



**AGENDA**  
**Social Services Committee**  
**Thursday, October 17, 2024**  
**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 public comments with the public comment form available by [clicking here](#) or visiting the [Social Services Committee webpage](#) and clicking on Public Comment Form. Public comments can also be submitted by calling/texting 847-448-4311 by 5 pm 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. The time allocated for each commenter is dependent on the number wishing to speak, but will not exceed **5 minutes per person**. The length of the public comment may be extended at the discretion of the Chairperson depending on the number of commenters and time needed to address the items on the agenda.

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

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

Or join by phone:

Dial: +1 312-626-6799

Webinar ID: 83961283626

Passcode: 741501

Page

**1. CALL TO ORDER/DECLARATION OF A QUORUM**

**A. Welcome New Member/BCC Orientation**

**2. PUBLIC COMMENT**

**3. APPROVAL OF MEETING MINUTES**

- A. [Social Services Committee - June 13 2024 - Minutes](#) 3 - 4
- B. [Social Services Committee - May 09 2024 - Minutes](#) 5 - 6

**4. NEW BUSINESS/OLD BUSINESS**

- A. **Mental Health Provider Program** 7 - 10  
**For Action**  
[Mental Health Provider Program - Attachment - Pdf](#)
- B. **Community Needs Assessment Survey Outcomes & 2025-2029 Consolidated Plan Overview**
- C. **Nomination of Chair and Vice Chair**  
**For Action**

**5. STAFF REPORT**

- A. [2024.1.6 Case Management Assessment Measures](#)  
[2024.1.6 Safety Net Assessment Measures](#) 11 - 22

**6. PUBLIC COMMENT**

**7. ADJOURNMENT**

**Draft**



City of  
**Evanston™**  
**MINUTES**

**Social Services Committee**

**Thursday, June 13, 2024 @ 7:00 PM**

Lorraine H. Morton Civic Center Room 2402

**COMMITTEE MEMBER  
PRESENT:**

Bobby Burns, Councilmember, Devon Reid, Councilmember,  
Kathy Hayes, Ken Rolling, and Amanda Ngola

**COMMITTEE MEMBER  
ABSENT:**

Samantha Olds Frey, Shairee Lackey

**STAFF PRESENT:**

Marion Johnson, Grants & Compliance Supervisor, Jessica  
Wingader, Social Services Grants & Compliance Specialist

**1. CALL TO ORDER/DECLARATION OF A QUORUM**

**2. PUBLIC COMMENT ON THE FY24 ACTION PLAN**

No public comment received.

**3. NEW BUSINESS/OLD BUSINESS**

**A. Approval to Recommend the Draft 2024 Action Plan Incorporating 2024 Entitlement Grants to City Council**

Funding for the 2024 Action Plan totals \$2,201,271 comprising 2024 entitlement funds and 2023 program income as shown below:

- CDBG: 2024 entitlement funds of \$1,706,811; and \$163,557 in Program Income for a total of \$1,870,368
- HOME: 2024 entitlement funds of \$303,519; and \$27,384 in Program Income for a total of \$330,903
- ESG: 2024 entitlement funds of \$0

Councilmember Reid moved to accept and place on file the 2024 Action Plan seconded by Councilmember Burns

Moved by Councilmember Reid  
Seconded by Hayes

**Draft**

Social Services Committee  
June 13, 2024

**Ayes:** Burns, Reid, Hayes, Rolling, and Ngola

**Motion Passed 5-0 on a recorded vote**

**4. STAFF UPDATES**

Staff provided additional information about the Emergency Solutions Grant and steps taken to address the gap in funding. Staff also provided updates about the 2025-2029 Consolidated Plan process.

**5. ADJOURNMENT**

The meeting adjured at 7:41 PM

**Draft**



**Social Services Committee**  
**Thursday, May 9, 2024 @ 7:00 PM**  
Lorraine H. Morton Civic Center Room 2402

**COMMITTEE MEMBER PRESENT:**

Samantha Olds Frey, , Shairee Lackey, , Bobby Burns, Councilmember, Devon Reid, Councilmember, Kathelyn Hayes, Committee Member, Ken Rolling, Member, and Amanda Ngola

**COMMITTEE MEMBER ABSENT:**

**STAFF PRESENT:**

Sarah Flax, Interim Director of Community Development and Jessica Wingader, Social Services Grants & Compliance Specialist

**1. CALL TO ORDER/DECLARATION OF A QUORUM**

Chair Olds Frey called the meeting to order at 7:18 p.m.

