



AGENDA
Social Services Committee
Thursday, March 9, 2023
Lorraine H. Morton Civic Center Room 2402 7:00 PM

Pursuant to 5 ILCS 120/7(2), SSC members and City staff will be participating in this meeting remotely. It has been determined that in-person meeting of the City's Boards, Commissions, and Committees are not practical or prudent due to the ongoing coronavirus pandemic. Accordingly, the Social Services Committee may be convened, and members may attend by means other than physical presence consistent with 5 ILCS 120/7. Residents will not be able to provide public comment in-person at the meeting. Those wishing to make public comments at the Social Services Committee may submit written comments in advance or sign up to provide public comment by phone or video during the meeting by completing the Social Services Committee online comment form available by [clicking here](#) or visiting the [Social Services Committee webpage](#): and clicking on Public Comment Form.

Community members may watch the SSC meeting online through the Zoom platform:

Please click this link:

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

Passcode: 741501

Or join by phone:

Dial US: +1 312 626 6799

Webinar ID: 839 6128 3626 Passcode: 741501

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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. [January 19, 2023 Meeting Minutes](#)

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4. PUBLIC COMMENT

5. NEW BUSINESS/OLD BUSINESS

A. **Application and Report Review Process for Case Management and Safety Net Services**

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This memo will summarize the application and review process for agencies requesting City funds that provide case management and safety net services.

For Discussion

[Application and Report Review Process for Case Management and Safety Net Services - Attachment - Pdf](#)

6. ADJOURNMENT



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MEETING MINUTES

SOCIAL SERVICES COMMITTEE

Thursday, January 19, 2023 7:00 PM

Social Services Committee

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

Members Absent: Councilmember Reid, A. Sood

Staff: M. Johnson, J. Wingader

Call to Order / Declaration of Quorum

Chair Olds Frey called the meeting to order at 7:03 pm.

Suspension of the Rules

Ms. Lackey moved approval to suspend rules to allow for participation electronically or by phone, seconded by Vice Chair Ohanian; a roll call vote was taken and the motion passed 5-0.

Approval of Meeting Minutes for December 9, 2022

Mr. Rolling moved approval of the meeting minutes for December 9, 2022, seconded by Vice Chair Ohanian; a roll call vote was taken and the motion passed 5-0.

Public Comment

No public comment.

Funding Guidelines for FY2023 Public Services

Guidelines provided for consideration

FY2023 Case Management & Safety Net Services Allocation Recommendations

Chair Olds Frey introduced the discussion and outlined her process for allocating funds followed by Mr. Rolling, who also asked about additional funds. Staff outlined funding sources, allocation guidelines per category and presented the allocation averages. Ms. Ngola outlined her process; all spoke in support of the agencies, the vital services provided, and the challenges of not having enough funds to fulfill all requests. Ms. Hayes moved approval of the allocations to initiate further discussion.

There was discussion about new requests, impact of funding, and additional sources, including City funds; members expressed strong interest in supporting all applicants. Members agreed that reviewing the percentage of allocation to application budget would be a beneficial way to review Safety Net service allocations. Requests under 10% of budget were reduced by 10% while requests over 10% of budget were reduced by 20%; allocations were rounded to the nearest thousand. There was additional discussion about allocations and attempts to adjust allocations to more closely adhere to category estimates. There was also discussion about the timeline to finalize allocations. Staff

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suggested underfunding support services for 2023 and reviewing the amount available for Support Services once that program was eligible for renewal. Members acknowledged that this decision would reduce funding for Support Services and could lead to a reduction in services under that program. Chair Olds Frey called for additional comments and Ms. Lackey discussed the importance of funding agencies to keep them viable. Staff suggested the Committee hear comments from attendees.

Anne Brown with PEER Services commented on the discrepancies between budgets, some being program budgets while others are agency budgets; she noted the gap between the cost to her agency to provide services and the amount requested.

Liz Novak from Connections commented that the Youth Program was a program that was running in prior years.

Sarah Ricker from Thresholds talked about the challenge of serving all interested people requesting services given limited staff and limited funding.

Patrick Keenan-Devlin, Executive Director of the James B. Moran Center for Youth Advocacy, expressed disappointment that the discussion focused on allocations as a percentage of program budget and encouraged advocacy for additional funding.

