and improve safety mitigation utilization.

As context, Latinos represent 18.5% of the national population, yet represent 25% of Covid-19 cases, and 16% of Covid-19 deaths and highest Covid-19 associated hospitalizations across all racial and ethnic groups. It is clear that along with our African-American neighbors, Latinos are also experiencing a disproportionate burden of COVID-19 mortality and having a Welcoming Center that provides a one-stop shop of services for racialized and minoritized immigrants such as Latinos is long-overdue and necessary in the city of Evanston and in the north-shore area where Latino and other immigrants of color reside and continue to recover from this global pandemic.

Family Focus's mission is to invest in strengthening families and their children in Chicago and NE Illinois so they build social capital and achieve upward economic mobility through high-quality innovative programs and services, grounded in anti-racism and social justice. Family Focus utilizes the Principles of Family Support practice as a philosophy and anchor in serving the community. Family Focus has a long history of serving Latino and immigrant families in several Illinois communities. The *Nuestra Familia* Centers in Chicago and Cicero have been supporting primarily Latino, immigrant and refugee community for decades. Utilizing bicultural and bilingual staff the center offers the following key program areas: Early Childhood, Youth Development & Family Support which includes immigration services.

As an anchor in the Latino community Family Focus has consistently been a welcoming location that community residents can access for resources and support. Similar to the *Nuestra Familia* sites, the

Aurora center served the immigrant and Latino community directly, came into existence due to the changing landscape in the area to support school district and city leaders in responding to this growth.

As such Family Focus is well-suited to provide in-depth and holistic resources to immigrant families. Family Focus also provides leadership and development opportunities for families and community members through civic engagement, education workshops, classes and leadership opportunities that keep families engaged in the community and connected to the organization. The Welcoming Center plans to offer, one-stop shop services, community development and education, convene a community alliance to support immigrants and refugees and offer colocation services for ease of access to families and successful referral engagement that supports immigrants and refugees integration into the community.

Evanston has demonstrated need for these services. With an ever growing Latino population, and nearly doubling of Latino growth from 2000-2019, mirroring many Chicago suburban areas services that are bilingual and bicultural are needed to support those increases. In addition, to Latino immigrants, Evanston has been a hub for other immigrant communities as well with an overall foreign-born population of 19% with home countries from the Americas, Africa, Europe and Asia, the welcoming center would offer services to an array of immigrant and refugees, all in one location that is easily accessible and well known in the community.

Illinois Unidos and Family Focus will work together to support the immigrant and refugee community in understanding and accessing services and systems in the community. Partnership will include referrals, sharing resources and opportunities to outreach to your organization's participants as appropriate. Family Focus is committed to providing educational sessions; deliver low-cost immigration support services to the community.

We commit to participating in and supporting the Family Focus Evanston **Welcoming Center** and look forward to a strong partnership.

Sincerely,

Alejandra L. Ibañez, Executive Director  
Illinois Unidos  
[aibanez@latinopolicyforum.org](mailto:aibanez@latinopolicyforum.org)  
[www.illinoisunidos.com](http://www.illinoisunidos.com)



City of Evanston  
Social Services Committee  
2100 Ridge Avenue  
Evanston, IL 60201

Dear Members of the Committee:

Evanston Latinos is pleased to support the Family Focus Evanston ARPA request to the City of Evanston in support of the implementation of an Illinois Welcoming Center to be housed in the Family Focus Evanston building.

Since 2017, Latino leaders in Evanston have been advocating to City officials as well as other large institutions in Evanston to urge them to provide specific resources, support and services to Evanston's Latinx and Spanish-speaking community. This group of Evanston Latino leaders in partnership with Cradle to Career and the Evanston Public Library hosted "convivencias" (cultural convenings) bringing over 250 Evanston Latinx families to "break bread" and share their needs and assets. Those early convenings informed the advocacy efforts with City officials and other institutions in Evanston on the need for improved outreach, resources, and services to Evanston's Latinx, spanish-speaking, immigrant, and undocumented communities..

In 2020 in response to COVID-19 pandemic, Evanston Latinos NFP was founded. Evanston Latino's mission is to strengthen the Evanston community, build bridges, and advocate for equity and inclusion for the Latinx, immigrant, undocumented and mixed-status community. We serve the Evanston community through culturally and linguistically relevant programming, advocacy, and health and human service support to Evanston's historically underserved Latinx, spanish-speaking and immigrant communities, of which Hispanic or Latino represents 12% of the city's population and over 20% of the elementary school (District 65) population and 25% of the secondary school (District 202) population. Evanston Latinos worked with the city of Evanston and other social service agencies to meet the unmet needs of its predominantly Spanish-speaking Latino immigrant population through its participation in meetings with the Emergency Management, the Public Health Director, the Nonprofit Leaders Covid Response group and the Mayor's Mental Health Taskforce. We also provided intake services and support to the city's large immigrant population with public aid services throughout the early parts of the Covid-19 pandemic. Evanston Latinos continues to work on its Covid-19 Response & Relief Program and welcomes the type of one-stop shop services and support that a Welcoming Center, particularly one run by an experienced nonprofit organization like Family Focus can provide.

