



AGENDA
Social Services Committee
Thursday, October 12, 2023
Lorraine H. Morton Civic Center Room 2402 7:00 PM

Those wishing to make public comments may submit written comments or sign-up to provide in-person comment with the [public comment form](#) or by calling/texting 847-448-4311 by 5pm the day of the meeting. The purpose of public comment is to enable members of the public to provide input on any topic on the agenda. The Committee may question the commenter, but a response is not required. Public comment can also be submitted by visiting the [Social Services Committee webpage](#) and clicking on Public Comment Form.

To listen to the meeting, join the Zoom meeting below:

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

Or join by phone:

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Webinar ID: 839 6128 3626

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1. CALL TO ORDER/DECLARATION OF A QUORUM

2. APPROVAL OF MEETING MINUTES

- A. [Social Services Committee meeting minutes September 14, 2023](#) 3 - 4

3. PUBLIC COMMENT

4. DISCUSSION (NO VOTE WILL BE TAKEN)

A. **Mental Health Task Force Presentation**

- B. **FY 2023 Safety Net Program Outcomes/Updates** 5 - 19

[Safety Net Assessment Measures](#)
[Safety Net Applications - staff input](#)

C. **Staff Report**

5. ADJOURNMENT



City of
Evanston™
MINUTES

Social Services Committee
Thursday, September 14, 2023 @ 7:00 PM
Lorraine H. Morton Civic Center Room 2402

COMMITTEE MEMBER PRESENT: Samantha Olds Frey, Committee Member, Derik Ohanian, Committee Member, Bobby Burns, Councilmember, Devon Reid, Councilmember, Kathelyn Hayes, Committee Member, Renee Phillips, , and Ken Rolling, Member

COMMITTEE MEMBER ABSENT: Shairee Lackey, Committee Member and Amanda Ngola, Committee Member

STAFF PRESENT: Jessica Wingader, Social Services Grants & Compliance Specialist and Marion Johnson, Housing & Grants Supervisor

1. **CALL TO ORDER/DECLARATION OF A QUORUM**
Chair Olds Frey called the meeting to order at 7:11 pm.
2. **PUBLIC COMMENT**
No public comment
3. **APPROVAL OF MEETING MINUTES FOR JULY 13, 2023**
Mr. Rolling moved approval of the meeting minutes for July 13, 2023, seconded by Ms. Hayes; a role call vote was taken and the minutes were approved 5-0 with Councilmember Burns abstaining.
4. **DISCUSSION (NO VOTE WILL BE TAKEN)**
 - A. FY 2023 Case Management Program Outcomes/Updates

The following agency representatives provided updates and answered questions about program outcomes:

Connections for the Homeless - Youth Program: Kelsey Caspersen, Director of Government Relations and Michael Mallory, Chief Government Relations Officer

Family Focus - Case Management: Vanessa Allen, Center Director and JoAnn Avery, Program Manager

Draft

Social Services Committee
September 14, 2023

Housing Authority of Cook County - Behavioral Health: Marcus King, Director of Strategy and Communication

Impact Behavioral Health Partners - Clinical Services: Lauren Warsaw, Division Director of Clinical Services

Infant Welfare Society - Case Management: Stephen Vick, Executive Director and Diana Newton, Director of Development and Communications

James B. Moran Center for Youth Advocacy: Patrick Keenan-Devlin, Executive Director and Kristen Kennard, Deputy Director/Director of Social Work Services

5. NEW BUSINESS/OLD BUSINESS

A. Approval of Social Services Committee Administrative Policies & Procedures

Motion to approve the Social Services Committee Rules & Procedures.

Moved by Councilmember Reid
Seconded by Councilmember Burns

Ayes: Olds Frey, Ohanian, Burns, Reid, Phillips, Hayes, and Rolling
Motion Passed 7-0 on a recorded vote

B. Nomination of Chair and Vice Chair

Councilmember Reid nominated Chair Olds Frey and Vice Chair Ohanian to serve for a third term; both accepted the nomination. Councilmember Reid then moved to approve the current slate of officers, seconded by Ms. Hayes.

Moved by Councilmember Reid
Seconded by Hayes

Ayes: Olds Frey, Ohanian, Burns, Reid, Hayes, Phillips, and Rolling
Motion Passed 7-0 on a recorded vote

6. STAFF REPORT

Staff provided a brief update about the wraparound services discussion series held by the Mental Health Task Force.

7. ADJOURNMENT

The meeting was adjourned at 9:11 pm.