**2. PUBLIC COMMENT**

Public comment was provided by Tina Paden. A full recording of public comment can be found online (starts at 1 minute 26 seconds) -

<https://www.youtube.com/watch?v=rcBpsVQYYF4>

**3. APPROVAL OF MEETING MINUTES**

A.

Approval of meeting minutes from the April 11, 2024 meeting

**4. PRESENTATION: ALLIANCE TO END HOMELESSNESS IN SUBURBAN COOK COUNTY, COORDINATED ENTRY**

A.

Presentation by Katie Eighan, Continuum of Care Planning Director for the Alliance to End Homelessness in Suburban Cook County, about Coordinated Entry.

**5. STAFF UPDATES**

A. Process to Request Agency/Program Information

Staff outlined a process Committee members should use to request additional information about City funded programs.

**Draft**

Social Services Committee  
May 9, 2024

Accepted & placed on file

B. Revised SSC Meeting Topics

Meeting dates and topics included in the meeting packet.

Accepted & placed on file

**6. PUBLIC COMMENT**

No public comment

**7. ADJOURNMENT**

The meeting adjured at 8:27 p.m.



## Memorandum

To: Members of the Social Services Committee  
From: Jessica Wingader, Social Services Grants & Compliance Specialist  
CC: Elizabeth Williams, Interim Housing & Grants Manager and Planning Manager; Marion Johnson, Housing & Grants Supervisor  
Subject: Mental Health Provider Program  
Date: October 17, 2024

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Recommended Action:

Staff recommends the Social Services Committee review outcomes for the Mental Health Provider Program and consider recommending that City Council renew the Mental Health Provider program in the amount of \$125,000 with two providers, Metropolitan Family Services and Skylight Counseling Center to provide mental health services including individual and group counseling, intake, assessment and community engagement.

Funding Source:

Funding is from the Human Services Fund, account: 176.21.4651.XXXXX; object codes are assigned for each provider.

CARP:

Vulnerable Populations

Committee Action:

For Action

Summary:

The Mental Health Provider Program provides individual and group counseling services to residents through a referral process involving a case manager; case managers include staff from Connections for the Homeless, Infant Welfare Society of Evanston, Family Focus, and staff from various City divisions that provide direct services primarily to low and moderate-income residents. Case managers work with residents, including those who have experienced racial trauma and trauma caused by generational poverty, opportunity youth, individuals and families who are justice involved, young parents, and families impacted by domestic violence. Mental health providers were identified through a competitive process, selected by the Social Services Committee, and approved by City Council. To date, the program has expended \$104,695 to provide services to 280 participants. Included with this memo is a table summarizing providers, numbers served, services, and outcomes.

Providers submit quarterly reports documenting referrals and service hours which are compared against invoices and referral requests submitted by case managers. The original goal of the program was to provide up to 10 free sessions of in-person or virtual individual/family counseling and group sessions; a portion of the program budget was reserved for childcare and food to encourage group participation. Housing & Grants staff coordinated virtual meetings between case managers and providers to finalize the referral process and support participant engagement. As the program developed, case managers, staff and providers learned that target populations, including youth, required additional engagement to reduce stigma and encourage participation. Clinicians employed dynamic engagement methods to reach participants. This engagement model gives clinicians the flexibility to meet people in group settings with case managers which helps clinicians build relationships and reduce the stigma around receiving mental health services. This model was initially used to engage youth, but was later used to connect adult participants of Family Focus and Infant Welfare Society to services.

The program has also had success in addressing emergent community needs. As an example, Skylight was able to work with residents impacted by gun violence over the summer; counseling services and clinicians were introduced quickly to residents interested in services. There have been challenges identifying community spaces where participants and clinicians can meet. Staff and partners were unable to manage arranging group sessions at community locations with the exception of services at Gibbs Morrison. While case managers report that participants have symptoms of anxiety/depression or reduced coping skills due to stress, many remain reluctant to engage in counseling services. Additionally, some providers were unsuccessful in connecting with referrals which eroded the trust of clients and case managers.

