



Social Services Committee

March 9, 2023 - Meeting Overview



Agenda

- Call to order/declaration of a quorum
- Suspension of the rules (vote)
- Approval of Meeting Minutes from January 19, 2023
- Public Comment
- Application and Review Process for Case Management and Safety Net Services
- Public Comment
- Adjournment



Public Comment



Discussion Framework

- History of equity goals & purpose of new allocation process
- Categories and objectives
- Service delivery process
 - Quantifiable metrics/outcomes
 - Unified evaluation/reporting
 - 2 year funding cycle



Allocation Restructure History



Social Services Core Committee

Vision

Establish a community where members have equitable opportunities to achieve their full potential

Mission Statement

To identify systemic inequities, dismantle institutional barriers, and focus resources on the greatest need

COVID-19 Impact

Acknowledge that returning to pre-COVID-19 “normal” will not address racial inequities or focus on greatest needs



Objectives of Allocation Process

- Lead with a racial equity lens to address barriers for POC residents
- “Client-focused” approach
- Reduce the stigma of social services
- Prioritize quantifiable services and measurable outcomes
- Use contractual fee-for-services agreements for specific needs/services
- Condition funding on the achievement of specified outcomes



New model

Funding categories - sustainability for long term impact

- Robust Case Management (40%)
- Safety Net Services (40%)
- Support Services (20%)



Case Management



Robust Case Management Service Objectives

- Build capacity to serve marginalized populations or those negatively impacted by institutional racism
- Help residents reach self-sufficiency (based on enrollment and participation numbers)
- Provide measurable services
- Report outcomes accurately and with fidelity



Case Management Metrics

- Equity impact: services to target populations
- Creation of service plans/measures of progress towards goals
- Connection to additional services/referrals
- Number of participants (Evanston and all) enrolled in services
- Rate of enrollment for new Evanston residents comparable if not greater than that of total population



Case Management Information

- Request/Award information
- Population served/in services and number of Evanston participants
- Service Plans - capacity to create, ability to update and complete
- Referral Process - ability to track, number and diversity of partners, successful connections, documentation of challenges
- Budget/Financial Information
- Ability to comply with reporting requirements
 - Population/participants
 - Programmatic
 - Financial



Questions



Safety Net Services



Safety Net Service Objectives

- Immediate support for time-limited crisis/prevent further destabilization due to recent, unanticipated hardship
- Services to marginalized populations/invest in groups negatively impacted by institutional racism
- Low cost/no cost services that address basic needs
- Report efforts accurately and with fidelity



Safety Net Service Metrics

- Equity impact: services to target populations
- Capacity to serve residents
- Demand for services (community need)
- Types of service(s)/measure of service(s) provided
- No cost/low cost & ability to address potential participant barriers



Safety Net Information

- Request/Award information
- Population served/in services and number of Evanston participants
- Types of services/number of service hours (Evanston & total population)
- Accessibility (how does service provision reach target populations)
- Budget Information
- Ability to comply with reporting requirements
 - Population/participants
 - Programmatic
 - Financial



Questions?

Case Management Report Format

CASE MANAGEMENT SERVICES - Summary					
APPLICATION SUMMARY					
<i>Agency Request Prior Year Award</i>	<i>Residents Served</i>	<i>Projected & Past Year Service Plans</i>	<i>Projected Referrals</i>	<i>Budget</i>	<i>Financials</i>
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					
<i>Agency & Award</i>	<i>Residents Served</i>	<i>Client Contacts & Service Plans</i>	<i>Referrals</i>	<i>Number of Service Plans Completed/Exited Participants</i>	<i>Reporting/ Compliance</i>
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 Report Format

SAFETY NET SERVICES - Summary					
APPLICATION SUMMARY					
<i>Agency Request Prior Year Award</i>	<i>Residents Served</i>	<i>Projected & Past Year Service Hours/ Numbers Served</i>	<i>Accessibility of Services</i>	<i>Budget</i>	<i>Financials</i>
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					
<i>Agency & Award</i>	<i>Residents Served</i>	<i>Service Hours/ Numbers Served</i>	<i>Service Types</i>	<i>Reporting/ Compliance</i>	
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.				