OPERATION PERFORMANCE REVIEW

January 1, 2023 - June 30, 2023

SAFETY NET SERVICES				
Term Definitions				
<p>Total: Total number of Evanston residents in services during the report period, may include participants enrolled in the prior year. Projected: Taken from the application, half (Q1-Q2) of the total number of Evanston residents projected to be served in the program year. New: Total new residents enrolled in services in the report period. Currently in services: Total Evanston residents served minus any residents exited in the report period. Stopped receiving services (Exits): Participants who voluntarily stop, or are terminated from, program services.</p>				
Agency & Award	Residents Served	Service Hours/ Units of Service	Service Types	Reporting/ Compliance
<p>Books & Breakfast: <i>Advancing Racial Justice and COVID Recovery</i> 23 Award: \$45,000 22 Award: \$45,000</p>	<p>Total: 225 Projected: 118 New in 2023: 225 Currently in services: 225</p> <p>Evanston as % of all served: 100%</p>	<p>Number of service hours/units of service: 5,480 (tutoring hours) & 11,141 breakfasts provided</p>	<p>Agency offers before school tutoring and breakfast at 8 sites - new site at Dewey and pilots at Washington & Willard. Agency helped students complete 1,889 homework assignments in the report period and offered services over the summer to address/ prevent learning loss.</p> <p>0 participants stopped receiving services</p>	<p>Timely report submission with all required documentation included.</p>
<p>Narrative</p>	<p>Agency’s focus include student emotional health and ongoing services that continue to address COVID related learning loss; agency hired a social services coordinator and 51 students were referred to and participated in the summer learning program (piloted in 22 - summer program offers books, a reading buddy, and access to summer activities) through virtual (51) and in-person services (5 served at Fleetwood). Students average 6.6 months of reading gains over the 6 week summer program. Staff mental health is also a focus. Challenges include space in schools and transportation for tutors; NU students provide >60% of tutoring hours and a majority of tutors identify as BIPOC/reflect population served. Agency also has a Family Advisory Board to get feedback about the program and participants’ needs.</p>			

	Demographics: 7 (3%) identified as White, 57 (25%) ID as White/Hispanic, 130 (58%) ID as Black, 12 (5%) ID as Asian, 19 (8%) ID as multiracial			
Childcare Network of Evanston: <i>Learning Together</i> 23 Award: \$63,400 22 Award: \$63,400	Total: 23 Projected: 9 New in 2023: 23 Currently in services: 23 Evanston as % of all served: 66%	Number of service hours/units of service: 276 therapeutic service hours provided	Therapeutic goals developed for each child receiving services in the report period; progress assessed for all and reported to all teachers and caregivers. 24 teachers reported successfully using new tools and strategies provided. 0 participants stopped receiving services	Timely report submission with all required documentation included.
Narrative	Agency worked with childcare providers and caregivers to identify children in need of additional interventions to reach developmental milestones (i.e. - speech, gross motor, social/emotional). Services include classroom observation to assess children and clinician intervention for speech/language services, socialization and social skills, therapeutic intervention/support, and ongoing consultations with teachers and caregivers. Biggest challenges were administrative (i.e. obtaining documentation from caregivers and scheduling appointments with centers for children in care). Referrals made to Dist. 65 and Dist. 68 (Skokie) for early intervention plans and for additional therapeutic services, specifically speech services. Demographics: 8 (35%) identified as White, 2 (9%) ID as White/Hispanic, 8 (35%) ID as Black, 5 (22%) ID as multiracial			
Childcare Network of Evanston: <i>Mental Health Services</i> 23 Award: \$40,000 22 Award: NA	Total: 15 Projected: 20 New in 2023: 15 Currently in services: 6 Evanston as % of all served: 100%	Number of service hours: 31 counseling hours for children/families	Eligible participants (families with young children) are connected to no-cost, trauma-informed mental health and other therapeutic services. 80% qualify as low/moderate income, all identify as BIPOC, and services were offered through 4 early childhood programs/agencies over the report period. 9 participants stopped receiving services	Timely report submission with all required documentation included.