Family Focus has a long history of serving Latino and immigrant families in several Illinois communities. The Nuestra Familia Centers in Chicago and Cicero have been supporting the primarily Latino, immigrant and refugee community for decades. Utilizing bicultural and bilingual staff the center offers the following key program areas: Early Childhood, Youth Development & Family Support which includes immigration services. As anchors in those communities, Family Focus has consistently been a welcoming location that community residents can access for resources and support. Similar to the Nuestra Familia sites, the Aurora center served the immigrant and Latino community directly, and came into existence due to the changing landscape in the area to support school district and city leaders in responding to this growth.

**EVANSTON, IL**  
**EVANSTONLATINOS@GMAIL.COM**  
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Evanston Latinos and Family Focus will work together to support the immigrant and refugee community in understanding and accessing services and systems in the community. Partnership will include referrals, sharing resources and opportunities to outreach to your organization's participants as appropriate. Family Focus is committed to providing educational sessions; delivering low-cost immigration support services to the community.

We commit to participating in and supporting the Family Focus Evanston Welcoming Center and look forward to a strong partnership.

In community,

**Evanston Latinos NFP Board of Directors**

Rebeca Mendoza  
Juan Geracaris  
Jesus Vega Rojas  
Stephanie Mendoza  
Alejandra L. Ibañez  
Chandra Palmer

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## Community Feedback from ARPA Town Halls

Below are the responses from community members to the questions that were presented at each town hall / roundtable, broken down by category. Some of the comments may not fall into an ARPA-related category, but staff felt it important to capture every comment for the City Council to review. There were approximately 313 participants total.

### 1. Public Health

- a. ARPA funds should go to health care, child care, affordable housing, equity and police. Police should do less policing and the City should expend more resources on mental health instead.
- b. Some of the ARPA funds should be used for youth programs in schools, tutoring programs (due to youth impacted negatively by COVID-19 being out of school).
- c. Social workers should be hired to work with EPD
- d. City Council has cut the budget for social services for youth over the years. EPD now intervenes in youth matters where counseling and therapy are necessary. Community members want specific youth services / counseling / therapy rather than using EPD resources for this.
- e. Largest priority for ARPA funding should be in areas of public health concerns.
- f. Mental health programs should be at the forefront of ARPA funding.
- g. COVID impacted disproportionately low income and people of color, and ARPA should be used to alleviate the negative impact.
- h.
- i. City Council should be examining how ARPA can be used to help senior citizens.
- j. Increase public health and social service programming to deter violence in the city
- k.
- l. Since the community does not know and understand fully the impact of mental health concerns for the school children and youth, City Council should set aside funding for programming that will address these concerns.
- m. Funding should be set aside for healthcare needs of community members who do not have access to services.
- n.
- o. Mental health professionals should be hired with ARPA funds to work with police officers
- p. Funding should support an increase in the number of public health professionals working at the City.
- q. Council should allocate funding to support individuals experiencing homelessness, especially women and children and those negatively impacted by COVID
- r. Free and income based mental health services should be offered for families and children
- s. Mental health services generally should be free or income based.



- t. Coverage for substance abuse issues and invest more in social workers
- u. Whatever funding is left-over from ARPA and not already allocated should be allocated to public health matters.
- v. Funding should be used to assist individuals with medical bills.
- w. Substance abuse issues with young people require support programs and funding.

## **2. Economic Impacts**

- a. Paid internships should be funded for people with disabilities that will teach job readiness, and encourage paid internships for adults with disabilities
- b. Arts community has been disproportionately impacted by COVID-19. Musicians were completely out of work during the last year. The Council should examine strategies to revive and support arts organizations in Evanston
- c. Support for arts organizations, musicians, artists who have not been able to work during COVID
- d. Substantial part of ARPA should be given to Family Focus. Family Focus is looking to expand and repair the building at Foster School. They have \$1m set aside from the State of Illinois. Evanston can help foster plans and create a hub for non-profits that are accessible to 5th ward residents.
- e. Family Focus is a hub in the 5th ward and important structure, several not-for-profits and organizations but it needs some serious repairs
- f. Thank you for bringing the city government to the people. It is important to build back better and invest in the future, especially in arts (businesses benefit from arts). I would like to see a tourism site created by Evanston that focuses on arts and culture, a calendar that lists every single event and venue on items going on in Evanston. The City should try to promote tourism and people coming from out of town
- g. Investments need to generate economic growth and the community needs to hold ourselves accountable and be transparent about how we think it will encourage growth when we start spending the funds
- h. Use funding in the areas of the city disproportionately impacted by Covid-19. were not economically impacted by COVID-19. - The City should help the residents who were the most economically impacted - people who lost jobs - people who could not afford child care (if we could do this through Family Focus that would be great and we should put money towards FAMily Focus)
- i. Stop funding grants to restaurants. Their failure rate is too great in general, and to use ARPA funding would be wasteful.t.
- j. Restaurants should pay more than minimum wage (and weren't paying workers well before the pandemic) and we should not use money for restaurants.
- k. "New normal", need to work on workforce development - new ways of working - making sure to support workforce development of this new normal
- l. Economic development should be the City's top priority.t
- m. Council should make sure 8th and 5th ward will benefit from funding and other areas heavily impacted by COVID