Review Process

Making it manageable



Funding Cycle Timelines

2 Year Award Plan

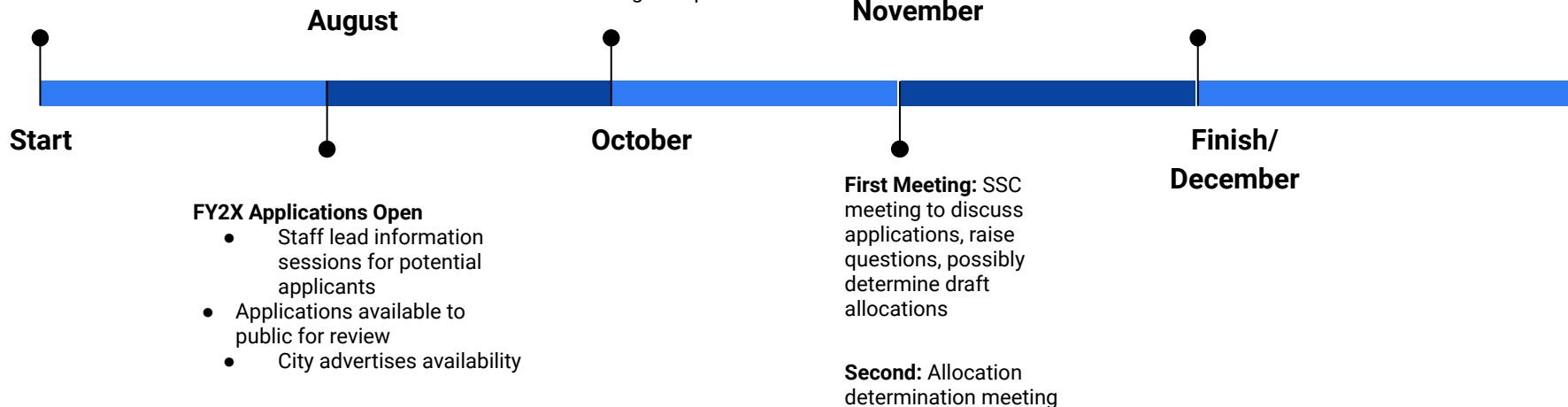
Public Services Application Review Timeline

- Finalization of assessment process
- Ongoing determination of community needs

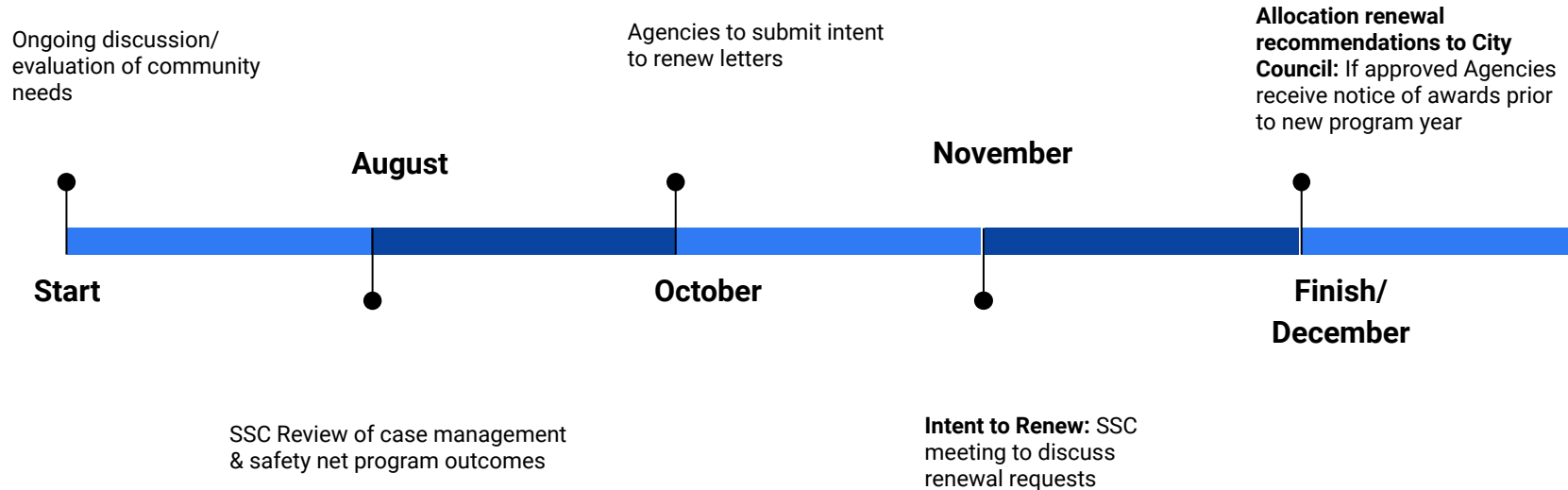
First Phase of Review:
Initial Hearing Meetings

Potential appointment of
Working Group

**Allocation recommendations to
City Council:** If approved
Agencies receive notice of
awards prior to new program
year



Reduced Public Services Review Timeline





Public Comment



Thank you!