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<p>Narrative</p>	<p>Participants are families with young children (0-5 year olds) who identify as being in crisis and interested in mental health services. Participants are assigned to a therapist within 24 hours and are contacted by the provider within 3 days of making the request. Program provides up to 12 free sessions; on average families participate in 6-7 sessions. The biggest barrier to services is participant response - a number of participants may not respond to schedule the initial appointment. Service goal is to provide immediate intervention and support; mental health providers do not refer participants to additional services, but CNE staff are available to connect families to additional community supports. In the report period, 4 families received additional services through CNE including home visiting. This program does not duplicate the City's program given the age of children assisted. Agency also has established, ongoing relationships with providers, introducing new providers to participants would decrease program impact and efficiency.</p> <p>Demographics: 7 (47%) identified as White/Hispanic, 5 (33%) ID as Black, 1 (7%) ID as Asian, 1 (7%) ID as Native Hawaiian-Other Pacific Islander, 1 (7%) ID as multiracial</p>			
<p>Connections for the Homeless: <i>Drop-In, Health & Outreach</i> 23 Award: \$150,000 22 Award: \$150,000</p>	<p>Total: 837 Projected: 325 New in 2023: 491 Currently in services: 522</p> <p>Evanston as % of all served: 60%</p>	<p>Number of service hours/units of service: X</p>	<p>289 participants engaged in/were connected to case management services, 13 connected to on-site or external health providers, 70 were provided with benefits enrollment assistance, employment and/or education assistance; 278 exited into shelter or found a housing solution.</p> <p>315 participants stopped receiving services</p>	<p>Report submitted late and total service hours/units missing; staff working with agency to get information.</p>
<p>Narrative</p>	<p>Participants engaged in services including: benefits enrollment/assistance, health services, housing location/placement, and case management. Daily meetings for case managers or health practitioners may not be available to all who want them, but participants can schedule appointments for later dates. Agency has experienced staffing changes and shortages of Community Case Managers and Outreach Specialists. There are additional challenges with limited space, staff time and resources. External referrals made for the following services: substance use disorder treatment, childcare, psychiatric services, legal services, dental vision, general primary care and emergency shelter. Community partners include: Interfaith Action, PEER Services, Erie Family Health Center, Access Health, Moran Center, Legal Aid Chicago, etc.</p> <p>Demographics: 61 (7%) identified as White, 97 (12%) ID as White/Hispanic, 611 (73%) ID as Black, 25 (3%) ID as Asian, 9 (1%) ID as American Indian-Alaskan Native, 34 (4%) missing info/refused to answer</p>			

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<p>Infant Welfare Society: <i>Safety Net Services</i> 23 Award: \$20,000 22 Award: NA</p>	<p>Total: 35 Projected: 23 New in 2023: 14 Currently in services: 35</p> <p>Evanston as % of all served: 70%</p>	<p>Number of service hours/units of service: 353 consultation hours</p>	<p>Participants received additional service hours in the following areas: mental/behavioral health (9), disability (13), education (17), health (19), & speech (6).</p> <p>0 participants stopped receiving services</p>	<p>Timely report submission with all required documentation included.</p>
<p>Narrative</p>	<p>Program provides additional hours of consultation & family support from consultants. No one is turned away from services and all services are provided at no additional cost to families; administration time required to perform initial evaluation, locate a provider and coordinate appointments varies. Services include speech/language therapy, developmental therapy, occupational therapy and educational consultations. Families were also connected to early intervention services through Dist. 65, The Harbor, Salvation Army thrift, CEDA/WIC, and Lurie's Child Clinic.</p> <p>Demographics: 3 (9%) identified as White/Hispanic, 25 (71%) ID as Black, 1 (3%) ID as Black/Hispanic, 1 (3%) ID as multiracial, 4 (11%) ID as multiracial Hispanic, 1 (3%) missing/refused to answer</p>			
<p>Interfaith Action of Evanston: <i>Safety Net Services</i> 23 Award: \$50,000 22 Award: \$42,500</p>	<p>Total: 72 Projected: 45 New in 2023: 0 Currently in services: 72</p> <p>Evanston as % of all served: 100%</p>	<p>Number of service hours: 924</p> <p>Units of service: 84</p>	<p>72 participants received cots/overnight shelter in the report period. 250 households received extra hygiene supplies (toilet paper).</p> <p>47 participants stopped receiving services</p>	<p>Timely report submission with all required documentation included.</p>
<p>Narrative</p>	<p>All participants are also able to access the Hospitality Center which provides breakfast, computers and employment counseling. Additionally, all are introduced to case managers from Connections for the Homeless to receive deeper, ongoing support. In the report period, IA also worked with Trilogy to connect people to mental health/psychiatric services.</p>			