- n. Supporting communities of color, local businesses who have not returned, loss of business near the theater and need for a new theater
- o. How can we encourage merchants to come back, enticements; continue to engage the community on the front end with ideas and implementation as well as the final decision - who makes the decision - what role does the community get to play?
- p. Front line workers, how can we better support them?
- q. Downtown Evanston, what will replace the businesses that have left and what can serve as an anchor for the City pertinent for all residents? A plan is needed.
- r. Learned more about local businesses during the pandemic and wanting to see local businesses come back possibly through small grants - connection between community and businesses
- s. Workforce development, what can we do to train the youths for jobs and repairs in our city? ARPA funding should be used in training components when it comes to the trades. This will allow opportunity for youth outreach to get them trained in the trades.
- t. How can we promote economic development , what can the City invest in?
- u. Generate more economic revenue and activity it will help with the City finances
- v. Economic development for small businesses, sustaining not for profits, helping not for profits
- w. Need to make sure funding is spent on areas that will be turned over and multiply dollars in the city
- x. Job security is a problem in the community. Use ARPA funds to sustain businesses to create job security.
- y. Investments in projects that bring sustaining growth; job training
- z. Track individual's progression through economic development services
- aa. Tracking the return on investment in programs
- bb. Investment in businesses related to sustainability
- cc. Many businesses are closed and need support. Other facilities (ex Canal Shores Golf Course) stayed open whole time and took more wear and tear
- dd. Something for people in need of job training or assistance returning to work
- ee. Collaboration with Oakton to provide job training in Evanston for youth, homeless, other folks in need; collaborate with other social services
- ff. Oakton community college location in Evanston should receive funding
- gg. Northlight would be a great asset for City, but using it for capital construction on the building would not be appropriate in the infrastructure categories
- hh. The City did not appear to truly be economically impacted from COVID-19.
- ii. Financial assistance for families who are struggling financially.
- jj. Help Local businesses through grants or programming.

### **3. Premium Pay**

- a. Request for jobs training, premium pay
- b. Downtown and essential workers should receive ARPA funding and support (i.e. premium pay).
- c. Fund for essential workers brought up - broader than just City essential workers

- d. Childcare, essential workers, especially low income **essential** workers
- 4. Revenue**
- a. Use the money first to cover the City's deficit, and support existing programs before undertaking new projects
  - b. Use some of the money to offset the budget for funds lost due to free beach tokens for 3 days
  - c. Cure deficit before spending more money
  - d. Revenue--align ourselves with forward, progressive thinking organizations and look at our revenue streams
  - e. Putting money into City revenue holes should not be a priority
  - f. Don't use money to pay for any debt
- 5. Water**
- a. Water--important that we have our water system insured that in can increase capacity and make every effort to extend our services around northern Illinois
  - b. Lead water pipes has been an issue in the past - one time opportunity to upgrade these
  - c. Lead pipe lines, importance of providing employment opportunities and enhancing safety
- 6. Sewer**
- a. Sewers--should be repaired
- 7. Broadband**
- a. Digital divide, make sure to solve the problem of broadband - how can we fix the digital divide in Evanston?
  - b. Robert Crown should provide free digital access and services for businesses and community
  - c. Broadband--5G relegated to big 3 communication companies--City of Evanston should look into if 5G should be a utility for the entire city (a digital divide would no longer be an issue in Evanston). We have a digital superhighway running through the City. Other businesses are implementing 5G throughout the country and improving business.
  - d. Cell phone towers along the lake should be constructed. Accessibility for those along the lake cannot get service
  - e. Broadband and hot spots needed throughout the City.
  - f. Desire to provide more broadband--may not be the best way to reach seniors
  - g. Broadband to make it into a public utility, closing the digital divide
  - h. Assessment of areas of the City that are unreliable with broadband, make sure youth and seniors have access to broadband; Youth need access for education, seniors need to stay connected and keep from getting isolated
  - i. Highest priority is wireless broadband citywide - digital divide really showed during COVID
  - j. Permanent broadband not temporary broadband
  - k. Lots of people did not know how to navigate technology when kids were at school, and ARPA funds should be used to provide programming that assists parents in children's education at home.

- l. Internet and equipment used for the internet should be funded through ARPA funds.