Skylight has provided 214 individual counseling hours comprising 26% of spent funds. Group services include 170 hours to date and make up 57% of the budget (17% of the budget remains unspent). Group hours have been provided exclusively to youth participants at the Gibbs Morrison Center. Metropolitan Family Services has provided 109 service hours including: 4 hours of intake (2% of budget), 40 hours of assessment (23% of budget), 21 hours of community support (24% of budget) and 45 hours of individual therapy (52% of the budget). Referrals to this organization come primarily from Connections for the Homeless and often have complex needs.

City Council approved a program budget of \$350,000 and all agreements terminate in December 2024. Staff anticipates that total program spending for FY 23/24 will not exceed \$125,000. While community members and stakeholders identified a strong need for counseling services, program demand and referral numbers have been lower than anticipated. Impact Behavioral Health Partners opted to discontinue services as they could handle all referrals through other funding available. Josselyn provided services to youth at Robert Crown, but those services were terminated by City staff. It was unclear that services were reaching the target population. Josselyn is able to accept referrals for virtual sessions and in-person sessions at the organization's locations in Northfield, Northbrook, Highland Park, Waukegan, and Grayslake, however, partnering with the agency to provide individual counseling services at Robert Crown proved to be cost prohibitive.



Should the Social Services Committee decide to renew this program for FY2025, staff recommends contracting with Metropolitan Family Health Services and Skylight Counseling Center for a total amount not to exceed \$125,000. Connections for the Homeless provides the majority of referrals to Metropolitan Family Services. Skylight, in addition to accepting referrals from all partners (primarily Family Focus and Moran Center), works on-site at Gibbs Morrison in partnership with the Youth & Young Adult team. The Youth & Young Adult outreach and mental health activity currently represents 57% of Skylight's budget for an estimated 82% of participants served. The total FY2025 program budget request would not exceed \$125,000 and staff estimates service agreement amounts of \$70,000 for Skylight and \$55,000 for Metropolitan Family Services. Any unspent program funds would revert back to the Community Grants Programs account within the Human Services Fund.

Attachments:

[Mental Health Provider table](#)

|  | Impact  | Josselyn   | Met. Family Services  | Skylight  |
|--|---|--|---|---|
| <b>Contract</b>  | \$45,000  | \$111,600  | \$78,080  | \$114,000   |
| <b>Expended</b>  | \$488   | \$17,137   | \$10,920  | \$75,150  |
| <b>Remaining</b>   | \$44,512  | \$94,463   | \$67,160  | \$38,850  |
| <b>Summary of Services Provided</b>  | <ul style="list-style-type: none"> <li>• Engagement &amp; Assessment</li> <li>• Medicaid enrollment</li> <li>• Individual counseling</li> </ul> | <ul style="list-style-type: none"> <li>• Therapeutic Workshops - youth</li> <li>• Individual counseling</li> </ul> | <ul style="list-style-type: none"> <li>• Engagement &amp; Assessment</li> <li>• Individual/Group counseling</li> <li>• Community support</li> </ul> | <ul style="list-style-type: none"> <li>• Adult/Youth Engagement</li> <li>• Individual/Group counseling</li> </ul> |
| <b>Submitted Referrals</b>   | Partners: 3<br>Reported: 3  | Partners: 15<br>Reported: 8  | Partners: 18<br>Reported: 18  | Partners: 34<br>Reported: 34  |
| <b>Referrals Connected</b>   | 3   | 8  | 18  | 34  |
| *Partners (referring agencies and City staff) submit individual referral numbers. Reported numbers come from submitted mental health provider reports. |   |  |   |   |
| <b># of Group Referrals</b>  | Engagement: ~18   | Workshop: 67   | All referrals informed, none opted to enroll  | 150   |
| <b>Individual Counseling Hours</b>   | 2   | 4  | Intake/Ass: 40<br>Therapy+: 48  | 188   |
| <b>Group Counseling Hours</b>  | Engagement: 1.5   | Workshop: 26.5   | 0   | 162   |