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	Demographics: 20 (28%) identified as White, 43 (60%) ID as Black, 2 (3%) ID as Asian, 1 (1%) ID as American Indian-Alaskan Native, 6 (8%) refused to answer			
James B. Moran Center: <i>Safety Net Services</i> 23 Award: \$50,000 22 Award: \$50,000	Evanston Total: 281 Projected: 179 New in 2023: 141 Currently in services: 190 Evanston as % of all served: 35%	Number of service hours: 3,640 Units of service: 393	Legal services: Education Advocacy Program (EAP) for children with special needs and their families. 42 families received representation, legal advice, and referrals. School-Based Civil Legal Clinic (SBCLC) for youth with civil cases and their families. 24 families served secured housing, 10 received financial benefits (child support, unemployment, restored assets, etc.). 91 participants stopped receiving services	Timely report submission with all required documentation included.
Narrative	<p>All participants requesting legal services are connected within a week after initial contact; no participants were turned away in the report period. 36 participants received additional services across Moran programs; 21 are dual served in the restorative justice program and several enrolled in civil legal programs also receive services from the juvenile/adult legal programs. Participants (27) were also referred to external partners for financial benefits, housing matters, disability matters, and counseling. Challenges include allocation of staff time; currently attorneys perform participant intakes, but this means attorneys have less time/capacity to meet with new participants.</p> <p>Demographics: 25 (9%) identified as White, 13 (5%) ID as White/Hispanic, 178 (63%) ID as Black, 3 (1%) ID as Black/Hispanic, 2 (1%) ID as Asian, 1 (1%) ID as American Indian-Alaskan Native, 1 (1%) ID as Native Hawaiian-Other Pacific Islander, 15 (5%) ID as multi-racial, 16 (6%) ID as Multi-Racial/Hispanic, 27 (10%) refused to answer</p>			
Meals on Wheels Northeastern Illinois: <i>Home Delivered Meals</i> 23 Award: \$30,000	Total: 47 Projected: 125 New in 2023: 24 Currently in services: 46	Number of service hours: 2,282 Units of service: 19,917	Agency provides meals (80% subsidized) and wellness visits/socialization to homebound (often elderly) participants often at risk of isolation and depression. Meals can be medically tailored and include culturally inclusive options.	Report submitted late. *Staff needs time to with agency to get

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22 Award: \$30,000	Evanston as % of all served: 19%		1 participant stopped receiving services	additional/ corrected information.
<p>Narrative</p> <p>Agency began a waitlist in May due to limited capacity of small staff to perform intake and participant monitoring; agency is also struggling to subsidize meals for low/moderate income participants. Agency is working to add revenue streams through the new food production facility. Agency works to recruit diverse volunteers and all receive training in participant services. Through “More than a Meal” program, Volunteers continue to monitor participants for signs of depression or physical deterioration; volunteers also refer mobile participants to food pantries and congregate sites. Agency also supplies pet food for those who need help caring for pets. Community partners include City of Evanston 311 for transportation (for seniors who need assistance), YMCA, YWCA, Connections for the Homeless, Rebuilding Warehouse, Rimland Services and Thresholds.</p> <p>*Demographics: 8 (33%) identified as White, 3 (13%) ID as White/Hispanic, 7 (29%) ID as Black, 6 (25%) refused to answer</p>				
<p>North Shore Senior Center: <i>Safety Net Services for Older Adults</i></p> <p>23 Award: \$23,750 22 Award: \$23,750</p>	<p>Total: 1,378 Projected: 1,144 New in 2023: 643 Currently in services: 2,053</p> <p>Evanston as % of all served: 10%</p>	<p>Number of service hours: 4,944</p> <p>Units of service: 2,268 referrals & community connections</p>	<p>180 residents were enrolled in benefits like LIHEAP, SNAP, Medicare or Medicaid emergency financial assistance.</p> <p>632 seniors receiving care coordination supportive services remained in their homes (rather than a nursing home).</p> <p>83 participants stopped receiving services</p>	<p>Timely report submission with all required documentation included.</p>
<p>Narrative</p> <p>The majority of Evanston participants served are assisted over the phone; and all calls are returned within 24-48 hours. Intake Specialists discusses issues and needs to provide referrals, benefits enrollment and additional supports. Participants with additional needs are assigned to a Care Coordinator, Caregiver Specialist or Older Adults Benefits Specialists; cases are triaged/responded to based on level of need. Barriers include inability to connect with participants, staff capacity, and participant overwhelm/inability to coordinate care. Participants receive annual visits, ongoing telephone contact and additional visits as needed and as staff capacity allows.</p>				