## **8. Housing**

- a. Use funds for small landlords who have not received rent in two years
- b. Help for affordable housing landowners, not luxury units
- c. Interfaith Action--forced to scale back on emergency shelter--people living in parking garages. Need for a permanent 24/7 year round shelter is made abundantly clear. Need for public restrooms in downtown Evanston. Likes the COVID-19 plan speaking to this.
- d. ADU--out of reach for many Evanston residents, but use funds for ADUs to help create generational wealth
- e. Assistance for renters and landlords; big risk at ending of the eviction moratorium
- f. affordable housing
- g. Housing: fix site acquisition and rehab, tenant based rental management and development of permanent housing for people who need assistance
- h. Affordable housing should be funded through ARPA
- i. Affordable housing, projects are only sustained for 15 years, community land trust might be a better option
- j. Housing affordability makes it difficult to stay in Evanston, displacement of people of color
- k. Housing: big need in affordable housing and making it sustainable, what can we do in purchasing properties or that the land and buildings remain affordable?
- l. Affordable housing for lower class and for middle class
- m. Affordable housing is needed and should be provided with ARPA funding.
- n. Do not like CDBG by area, want it to be by need
- o. Rent control ordinance should be created
- p. Providing resource information for low income housing, in spanish

## **9. General Infrastructure**

- a. Water parks, pools for the youth in parks should be created
- b. Sidewalks, infrastructure in bad shape. Will this be addressed? Money allocated to infrastructure of sidewalks
- c. Use funding to repair and create sidewalks (where there aren't any). Areas where sidewalks are kept up and areas where they are not, Intergenerational wealth and well kept buildings have kept up sidewalks, those that are not intergenerational wealth and not well kept buildings are not maintained or kept up. How do these funds impact long term the places where the sidewalks are in disrepair? not in shape
- d. Use for sidewalks / roads / bike lanes
- e. Reduce rideshare fees and see where this can be curtailed.
- f. Infrastructure--scooter / vespa racks in neighborhood paid lots. It would reduce congestion.
- g. Upgrade train platforms, viaducts
- h. Parks and field upgrades to encourage healthy living and healthy engagement

- i. Infrastructure, not for profit wants to build school building in 2nd ward because they are all bussed to schools in different areas, they would have the opportunity for more after school time - would be a long term investment
- j. Infrastructure: what needs to be addressed in terms of what could be done now? It will be more expensive in the future to put off infrastructure needs.
- k. Consider the complete impacts of COVID - places not used and places overused in infrastructure project decisions
- l. Fifth ward school brought up
- m. Public water park
- n. Robert crown, make it free? Do a better job of advertising
- o. More street lighting, very dangerous not enough lighting,
- p. Adult education, english as a second language practical (concentrate on colloquial dialogue)
- q. Community center for latinos where they can get information and assistance
- r. Technology classes, computer classes, basic and simple
- s. Hub for latino businesses (incubator?)
- t. Programs for senior citizens, they were the most affected and they do not have programs available for them, boredom/ isolation?

#### **10. Childcare**

- a. Most programs are not self-sustaining on their own, for example child care. Funds should be used to help sustain.
- b. Funds should be used for childcare and training.
- c. Invest and consider daycare options for parents.
- d. Childcare, as well as child health care needs funding: Early childhood education providers are underpaid and 0-5 is the most impactful time during a person's lives but we are not paying enough attention to that time period of it
- e. Increase availability of childcare and preschool; probably not sustained through this, but again something to get it started
- f. Respond to needs of people who lost loved ones, jobs, childcare, responding to those who have been hurt the hardest
- g. Offering summer camps for children, bilingual summer camps for children
- h. Supporting young people especially those that suffered academically, tutoring/ after school programs

#### **11. Other**

- a. Use funds to help elderly people repair their homes (basements, windows)
- b. Do not spend \$43 million just around Robert Crown
- c. ARPA funds should be used to reduce property taxes
- d. Northwestern should make commitment to help sustain new programs that we might need
- e. Homeowners are paying the taxes of Northwestern; businesses paying for the repairs of areas but not doing it (for example hospital alleys)
- f. Stall and offset the tax rate
- g. Reconsider the non-profit building of Northwestern. The sorority / frat housing "council of" or "society of" buildings are shells during the school year and often

empty during the summer. Those are property lots that could otherwise generate property tax revenue

