



Social Services Committee

April 13, 2023 - Meeting Overview



Agenda

- Call to order/declaration of a quorum
- Suspension of the rules (vote)
- Approval of Meeting Minutes from March 9, 2023
- Public Comment
- Best Practices and Assessment Measures
- Assessment of Third Party Ranking Organizations
- Public Comment
- Adjournment



Public Comment



Best Practices and Assessment Measures



NASW Standards

1. Knowledge, skills, and experience necessary to perform activities
2. Use of expertise/skills to serve participants
3. Ensure participants are involved in all phases of practice
4. Ensure participants' rights to privacy/confidentiality
5. Intervene to provide/coordinate delivery of direct services



NASW Standards cont.

1. Intervene to expand supply of & improve access to services
2. Knowledge of resource availability, service costs, & budgetary parameters
3. Ability to monitor services and delivery (both internal & within larger system)
4. Reasonable caseloads
5. Treat all with courtesy and respect



ZoomGrants Case Management Application

Description/ Questions (25)/ Budget/ Additional Documents

- Enrollment & outreach to target population, description of target population, and demand for services
- Case management practices, caseloads, service plans and patterns of engagement
- Staff demographics and professional development
- Participant needed services and agency partnerships
- Recordkeeping

Case Management Services Summary

CASE MANAGEMENT SERVICES - Summary					
APPLICATION SUMMARY					
Agency Request Prior Year Award	Residents Served (include demographics - Target Population)	Projected & Past Year Service Plans (Best Practices)	Projected Referrals (Best Practices)	Budget (Cost)	Financials (Cost)
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: Administrative review info. Anything else SSC would like to highlight					
PAST PERFORMANCE SUMMARY					
Agency & Award	Residents Served (Target Pop)	Client Contacts & Service Plans (Best Practices)	Referrals (Best Practices)	Number of Service Plans Completed/Exited Participants	Reporting/ Compliance (Administrative)
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	Information about most challenging referrals, ways to assess community needs - mental health provider program updates, etc.				



Case Management Assessment/KPIs

Scoring Questions (12)

Correspond to application questions, submitted reports, and additional documents

Key Performance Indicators

- *Services to Target Populations*
- *Best Practices*
- *Cost Reasonableness & Budget*



ZoomGrants Safety Net Application

Description/ Questions (29)/ Budget/ Additional Documents

- Services provided/needs addressed
- Population served and potential demand
- Service barriers and possible remediation
- Agency/staff information including mission and diversity
- Tracking/Recordkeeping
- Collaboration with community partners

Safety Net Services Summary

SAFETY NET SERVICES - Summary					
APPLICATION SUMMARY					
Agency Request Prior Year Award	Residents Served (Target Pop)	Projected & Past Year Service Hours/ Numbers Served (Safety Net Services)	Accessibility of Services (Safety Net Services)	Budget (Cost)	Financials (Cost)
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 more detailed information about populations served, staff demographics, allocation of potential award and prior year performance if applicable.					
PAST PERFORMANCE SUMMARY					
Agency & Award	Residents Served (Target Pop)	Service Hours/ Numbers Served (Safety Net Services)	Service Types (Safety Net Services)	Reporting/ Compliance (Admin)	
Agency A Award: \$XX,XXX	Total: XXX Projected: New in 2023: XX Evanston as % of Total Currently in services: XX				
Narrative	Can include additional demographics, demand for services, additional participant needs if applicable, any changes to service delivery or program, and any challenges to service provision and/or reporting.				



Safety Net Assessment/KPIs

Scoring Questions (14)

Correspond to application questions, submitted reports, and additional documents

Key Performance Indicators

- *Target Populations*
- *Safety Net Services*
- *Cost Reasonableness & Budget*
- *Performance*



Administrative Assessment/KPIs

Basic Eligibility

Submitted applications must be shared publicly. Staff to provide an explanation of submitted applications that don't meet basic eligibility requirements

Key Performance Indicators

- *Administration*
- *Program Reporting*
- *Performance*
- *Cost Reasonableness*



Evaluation Tools



Options

- ZoomGrants tools
- Public Services Evaluation Sheets
- Additional Options
 - Working group
 - Weight criteria
 - Performance standards
 - meets/does not meet
 - exceptional/standard/inconsistent or incomplete



Third Party Ranking Organizations



Organizations

- Charity Navigator
- CharityWatch
- GuideStar
- GreatNonprofits



Questions



Public Comment



Thank you!