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	Demographics: 790 (57%) identified as White, 24 (2%) ID as White/Hispanic, 486 (34%) ID as Black, 1 (>1%) ID as Black/Hispanic, 62 (4%) ID as Asian, 4 (>1%) ID as American Indian-Alaskan Native, 5 (>1%) ID as Native Hawaiian-Other Pacific Islander, 6 (>1%) ID as Multiracial/Hispanic			
PEER Services, Inc.: <i>Substance Use Treatment</i> 23 Award: \$99,500 22 Award: \$99,500	Total: 170 Projected: 81 New in 2023: 0 Currently in services: 160* Evanston as % of all served: 33%	Number of service hours/units of service: 2,484 individual/group counseling hours	139 participants had reduced use or are substance-free as measured through regular drug screens and assessments. 156 participants report having a positive support network, and 147 indicated improved decision-making skills as reported/documented in intervention plan reviews. 10 participants stopped receiving services	Timely report submission with all required documentation included.
Narrative	<p>PEER provides medication-assisted, outpatient substance use treatment services regardless of ability to pay. Challenges to providing services include delays when demand is high; the agency is working to retain staff by paying competitive salaries and hiring additional clinicians. PEER provides prepaid cell phones to help clients stay in touch with clinicians and additional (deeper) services include short-term psychiatric services for dually diagnosed participants. Clients who need longer psychiatric services are connected to Ascension (formerly AMITA). PEER has strong partnerships with additional service providers to help clients triage a wide range of needs. *PEER also provides individual and group services to approximately 40 ETHS students (these hours and participants are not reflected in the numbers reported; students are seen/served without going through the full intake process).</p> <p>Demographics: 84 (49%) identified as White, 5 (3%) ID as White/Hispanic, 56 (33%) ID as Black, 2 (1%) ID as Black/Hispanic, 3 (2%) ID as Asian, 10 (6%) ID as multiracial, 10 (6%) refused to answer</p>			
Youth & Opportunity United (YOU): <i>YOU Safety Net Services</i>	Total: 108 Projected: 467 New in 2023: 71 Currently in services: 106	Number of units of service: 750 basic needs resources distributed to	147 youth who qualify as low income received safety net services; 11 participants connected to or participated in intensive case management and follow-up services.	Timely report submission with all required

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<p>23 Award: \$96,000 22 Award: \$121,120</p>	<p>Evanston as % of all served: 65%</p>	<p>participants & families</p>	<p>2 participants stopped receiving services</p>	<p>documentation included.</p>
<p>Narrative</p> <p>No Evanston youth requesting services was turned away in the report period and all interested youth were connected to services within a week or less. The primary barrier is inability to connect with youth, but YOU staff persistently follow-up with anyone who requested or received services (youth may not follow up with staff once the initial crisis has been resolved). Additional agency services include formal case management, clinical counseling, housing crisis response (for youth experiencing housing crisis), breakfast, and positive youth development services (out of school/after school programs). Agency also offers outreach materials including hygiene kits and water bottles with agency contact info. to encourage participants to stay in contact.</p> <p>Demographics: 11 (10%) identified as White, 22 (20%) ID as White/Hispanic, 55 (51%) ID as Black, 1 (1%) ID as Asian, 1 (1%) ID as Asian/Hispanic, 1 (1%) ID as Native Hawaiian-Other Pacific Islander, 14 (13%) ID as multiracial, 3 (3%) refused to answer</p>				
<p>YWCA Evanston/ North Shore: <i>Safety Net Services</i> 23 Award: \$35,000 22 Award: \$35,000</p>	<p>Total: 54 Projected: 175 New in 2023: 23 Currently in services: 39</p> <p>Evanston as % of all served: 29%</p>	<p>Number of service hours: 412 group advocacy/legal support hours</p> <p>Units of service: 423 individual services provided</p>	<p>65 residents received information and referrals through the 24-hour crisis line, 54 received shelter and additional services (legal support, shelter, community counseling, etc.)</p> <p>15 participants stopped receiving services</p>	<p>Timely report submission with all required documentation included.</p>
<p>Narrative</p> <p>The Y offers legal advocacy, transportation, workforce development, housing placement, case management and counseling services. All emergency shelter and walk-in counseling clients receive wraparound case management services and access to additional services (housing, workforce development, legal) as needed; approximately 20 Evanston residents received additional services/supports including benefits enrollment. Counseling and legal services provided within 48 hours of request; shelter services are often at/over capacity and interested households are connected to other providers. Agency also refers to external partners including PEER, Inc., Moran Center, Ascend Justice (family law), and WIOA (workforce development).</p>				

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	Demographics: 8 (15%) identified as White, 9 (16%) ID as White/Hispanic, 23 (43%) ID as Black, 3 (6%) ID as Asian, 1 (2%) ID as American Indian-Alaskan Native, 7 (13%) ID as multiracial, 3 (6%) refused to answer
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2023 Safety Net Services Application Review Meeting

Books and Breakfast

Books & Breakfast provides morning tutoring/academic support, a healthy breakfast, and social-emotional connection to income eligible students identified by teachers and school social workers as needing the support. The agency expanded services to bilingual students/dual language learners in Dewey's TWI program by hiring a Spanish speaking Site Director. Agency supports approximately 45% males/55% females, 56% of participants identify as Black, 38% are Latinx, 5% are white; agency prioritizes students on free/reduced lunch. During the pandemic, the agency connected with students and siblings virtually and has more than doubled capacity since FY2020.