- h. Collaboration between the city and the educational system to reverse the bleed of families that cannot afford to live here, help and focus on families with intersectional vulnerabilities
- i. Who has hurt the most, where has the most negative impact fallen - do we have data on this, data the city doesn't have that chamber or others might have? Need to respond in equitable way
- j. Climate issues, CARP implementation
- k. Reframing police and fire under public safety - going to them to see what they need to do their work effectively and fairly
- l. Concern about use of first responders, trained as police but smaller issues could be handled by someone other than first responders
- m. Better use of city finances and city infrastructure, would like more money on public health, help people thrive in general
- n. Sustainability, and its impact in housing and for seniors
- o. Ideas that we need to make sure these items are sustainable
- p. residents and nonprofit support,
- q. Outside consults for how to spend the funds
- r. food security
- s. Overall capacity building
- t. Seniors and families living paycheck to paycheck
- u. Violence prevention around schools/ ways to eliminate violence especially gun violence
- v. Funds for the public library
- w. Latino librarians have been doing incredible outreach
- x. Consider not fining people who cannot afford the fines, different revenue streams
- y. No new programs, but to support current NFP who already support the community
- z. They want to know how to take advantage of programs
- aa. Cleaning the bikeways
- bb. More funds for schools, especially those with special needs families
- cc. More programs or invest in current programs
- dd. Stickers for permit parking should be offset
- ee. Strengthen the relationship with the police offers, lots of latinos do not trust police
- ff. Support the latino nonprofits
- gg. Public overview of the budget in spanish with more specific categories and indicate where the funds are going
- hh. Universal basic income \$400, not giving money to large corporations
- ii. Do not bring large corporations but support local businesses give them more contracts
- jj. Crime near schools

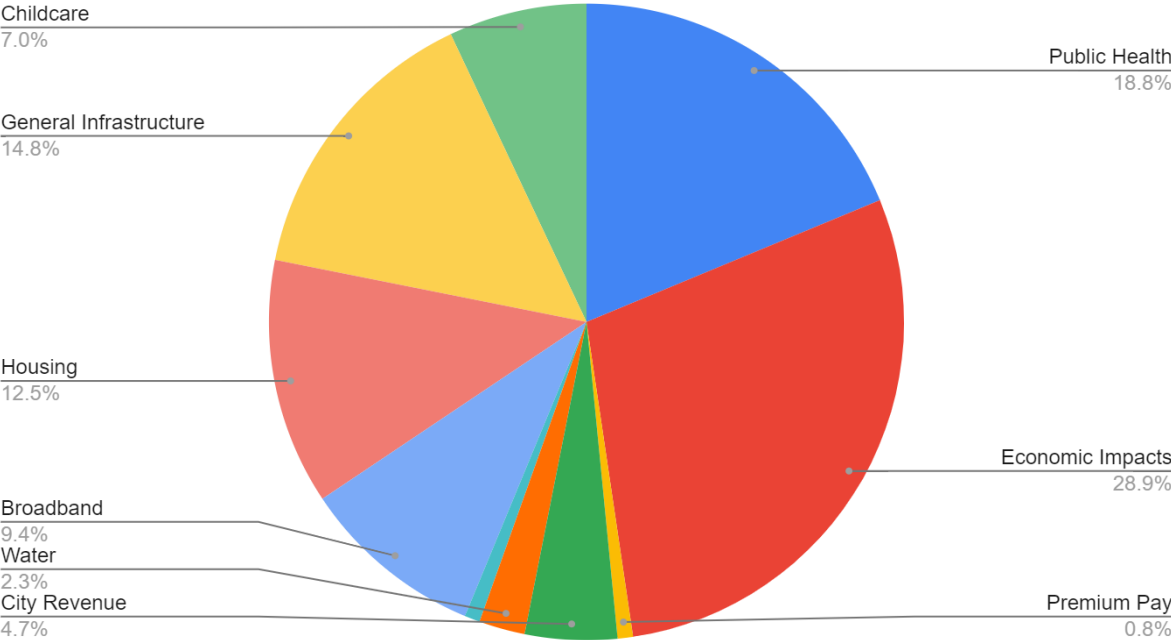
## **12. Involvement --How Would You Like to Be Engaged in this Process?**

- a. Talented and skilled community--wants a committee of community members to be involved in this ARPA process and allocation.
- b. Transparency to show residents its thoughtful and intentional about long term benefit of investments--holding City of Evanston accountable
- c. Thanks for the town hall. Have a website where we can share ARPA ideas to broaden the rest of our thoughts.
- d. Wants friendlier meeting times / dates and continue virtual meeting
- e. Prioritizing money in ways that care for people
- f. Upset about the post COVID-19 plan, did not include input from the community, was not built with them in mind
- g. More people should have a seat at the table for engagement. By the time City Council meets it is too late. Re-design the way comments work, block clubs. Equity--reach out and make sure all voices are heard.
- h. COVID provided new opportunities for engagement, enjoy this layout (town hall / roundtable format) and being able to converse in this forum
- i. Lift up boards and commissions that are already in existence, create surveys to engage.?
- j. This forum (zoom) doesn't reach people who the money will be spent on - not everyone can join the zoom, canvassing can we reach people through canvassing, not just asking for public input but thinking about how to meaningfully engage them in the process, co-designing process of policy; how to hold the city accountable, how do we give back to people for their time
- k. Surveys might be good option for feedback and then coming to a forum to think about thoughts before meeting
- l. Virtual v in person meeting, pleased that the city is reaching out to the hispanic population, would like to see us reach out to all parts of the community more
- m. What can we do to get the youths' opinions and create programs for them and by them? Create a plan to engage youth.
- n. Neighborhood plans over the years:, "west side planning" that incorporated workforce training, we should re-examine that and identify the best places that we can that were in that plan
- o. Lots of committees, boards, commissions in the City - how can we leverage these and ask them to come up with their own priorities and submit them to City staff letting them submit the proposals based on those conversations?
- p. Engage the citizens, even those who are not old enough to vote, connection, resilience and then engagement
- q. Community town halls, more access and information to keep residents connected to the City
- r. If not engaged in communities we are passionate about, then we may not be represented in the decisions - youth, essential workers, business owners, seniors are all important groups to engage
- s. How can we be informed in the process, what measures will be taken?