Diana from Infant Welfare Society introduced herself and encouraged Committee members to review allocations based on past year awards

Marcus King from the Housing Authority of Cook County thanked the Committee and discussed the importance of services provided by Thresholds.

There was additional discussion about recommendations and the impact of smaller allocation amounts and Liz Novak provided additional information about the Youth Program. Ms. Hayes reiterated the challenge of having limited funds to commit. Ms. Ngola pointed out that Connections Youth Program was receiving a disproportionate reduction to the request. There was discussion about reviewing all allocations. Vice Chair Ohanian suggested that a reassessment of allocations would dissent from the process established by the Committee, Chair Olds Frey agreed and pointed out that, given reductions, the choices would remain challenging. Members agreed to review the allocation process for future allocation cycles.

After no further discussion about the allocations, Chair Olds Frey called for a motion. Ms. Hayes moved approval, seconded by Ms. Lackey for Case Management allocations in the following amounts: \$46,500 to Connections for the Homeless Youth Program, \$77,500 to Family Focus, \$43,400 to the Housing Authority of Cook County, \$46,500 to Infant Welfare Society - Case Management, \$35,960 to Impact Behavioral Health Partners, and \$46,500 to the James B. Moran Center for a total allocation of \$296,360 to case management services. A roll call vote was taken and the motion passed 5-1; Ms. Ngola voted against and Councilmember Burns abstained.

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Mr. Rolling moved approval, seconded by Vice Chair Ohanian, for Safety Net Services in the following amounts: \$40,950 to Books & Breakfast, \$44,100 to Childcare Network of Evanston for Learning Together and \$31,500 for Mental Health Services, \$94,500 to Connections for the Homeless, \$47,250 to Infant Welfare Society, \$47,250 to Interfaith Action, \$47,250 to James B. Moran Center, \$31,500 to Meals at Home, \$23,750 to North Shore Senior Center, \$99,500 to PEER Services, and \$35,000 to the YWCA Evanston/North Shore for a total allocation of \$512,450 for safety net services. A roll call vote was taken and the motion was approved 6-0, with Councilmember Burns abstaining.

Staff Report

Staff noted that there were no items for action for the meeting in February; the Committee would instead review the allocation process.

Public Comment

Allison Harned offered appreciation to members and spoke in support for additional funds for public services. She invited SSC members, agency representatives, and interested community members to the upcoming [Evanston Local Area Network \(LAN 40\)](#) meeting.

Carol Teske, Executive Director of Childcare Network of Evanston, thanked the Committee.

Pamela Staples from Infant Welfare Society of Evanston, thanked the Committee.

Adjournment

The meeting was adjourned at 9:30 pm.

Respectfully submitted,
Jessica Wingader
Senior Grants and Compliance Specialist



Memorandum

To: Members of the Social Services Committee
From: Jessica Wingader, Social Services Grants & Compliance Specialist
CC: Sarah Flax, Interim Community Development Director, Marion Johnson, Housing & Grants Supervisor
Subject: Application and Report Review Process for Case Management and Safety Net Services
Date: March 9, 2023

Recommended Action:

This memo will summarize the application and review process for agencies requesting City funds that provide case management and safety net services.

CARP:

Vulnerable Populations

Committee Action:

For Discussion

Summary:

Criteria for Reviewing Case Management and Safety Net Services

The goal of the restructured allocation process is to more directly and heavily invest in Evanston's BIPOC community who are or have been negatively impacted by institutionally racist systems and practices. This intention was defined and developed by the Social Services Core Committee, a collection of City staff across departments, and approved by City Council in 2019. The restructured allocation process created a participant-driven, rather than provider-driven, service delivery model by shifting financial resources to provide access to the following:

- Intensive case management for client-centric service delivery for target population
- Safety net services that meet basic needs including food, safety and housing, and provide ongoing support to provide equitable education access/support, access to substance misuse programs and care for low income seniors
- Successful referrals to systems of support that provide quick access to resources that help people, specifically BIPOC residents, achieve self-sufficiency (for example: basic health services, housing stabilization services, child care, substance abuse counseling, legal services, employment services, etc.)