The agency has a network of over 400 tutors, including student volunteers from Northwestern and ETHS, that connect with participants. Site Directors (SDs) connect with participants daily throughout the school year and pair Tutors with participants. SDs also create and monitor service plans that identify student area(s) of focus and strategies for improvement. These plans are shared with tutors supporting participants and are evaluated weekly. SDs are also in contact with families monthly to assess household needs. Tutors are trained quarterly and meet weekly with SDs to review participants. Staff and board include people of color and program works to recruit volunteers who reflect population served.

Agency surveys participating households to understand additional needs and primarily refers participants to enrichment programs (e.g., YWCA swimming, Evanston Art Center, Mudlark Theater, DIME, COPE, Moran Center) but also refers to Connections and Erie Family when more complex needs of the family/HH are identified. Outcomes are measured by attendance, homework completion, meals/school supplies provided and contact with parents. Majority of program budget comes from donations and grants; award supports Site Directors at three locations including Dewey and the Director of Family and Community Engagement.

Childcare Network of Evanston – Learning Together

Childcare Network of Evanston's Learning Together program provides free mental health, speech-language, occupational and other developmental therapeutic services to children (2-5 years old) who are enrolled in 6 early childhood programs primarily serving low/moderate income residents; children are referred by parents/guardians or center teachers. Population served primarily identify as BIPOC; a majority qualify as low/moderate income.

Agency has the capacity to provide free service to all who request them, but during periods of high demand, wait times can vary based on funding. Entire budget is grant based and the majority of City award is passed through to contract specialists; the size of award impacts wait times and number of service hours provided to participants. Two case managers supervise consultants and also provide therapeutic services; both have approximately 20 participants per caseload and meet monthly to assess progress and coordinate services.

Childcare Network of Evanston – Mental Health Services

CNE works with 10 mental health providers to serve primarily low income, BIPOC families/children; there are no eligibility requirements for services and the goal of the program is to provide quick intervention from a trusted source and reduce stigma around mental health services. Families are contacted to a mental health professional within 24 hours of referral. Consultants are licensed clinicians proficient in trauma-informed practices; all are experienced serving the early childhood community and one clinician speaks Spanish. Children served have increased ACEs (adverse childhood experiences) which leads to greater risk of experiencing stress and 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 this 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. CNE works to reduce barriers by offering free services at locations convenient for participants including in class, in home, or virtually.

Connections for the Homeless – Drop-In and Outreach Program

The Drop-In and Outreach program has 4 main components including outreach to people living on the streets or in places not meant for habitation, a drop-in center where people can access basic services five days per week, shelter diversion and case management services. This program has grown. The two Drop-In sites include Lakes Street Church and Connections' main office; additional support staff includes two new case managers, a Housing Locator, a mental health specialist and a contract psychiatrist; The Agency's health staff has tripled since 2021 and the population served has also increased steadily. The agency is part of the Continuum of Care (CoC), a federally mandated initiative, which provides services that match clients to resources in partnership with service providers throughout suburban Cook County. The CoC is competitive McKinney-Vento homeless funding managed by the Alliance to End Homelessness in Suburban Cook County. As a CoC member, Connections must maintain services provided by the Drop-In and Outreach program. Participants predominantly identify as people of color. Half of staff and 24% of board are people of color; members of the board have lived experience with homelessness.

Infant Welfare Society – Safety Net Services TBN & BTN

Infant Welfare Society works with children (0-5) and their families; 85% of participants qualify as low income, and families who are homeless, DCFS involved, or have children with disabilities are prioritized for enrollment. Wrap-around services include: support for infant mental health; coordination of disability services through early intervention; health, safety and nutrition services, educational consultation, and speech therapy. In addition to child care staff, the Teen Baby Nursery and Baby Toddler Nursery employ an Infant Mental Health Consultant, Developmental Services Consultant, Nurse/Health Services Consultant, Education Consultant, and Speech Language Consultant. A portion of the award supports staff and a portion supports consultants providing more time for participants to receive services and ensuring more participants are served. Programs serve primarily BIPOC families, services are free and offered through the duration of enrollment; provision of services documented in ChildPlus. Safety net request is to support staff providing

wrap-around services; request for case management funds used primarily to support Family Advocate.