- t. Would like the process to be more transparent, compliments to Mayor and new City Council for more community impact
- u. Alders: more, community meetings would be helpful ways to engage all Evanstonians who can't get to meetings?
- v. Community members They don't want to put ARPA funds \$ into City departments and not know how it is spent, they--want to understand the budget and want communication
- w. City to cooperate more with nonprofits who are helping in community, do not feel the city is working in collaboration with them
- x. Nonprofits that are supporting latino community should receive resources or funding
- y. Ensure the city is assessing and communicating the needs of the latin x community, what research are you pulling about needs? based
- z. Equity framework should be the plan on review of funds
- aa. Communicate back to the community so they know they were heard about how the ARPA funds will be distributed based upon town hall comments.
- bb. Want city council members to come to the community and be more accessible, not only translation but also cultural appropriateness
- cc. Recommending replicating Cchicago, city officials to do surveys and talk individually with people
- dd. Make the City website more accessible
- ee. Lot of people have been Evanston residents here for a while and have finally heard for the first time they have a voice, excited that the Citywe hosted town halls and in Spanish. are here
- ff. For the city to go into the community and knock on doors is very important this is a small percentage in the room
- gg. Very happy that we are here and promote it so more people attend



# Percentage of Comments Regarding How to Spend ARPA Funds



\*Note: Not everyone made comments and many comments came from groups with only one representative from that group. This chart is a rough estimate of the number of times a category was discussed compared to the total number of people. This is by no means an accurate account of how all community members feel regarding the categories. More information is required for a statistically significant sample size.\*

**ARPA Services to Dispr. Impacted Communities Evaluation - Family Focus Welcoming Center**

CRITERIA	DESCRIPTION	GENERAL EXAMPLE GUIDELINES	PROGRAM SPECIFIC EXAMPLES	POSSIBLE SCORE 0- 5
Project Feasibility	Proposal is detailed and clear; implementation plan includes a realistic timeline to develop and launch the program before 12/31/2024 and expend all funds by 12/31/2026.	Program plan has realistic revenue sources, timeline to launch the program fits ARPA timeframe, and feasible program budget.		
Team/Organization Capacity	Program team demonstrates the capacity to secure financing, and design and implement the program.	Past performance on similar programs. Experienced team to secure financing and manage construction. Organization is financially stable with experienced and capable senior staff.		
Budget	Realistic cost estimates and diverse sources of funds that will be leveraged through the investment of ARPA to launch the program.	City funding does not exceed 25% of total development budget or, for projects in disparately impacted areas (CTs 8092, 8102, 8096) does not exceed 30% of total budget. Cost estimates are realistic based on current market conditions/best practices.		
Return on Investment	There is a high need for provision of a high level of services to disparately impacted immigrant residents; demonstrates how funding will expand or improve the organization's capacity to provide services to new Evanstonians, and serves as the premier resource hub for new members of the community. The Welcoming Center embraces, celebrates and connects the vast array of cultures that exist within the city. It provides the information and programming necessary to build and support leaders to thrive in the City of Evanston.	Number of unduplicated number of people served annually and their and demographics (income/race/ethnicity); Projected increases to existing services, addition of new services, etc. Addiion of bi-lingual staff to serve non-English speaking Evanstonians. Services are coordinated with other providers to avoid duplication and make most effective use of social services funding.		
Addresses Inequities and Inequality	Program design takes diverse perspectives and needs into account. Considerate of impacted communities including BIPOC and Immigrant populations.	Project supports goals of focusing social services resources on Evanston residents with barriers to accessing services (disparately impacted, low/moderate income, POC and immigrant populations); process to qualify increases in services to disparately impacted residents resulting from the capital project is in place.		
Community Support	Demonstrated support from community members, built through authentic community outreach.	Emails and letters of support from residents or stakeholders. Need and/or project/program has been identified through community input for ARPA, in a neighborhood/community plan, etc. Acknowledgement of community concerns.		
			<b>Average</b>	<b>#DIV/0!</b>
			<b>Total</b>	<b>0.00</b>
			<b>Percentage</b>	<b>#DIV/0!</b>