The overall measures of successful case management programs include the ability to document, over an extended period of time (12-18 months), that households engaged in case management attain self-sufficiency and exit services, but remain self-sufficient in the community. Case management services help individuals and families thrive by successfully connecting participants to additional needed services, helping participants set stabilization goals and document progress towards goal completion. Case management programs are analyzed and reviewed by staff, and information is summarized for SSC, based on the following criteria:

- Ability to enroll new Evanston clients during a 12-month period;
- Development of participant-centered service plans that have specific, measurable outcomes with strategies and timeframes to achieve goals;
- Service plans that also document provision of needed support services/referrals and whether services have been received;
- Documentation of regular meetings with updates about outcomes to monitor participant progress and identify the need for ongoing support

Safety net services have also been critical to helping low and moderate income residents remain housed, remain or retain employment, and recover from pandemic-related crises. Safety net services, originally budgeted at 40% of total available public services funds, were actually funded at 50% of total funding to support community needs during the past 2 years. Criteria for reviewing safety net services includes the following:

- Provision of low-cost/no cost services that enable individuals/households to cope with specific, limited-time hardship or unaddressed needs to prevent further destabilization;
- Result in a measurable improvement to the wellbeing of participants by providing food, safety and/or shelter or addressing other critical needs;
- Focus on provision of services to marginalized or underserved populations; in alignment with City equity goals, services should also reduce or alleviate harms perpetuated by historically racist practices, systems or institutions

Prior Year Application Process and Review Summary

Applications are available through the [Community Development Block Grant](#) page on the City's website. Notice of the open applications is sent through the CDBG Interested Parties list, which includes agency contacts as identified in ZoomGrants applications, and posted in a City E-News release. Agencies have approximately three weeks to complete the application, and staff is available to provide support or address questions.

Staff summarizes applications according to information outlined in the Template Operation Performance Review sheet, in a consistent manner across applications in each category. Social Service Committee members are able to review applications and staff summaries, hear presentations given by agency representatives, and ask additional questions to confirm the information presented. Agency representatives also have access to staff summaries (and reports) to address any concerns. Staff also provides funding guidelines for the allocation discussion meeting that include information about Federal requirements and City equity goals.

Previously funded applicants are required to submit reports in ZoomGrants that are reviewed by staff and summarized for the Committee. Report summaries are also considered by the SSC when making allocation recommendations that impact returning applicants. Summaries are standardized to include the number of new participants enrolled, services provided, and participant information including common challenges participants experience, typical referrals or additional needs, and participant progress/outcomes. Staff also indicates if any applicants experience challenges providing report information.

Background of Past Year Processes

ZoomGrants Tools/Features

There is currently no external rubric used to evaluate applications. However, in lieu of an external rubric, past reviewing bodies used a detailed ZoomGrants score tool. Features include the following:

- Score tool questions align with application questions
- Reviewers can approve or deny an applicant, indicate an allocation amount, and provide notes for each applicant
- Administrative score section completed by staff to report compliance with reporting requirements and agency ability to manage funds

In prior years, application scores in ZoomGrants were used to help determine allocation recommendations. Applicants with scores above the average were awarded at 100% of request, and applications with scores below the average were awarded at a reduced percentage of request. Any applications with three recommendations to deny, were not recommended for funding. However, the detailed scoring process proved fairly burdensome and time consuming for committee members. If it is not feasible for a majority of committee members to follow this process, outcomes generated can't be used to accurately assess applications and the Committee should not consider using this method of review. Staff could capture allocation recommendations and individual member willingness to approve or deny applicants in another way.

Nomination of a Working Group

Past bodies nominated a working group composed of committee members and including staff to review applications, ZoomGrants scores when available, and prior year reports for previously funded applicants. The working group also determined allocation suggestions that were presented at the allocation meeting and used to initiate discussion. The working group would discuss publicly the rationale and methodology used to determine suggested allocations and the full body would agree on final allocation recommendations for City Council.

Committee Member Allocation Recommendations

Committee members have sent allocation recommendations to staff prior to the hearing meeting. At the allocation determination meeting, staff would provide the average allocation recommendation for each applicant to begin the discussion. This process does not violate Open Meetings Act since individual allocations are only disclosed to staff and the averages are shared and discussed publicly. As with the ZoomGrants score feature, if members did not want to recommend an application for funding, staff could report the number of "votes" to approve or deny individual applications and provide this information at the allocation meeting. This process was most commonly used by the Housing & Community Development Act Committee and used most recently by the Social Services Committee to determine allocation recommendations for FY2023.