Interfaith Action – Safety Net Services

Interfaith Action (IA) provides overnight shelter from 9 pm to 7 am during winter nights, from mid-November through February of the following year. Program rotates 38 cots and overnight set up among 6 faith-based sites; guests are also invited to breakfast at the Hospitality Center each morning at St. Mark's Church. The program projects services to 85 unduplicated individuals. Award supports the Overnight Supervisor, Volunteer Coordinator, and fees associated with providing bedding, more training for volunteers, and increased services associated with providing bedding and personal hygiene products. Both CDBG funded positions are part-time; IA receives no state or federal funding. There is no wait list and IA has been able to accommodate all who request services. In addition to the cots available, IA has additional mats to accommodate all who request shelter. Program serves predominantly BIPOC population and has a diverse staff.

The James B. Moran Center for Youth Advocacy - Moran Center's CY23 Safety Net Services

The Moran Center's core programs include the Education Advocacy Program (EAP) which provides advocacy and case management services to children with special needs and their families and the School-Based Civil Legal Clinic (SBCLC) which runs out of three satellite locations (Joseph E. Hill Center, Nichols and Chute middle schools) and supports youth who have civil cases. Agency provides free legal representation, advocacy and trauma-informed counseling to income-eligible Evanston youth who are up to age 26 and navigating the criminal justice system as well as their families. Demand for services exceeds capacity of programs and additional attorneys, one of whom is bi-lingual and bi-cultural, have been hired. Additional prior year service expansion included hiring a Parent Partner to support parents and caregivers. Without City funding, Agency would have to reduce services and cut staff. Approximately 93% of participants qualify as low/moderate income, 66% identified as having additional special needs including homelessness, coming from a female-headed household, and/or identified as having a learning or emotional disability. Population served is racially and ethnically diverse and Agency's commitment to diversity is reflected in board, staff, and Advisory Council.

Meals on Wheels – Home Delivered Meals to Rising Number of Older Adults Experiencing Malnutrition or Hunger

Meals at Home delivers midday meals that can meet medical specifications (including diabetic, gluten free, vegetarian, renal, and modified texture when needed), to clients who are homebound; approximately 81% of clients are elderly, 50% are on therapeutic diets and 64% receive subsidized meals. Approximately 36% of people served identify as BIPOC and agency continues to include culturally conscious menu items, provide menus and brochures translated into other languages, build relationships with minority organizations to expand volunteer base and promote services. Award supports staff salaries and covers meal costs. Services, goals and outcomes remain relatively unchanged from prior years and program is stable. Agency has a new kitchen located at 1723 Simpson Street in Evanston that increased meal production and added authentic Indian, Thai, and Mexican entrees. Additionally, all eligible participants receive services for as long as desired.

North Shore Senior Center – Safety Net Services for Older Adults

North Shore Senior Center (NSSC) offers home and community-based services that support independent living to primarily low-income seniors and people with disabilities; the Evanston population served is approximately 49% people of color, 70% have a documented disability and a majority live alone. The agency is located in Northfield; and staff are able to meet people at home or at the Civic Center. Services are also offered over the phone and via Zoom.

The Evanston based Care Coordinator has a caseload of approximately 75 adults; Evanston residents are able to connect with any of the other eight coordinators located at the main office in Northfield, where a majority of services take place, or the Niles satellite office. After the intake process, participants are connected to Care Coordinators who administer a comprehensive needs assessment the results of which become the foundation of the individualized service plan. Typical service plans address issues of socialization, caregiver needs, legal and financial concerns, transportation, adequate nutrition, behavioral/physical health and medication review. Case notes are entered into a database called CDS. Goal review and additional needs assessments occur annually or at participant request.

Agency refers to internal programs including Chore Housekeeping, transportation services and support groups. Agency also has additional staff support including a Benefits Specialist who enrolls participants into public benefits like LIHEAP, a Caregiver Specialist, three Clinical Supervisors, and a Determination of Eligibility Coordinator. Agency partners with local hospitals including NorthShore HealthSystems (Evanston, Glenbrook, Skokie) and Ascension, and with other service providers including Meals on Wheels and Open Communities. Agency recruits and maintains a diverse workforce and has a Diversity Committee that provides educational events year round for professionals and community members over a wide range of topics relevant to aging including, but not limited to, medical, health & wellness, benefits, community resources, legal and financial matters, and other relevant topics.