City of Evanston  
2100 Ridge Avenue  
Evanston, IL 60201



2022 Case Management & Safety Net Services Report Outcomes  
August 11, 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 in 2022: 176  Total: 570	Contacts: 530  New Service Plans: 177	Referrals: 157  Services: 0	20% of engaged families requested additional services for affordable housing, special education needs for children and employment readiness training. Challenges to additional services include transportation, lack of childcare and concerns about COVID exposure. The agency is still working to fill the open case manager/counselor position; participants continue to engage in programming for youth, parenting, and early childhood. 145 participants declined or were disengaged from services due to a lack of participation. Family Focus continues to recruit new participants; outreach efforts include summer community events.
Housing Authority of Cook County: <i>Case management for senior buildings</i>  Award: \$52,500 for 2022 year	New in 2022: 9  Total: 8	Contacts: 9  New Service Plans: 8	Referrals: 9  Services: 0	A case manager was hired and presented services to 25-30 residents on June 17. Engaged participants need support accessing food, housing retention, in-home supports, durable medical equipment and transportation. In-home support is the most challenging service to access due to long wait lists, multi-step application and approval processes, and limited staffing.

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<p>Infant Welfare Society of Evanston: <i>Teen Baby Nursery - IWSE</i></p> <p>Award: \$75,000</p>	<p>New in 2022: 26</p> <p>Total: 38</p>	<p>Contacts: 11</p> <p>New Service Plans: 8</p>	<p>Referrals: 8</p> <p>Services: 13</p>	<p>IWS requested to expand use funds to support the Baby Toddler Nursery (BTN) as well as the Teen Baby Nursery (TBN); the agency served 38 families and completed 9 service plans in the first half of 22. 3 most challenging referrals included affordable housing, education/vocational training, and job stability/asset building; community partners included Connections, Oakton Community College and the Evanston Public Library. Participants were able to connect with mental health consultants. Goal attainment included securing housing and stable employment. One Family Advocate resigned which impacted TBN.</p>
<p>James B. Moran Center: <i>Moran Center Case Management Services Program</i></p> <p>Award: \$75,000</p>	<p>New in 2022: 85</p> <p>Total: 170</p>	<p>Contacts: 1,949</p> <p>New Service Plans: 13</p>	<p>Referrals: 37</p> <p>Services: 22</p>	<p>Housing, psychiatric/mental health services and employment/workforce development remain the hardest referrals due to a lack of resources. 28 current clients are homeless or housing insecure. 20 clients need psychiatric/specialized therapeutic services. 30 clients lack resources to support job readiness and promote workforce development; there are not enough resources to support clients with records or who have aged out of programs. All clients needed more intensive case management due to closures at the Secretary of State, Social Security, and IDHS offices; it takes clients and case managers longer to obtain necessary documents. Clients are also presenting with more complex needs and case managers must spend more time locating resources and connecting clients to services. 5 participants secured housing, 19 found employment, 16 received mental health support, 12 earned a driver's license or obtained a state ID, and all were connected to basic necessities including food. 2 participants completed case management plans.</p>

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<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	New in 2022: 230  Total: 459	215 hours per child, primarily through online tutoring	Tutoring and educational support provided to 180 students. 30 hours of support provided to families; 30 hours of student advocacy w/teachers and principals.  39 participants exited services.	Agency opened a 6th site at Walker adding 30 slots. Students were turned away or not able to access services due to lack of staff. Agency hopes to open a 7th site to accommodate demand. Students were referred primarily to Dist. 65 for support services.
Childcare Network of Evanston: <i>Learning Together</i>  Award: \$36,700*	New in 2022: 17  Total: 29	Services provided to YMCA and Puerta Abierta and include occupational therapy and social work support for children, and early educator support	Small play group activities to promote speaking more in class, bonding with classmates, and stronger understanding of structure & routine, 3 speech groups, and 3 fine motor groups.  1 participant exited services.	The majority of referrals were to Dist. 65 for early intervention services.  Agency is also working to form a partnership with Northwestern University Speech and Language Dept. to explore research opportunities and ways students could support children.  *Agency requested an award that considered the carry-over funds from FY2021
Connections for the Homeless: <i>Connections' Drop-In, Outreach &amp; Health Services</i>	New in 2022: 73  Total: 594	Agency provided 14,485 safety net services (showers, case management sessions, mental health evaluations, medical	Internal referrals for 224 participants in Report 3 and 146 in report 4 for the following: - case management includes housing & benefits	162 Referrals made to external partners for: - Childcare - Substance abuse treatment programs (PEER Services) - Dental services & eyecare - Psychiatric services and general healthcare