Revisions to the Application Review Process

Staff suggests the following changes to the application review process for consideration:

- SSC approves a standardized application summary/report form
- SSC considers nominating a working group composed of committee members, after the hearing meeting, to review applications, determine any questions for applicants or identify missing information, and potentially propose allocation suggestions/votes to approve or deny applications
- SSC could consider creating a rubric or some other scoring model for reviewing case management and safety net service deliverables. A suggested scoring tool can be provided by staff for future discussion.
- SSC considers extending the application review process to include an additional meeting to discuss proposed services; after the hearing meeting (and potential nomination of a working group), SSC would hold a meeting to review community needs, applications and proposed services, and the average allocation suggestions prior to the allocation meeting; according to this timeline, members would have the ability to ask any questions or voice concerns before any votes take place. This would also give agency representatives the opportunity to provide additional information or discuss how potential allocations would impact service delivery. This proposal could provide time for additional community feedback but may require moving up the application timeline.

Attachments:

[Template Report Summary](#)

[CM SN Application Summaries](#)

[CM SN Report Summary Examples](#)

CASE MANAGEMENT SERVICES - Summary					
APPLICATION SUMMARY					
Agency Request Prior Year Award	Residents Served	Projected & Past Year Service Plans	Projected Referrals	Budget	Financials
Agency A Prior Year Award: \$XX,XXX Current Request:	Projected for New Year Evanston as % of Total Population			Program Budget Agency Budget Award Allocation	Audit Findings
Narrative: Can include information about populations served, staff demographics, allocation of potential award and prior year performance if applicable, explanation of any changes to budget.					
PAST PERFORMANCE SUMMARY					
Agency & Award	Residents Served	Client Contacts & Service Plans	Referrals	Number of Service Plans Completed/Exited Participants	Reporting/ Compliance
Agency A Award: \$XX,XXX	Total: XXX Projected: New in 2023: XX Evanston as % of Total Currently in services: XX	Contacts: X,XXX New Service Plans: XX	Referrals: XXX Services Received: XX	SP completed in report period: Participants exited in report period:	

				SP completed since Jan. 1: Participants exited since Jan 1.:	
Narrative	Outcomes including most challenging referrals, participant accomplishments, number of completed service plans, and number of participants who are no longer receiving services.				
SAFETY NET SERVICES - Summary					
APPLICATION SUMMARY					
Agency Request Prior Year Award	Residents Served	Projected & Past Year Service Hours/ Numbers Served	Accessibility of Services	Budget	Financials
Agency A Prior Year Award: \$XX,XXX Current Request:	Projected for New Year Evanston as % of Total Population		Free/Sliding scale, geographic location, advertising	Program Budget Agency Budget Award Allocation	Audit Findings
Narrative: Can include information about populations served, staff demographics, allocation of potential award and prior year performance if applicable, explanation of any changes to budget.					
PAST PERFORMANCE SUMMARY					

Agency & Award	Residents Served	Service Hours/ Numbers Served	Service Types	Reporting/ Compliance
Agency A Award: \$XX,XXX	Total: XXX Projected: New in 2023: XX Evanston as % of Total Currently in services: XX			
Narrative	Outcomes including demographics, demand for services, additional participant needs if applicable, any changes to service delivery or program, any challenges to service provision and/or reporting.			

EXAMPLE: Case Management Application Summary

NEW: Connections for the Homeless – Connections’ Youth Program

2022 Evanston Residents Served: 28 **Evanston % of total served: 70%**
2023 Evanston Residents Estimated: 32 **Evanston % of total served: 80%**

2023 City Proportion of Proposed Budget: 5%

FY 2021 Audit – Financial statement presents fairly
FY 2021 Single Federal Audit – No Findings identified

Youth program has 6 case managers for housing/outreach, aftercare case manager for youth exiting program. Connections has 2 youth-dedicated outreach staff who work with unsheltered/unstably-housed youth ages 18-26. Youth meet with case managers at least weekly and are connected to all available community resources; 41 youth served in past 12 months, 29 from Evanston and 5 are parents. Case management is trauma-informed, uses housing first & harm reduction, and strengths based - positive youth development. Staff is diverse and reflects population served. Monthly trainings and individual, group and all staff trainings in house and with Alliance - regional coordinating/planning entity for all homeless providers.