PEER Services – Substance Use Treatment for Evanston Residents

PEER Services provides individual and group outpatient substance use disorders counseling to adolescents and adults including Intensive Outpatient Program counseling, DUI risk reduction, aftercare counseling (long term treatment), medication-assisted treatment for opioid dependence, and early intervention services. Many individual and group outpatient counseling services were transitioned to telehealth through the pandemic; the agency also provided free virtual recovery support groups. Counselors connect with clients during daytime or evening hours to fit participants' schedules. The minimum time for effective intervention is 6-8 weeks of individual treatment; length of time in services varies depending on client needs. Approximately 50% of clients are mandated to participate by courts, probation, schools and/or DCFS, 88% are low/moderate income. The agency accepts clients regardless of ability to pay, agency contacts with IL Dept. of Human Services to care for clients who are uninsured and will also accept Medicaid or work out sliding scale fees for income eligible clients. Award supports clinical supervision, care coordination and other infrastructure necessary to provide services that are not often covered by

other sources of secured funding; any loss of funding would lead to reduction in staff and reduced services to residents. Agency accepts referrals from Erie Family Health, local nursing homes, through the onsite staff counselor at Ascension/St. Francis hospital and many community-based organizations. Counselors work with 20-25 clients per week and carry a caseload of no more than 40; staff is diverse (41% BIPOC, 59% white).

Clients include people experiencing homelessness, reentering the community from correctional facilities, and veterans. Participants can be housing, employment and food insecure, and may need medical care, childcare, domestic violence services and ongoing psychiatric support. Agency has linkage agreements and service agreements with a number of agencies specializing in all areas of need including Erie Family Health Center, Turning Point, Connections for the Homeless, Impact Behavioral Health Partners, Childcare Network of Evanston, CEDA, and the YWCA; referrals are tracked in an Electronic Health Record system.

Youth & Opportunity United – YOU Safety Net Services

YOU, a Comprehensive Community Youth Based Services provider, offers after school and summer programming to youth ages 9-22 years old at eight Title 1 schools in Evanston; case management services are provided specifically to youth who have engagement with the juvenile justice system and/or youth residing in congregate living situations. Referrals come from teachers, social workers and staff, Evanston Collective partners (Curt's Cafe, the Moran Center, Connections for the Homeless, and others) and City staff. All services are offered free of charge and no one is turned away. City award used to support the clinical team including the Director of Clinical and Outreach Services, Senior Outreach Counselor, Community Case Manager, 6 Youth & Family Counselors, and 2 additional Youth & Family Counselors.

Agency staff is diverse; clinical staff reflect population served and case loads vary by position; counselors are generally responsible for 10-15 participants. Intakes include Strengths and Needs Assessment using the Youth Assessment Screening Instrument and service plans, developed in collaboration with participants, are reviewed routinely, often weekly, with client and caregiver as appropriate. Participant goals center around self-sufficiency and most often include addressing housing, education, employment, and healthcare needs. Referrals are most often made to providers within the Evanston Collective for legal support, substance abuse counseling, shelter/housing services, health services and employment. Referrals are tracked in case notes and staff follow up with referral partners to ensure clients connect with service providers.

YWCA Evanston/North Shore – YWCA Evanston/North Shore Safety Net CY23

YWCA Evanston/North Shore is the only comprehensive domestic violence social services agency in the northeastern Chicago metropolitan area. All services for families fleeing domestic violence are free and accessible through the 24-hour crisis line. Basic DV services include emergency shelter, counseling in English and Spanish and comprehensive case management, housing services (including longer term housing) and programming for children. The YWCA also provides community case management and counseling services for non-residential clients - one hour per week for up to 12 weeks, workforce development including culinary training and YWeb Academy to train women

for jobs in tech (40% of participants are Evanston residents, 25% come from DV program), classes on budgeting/money management, education programs for youth and professional community, and legal advocacy at the Skokie Courthouse. Agency receives referrals from schools, police departments, Skokie courthouse, and local community organizations - 85% of clients are referred. Agency has also extended outreach to immigrant populations in partnership with local organizations including Evanston Latinos, early childcare providers, and community churches; three bi-lingual and bi-cultural staff (case manager, counselor, and legal advocate) are dedicated to improving access for non-native speakers.

Award supports staffing costs for the DV Program Director. The YWCA serves high barrier populations including homeless individuals/families, youth in foster care, people with disabilities and members of the LGBTQ+ community; participants often have additional needs including housing, employment and long-term therapeutic counseling. Agency hired a Housing Specialist and an Employment Specialist to work with participants even after shelter stay ends.