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<p>Award: \$150,000</p>		<p>treatments, etc.) from Jan-March and 11,784 safety net services from April-June. Agency also hired a Benefits &amp; Enrollment Specialist to facilitate enrollment in all public benefits</p>	<p>assessments, employment and education services                  - benefits assistance, enrollment in public benefits including assistance with initial applications and all appeals                  - health services consist of two nursing staff and two behavioral health specialists who provide robust physical and behavioral services.</p>	<p>- Physical and dental health services (Erie Family Health Center)                   Open Studio Project provided art therapy classes, YWCA provided financial literacy classes, and CEDA facilitated employment groups.                   30 participants exited services.</p>
<p>Interfaith Action of Evanston: <i>Shelter, Food and Hygiene</i>                   Award: \$42,500</p>	<p>New in 2022: 99                  Total: 136</p>	<p>Shelter capacity limited to 20 participants, wait list is 50-60 ppl. Participants are from the hospitality center at St. Mark's where they receive computer training &amp; employment counseling.</p>	<p>Three new faith communities added to shelter rotation; overnight shelter provided from November through April. St. Mark's is open all year (7am - 11am &amp; 2:30pm - 9pm) for breakfast, soup kitchen deliveries and additional services. All were referred to Connections</p>	<p>All participants are referred to Connections for the Homeless where they receive case management and additional basic needs services. Participants are moved into more permanent shelter with Connections as space is available.                   85 participants exited services.</p>
<p>James B. Moran Center: <i>Legal &amp; Social Services</i>                   Award: \$50,000</p>	<p>New in 2022: 111                  Total: 260</p>	<p>Number and type of cases assisted: Civil Legal Services (133), Education Advocacy (44), Emerging Adult-Juvenile Defense (82), and Restorative Justice (32).                  54 participants enrolled in deeper services within the agency; services included social work services (12) and additional representation from another practice group.</p>	<p>Adult guardianship cases were referred to the Center for Disability and Elder Law. Other clients were referred to community-based agencies for workforce development (Evanston Rebuilding Warehouse) and housing (Connections); additional social services secured for a minor who moved out of state.</p>	

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			135 participants exited or stopped receiving services.
Meals on Wheels:  Award: \$30,000	New in 2022: 39  Total: 100	Participants are referred to social workers, home care, and emergency services. On average staff spend 1-3 hours a week on referrals. The main obstacle is finding staff time to research and provide referrals.  69 participants exited from services.	Program Director contacted 2 families over participant self-care concerns. 1 participant referred to Evanston Animal Shelter for reduced cost veterinary services. 1 participant referred to Connections for food pantry services.
North Shore Senior Center: <i>FY2021 Case Management Services</i>  Award: \$23,750	New in 2022: 1,064  Total: 1,633	1,348 Evanston residents referred to services within North Shore including annual assessment and ongoing care coordination with telephone contacts and home visits on a case-by-case basis, Grandparents Raising Grandchildren Program, the Caregiver program providing group counseling, respite and education to family caregivers, and Support Groups for people living with Parkinson's Disease and their Caregivers.  73 participants exited services.	External referrals include requests for childcare with CNE, Meals on Wheels, Producemobile, CUB Help Center for utility bill analysis, Robineau Residence for supportive housing, Harris Clinic, YJC, Oakton, Academy for Black Men, Black Male Support Program.  568 participants received case management services, a majority were served by the agency. When necessary, people are referred to Trilogy, Thresholds, CJE, Managed Care Orgs., and Connections.
PEER Services  Award: \$99,500	New in 2022: 55  Total: 116	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. Counseling is available in person and via telehealth 5 days per week, 7am - 8pm. Counselors provide holistic case management including connections to warming centers, soup kitchens, free clothing and other basic	Clients referred to AMITA for long-term psychiatric care, Connections for housing, Erie Family Health for primary care, Turning Point, Family Institute, Impact and Trilogy for additional mental health support, CNE for child care needs, YJC and Impact for employment, and Rosecrance or Gateway for residential treatment services.

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		needs, housing, employment, childcare, school, interpersonal relationships, etc.	13 participants exited from services.
<p><i>YOU: Safety Net</i></p> <p>Award: \$121,120*</p> <p>*Carry-over from 2021</p>	<p>New in 2022: 61</p> <p>Total: 88</p>	<p>Services included emergency shelter, gift cards, breakfast for youth in summer programming, gateway items and diapers. The agency is still short a case manager and staffing vacancies significantly impacted service delivery.</p>	<p>Deeper services provided included housing crisis response to help runaway/locked out youth, formal case management, clinical counseling services.</p> <p>26 participants exited services.</p>
<p>YWCA Evanston/North Shore: <i>YWCA Evanston/ North Shore Safety Net</i></p> <p>Award: \$35,000</p>	<p>New in 2022: 43</p> <p>Total: 87</p>	<p>Services include civil legal advocacy, individual counseling, children’s services and case management services. Additional services include transitional housing and workforce development.</p> <p>1500 services to 264 clients, including 350 hours of legal advocacy, individual counseling, children’s services, case management services, etc.</p> <p>Agency also assisted participants with social security/disability benefits applications.</p>	<p>Referrals and referral partners include: CEDA for utility payments and Connections for housing case management services for transitional housing clients. 26 participants exited from services. Additional referrals include PEER Services, Moran Center and Ascend Justice for family law or support with DCFS cases.</p> <p>26 participants exited services.</p>