All participants create Individual Independence Plan (IIP) - typical goal categories: safety, health & wellness, education, life skills, employment, public benefits, service-learning opportunities, interpersonal relationships, and housing. Most are in youth housing program for 18-24 months all case notes/data collected in HMIS. Outcomes: housing stability (80% maintain or exit to safe, stable housing), social-emotional wellbeing - measured by connections to system of care providers, increased trusting relationships with adults/peers, increased employment/education skills. 38-40 housing units dedicated to youth 12 new units added through State support, agency will hire a new Youth Programs Manager; request covers a portion salaries for: 2 Youth Programs Case Managers, a Youth Programs Manager (new position), and a Youth Programs Director.

EXAMPLE: Safety Net Application Summary

NEW: Childcare Network of Evanston – Mental Health Program

2023 Request: \$50,000

2022 Evanston Residents Served: NA **Evanston % of total served: NA**
2023 Evanston Residents Estimated: 40 **Evanston % of total served: 80%**

2023 City Proportion of Proposed Budget: 64%

FY 2021 Audit – Financial statement presents fairly
FY 2021 Single Federal Audit – No findings identified

In 2017 CNE began offering connections to no-cost, trauma-informed mental health and other therapeutic services to families throughout the Evanston early childhood community. In 2022, 56 families received 300 therapy sessions primarily funded through a grant from Northwestern's Family Institute; this grant is not available for renewal in 2023. CNE works with 10 mental health providers to serve primarily low income, BIPOC families/children; there are no eligibility requirements for services, the goal of the program is to provide quick intervention from a trusted source to address needs and reduce stigma around mental health services. Children served have increased ACEs (adverse childhood experiences) which leads to greater risk of experiencing stress, negative academic, behavioral, and health outcomes. Families typically receive 6-7 sessions, some may need up to 12, and many benefit from check-in sessions several weeks after exiting the program. CNE works with a number of different child care providers throughout Evanston; program participants may also be referred to or referred from CNE's Learning Together program. Over the past year, only 6 children received services from both programs. CNE works to reduce barriers by offering free services at locations convenient for participants including in class, in home, or virtually. CNE staff and consultants are diverse; 14 team members (64%) identify as individuals of color.

To help insure program continuation, CNE has applied to the United Way for funding in calendar year 2023, but won't receive notice of award until December. Majority of program participants referred by home visitors or childcare program staff, families are contacted within 24 hours of referral. If awarded in full, 80% of request used to provide direct services to families; 87% of total projected budget allocated to contracted clinical services. Consultants are licensed clinicians proficient in trauma-informed practices, all are experienced serving the early childhood community; one clinician speaks Spanish. If the agency doesn't receive United Way or City funding, the program will close.

EXAMPLE: Case Management Report Summary

CASE MANAGEMENT SERVICES - Report Summary				
Agency	Residents Served	Client Contacts & Service Plans	Referrals	Outcomes including most challenging referrals, participant accomplishments, number of completed service plans, and number of participants who are no longer receiving services.
Family Focus: <i>Case Management Programs</i> Award: \$125,000	New in 2022: 298 Total: 585 Currently in services: 67	Contacts: 1,261 New Service Plans: 326	Referrals: 418 Services: 99	Engaged families requested additional services for affordable housing, technology resources and transportation assistance; last quarter requests included support for special education needs for children and employment readiness training. 15-20 families will receive computers donated by Evanston Mt. Moriah Masonic Chapter. Participants continue to engage in programming for youth, parenting, and early childhood. 185 participants have declined or were disengaged from services due to a lack of participation since the beginning of the year. In the 3rd quarter 5 participants found employment. Parenting workshops helped participants cope with loss, community violence, inability to provide for their families, and quality education. 15 service plans were completed in the 3rd quarter. Award supports staff providing case management services.

EXAMPLE: Safety Net Report Summary

SAFETY NET SERVICES - Report Summary				
Agency	Residents Served New/Total	Service Hours/ # Served	Service Types	Referral Types & Referral Partners
Books and Breakfast: <i>Books and Breakfast</i> Award: \$45,000	New in 2022: 230 Total: 459 Currently in services: 114	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.	Students were turned away or not able to access services due to lack of staff. However, the agency opened a 6th site at Walker which added 30 slots at that school. Agency hopes to open a 7th site to accommodate demand. Students were referred primarily to Dist. 65 for support services. 39 participants exited services.