# OPERATION PERFORMANCE REVIEW

January 1, 2024 - June 30, 2024

| <b>CASE MANAGEMENT SERVICES</b>   |   |   |   |   |   |
|---|---|---|---|---|---|
| <b>Term Definitions</b>   |   |   |   |   |   |
| <b>Total:</b> Number of Evanston residents/Total population currently in services   |   |   |   |   |   |
| <b>Projected:</b> Taken from the application, half ( Q1-Q2) of the total number of Evanston residents projected to be served in the program year. |   |   |   |   |   |
| <b>New:</b> Number of new residents enrolled/ Number of new total enrolled  |   |   |   |   |   |
| <b>Referrals:</b> Made to other programs within the agency or to external agencies for additional services  |   |   |   |   |   |
| <b>Agency &amp; Award</b>   | <b>Residents Served</b><br>(Target Population)  | <b>Client Contacts &amp; Service Plans</b><br>(Best Practice)             | <b>Referrals</b><br>(Best Practice)                                 | <b>Service Plans Completed/Exited Participants</b>                        | <b>Recommendation/ Compliance</b><br>(Administrative)                   |
| Connections for the Homeless - Youth Program<br><br>24 Award: \$52,500<br>23 Award: \$50,000  | Total: 32/47<br><br>Projected: 16<br><br>New in 2024: 5/7<br><br>Evanston as % of total currently in services: 68%  | Contacts: 328<br><br>New Service Plans: 7<br><br>Service Plan updates: 47 | Goals Achieved: 40<br><br>Referrals: 6<br><br>Services received: 16 | Service Plans completed: 9<br><br>Participants exited in report period: 9 | Staff recommends renewal/ program compliant with reporting requirements |
| Narrative   | Employment services and aftercare housing or housing placement services are the biggest needs in the report period. Case managers are going through workforce development training to better assist participants. Staff also work with landlords to advocate for housing services, but youth face unfair and often illegal discrimination from landlords. Agency works with Open Communities to address housing discrimination. The program also has an in-house mental health therapist who has been very successful. Program has limited shelter bed capacity and has seen increased demand for emergency shelter beds for youth.<br><br>Demographics: 35 identified as Black, 4 ID as White, 2 ID as American Indian-Alaskan Native, 4 ID as multiracial, 3 missing/refused to answer. 4 identified as Hispanic. |   |   |   |   |

|  |   |   |  |   |  |
|--|---|---|--|---|--|
|  | Program that supports high-need population. Numbers served are limited to units available (4 state-funded 120-day beds and 2 28-day beds). Population (homeless youth and young parents) needs deeper levels of service to achieve self-sufficiency.  |   |  |   |  |
| Family Focus - Case Management<br>24 Award: 87,360<br>23 Award: \$83,200                 | Total: 134/141<br>Projected: 72<br>New in 2024: 52/64<br>Evanston as % of total currently in services: 95%  | Contacts: 134<br>New Service Plans: 72<br>Service Plan updates: 140 | Goals Achieved: 101<br>Referrals: 72<br>Services received: 101 | Service Plans completed: 23<br>Participants exited in report period: 23 | Staff recommends renewal/ program compliant with reporting requirements                    |
| Narrative  | <p>Employment services, access to food and clothing, and transportation assistance were the biggest needs reported. Many participants don't have strong employment skills, degrees or certification, or participants are justice-involved which negatively impact employment opportunities. One participant was able to enroll in a GED program in the report period. Participants were also connected to services at Moran Center and Skylight. Three participants were able to secure employment at Valli Produce and District 65's lunch program.</p> <p>Demographics: 40 identified as Black, 24 ID as White/Hispanic</p> <p>Agency provides 4 programs that include case management elements. Fundamental case management programs (Early Childhood Home Visiting and Family Advocacy Center) do not use City funds and are not subject to City report requirements. Reported outcomes primarily for youth support and Grandparents Raising Grandchildren.</p> |   |  |   |  |
| Impact Behavioral Health Partners - Clinical Services Case Manager<br>24 Award: \$50,000 | Total: 30/165<br>Projected: 30<br>New in 2024: 7/35<br>Evanston as % of total   | Contacts: 171<br>New Service Plans: 6                               | Goals Achieved: 37<br>Referrals: 22<br>Services received: 42   | Service Plans completed: 9<br>Participants exited in report period: 14  | Staff recommends renewal of the 2023 disbursement which more closely aligns with program's |

**Term Definitions :** **Total:** Includes participants enrolled in the prior year (Evanston/Total Served). **Projected:** Taken from the application, half of the total number of Evanston residents projected to be served in the first 6 months. **New:** New participants enrolled in services in the report period (Evanston/Total Served). **Evanston as % of Total:** Percent of Evanston residents served vs total population. **Contacts:** Number of times Evanston participants were engaged. **Service Plans:** Used to track goals and referrals.

|  |  |   |  |   |   |
|--|--|---|--|---|---|
| 23 Award:<br>\$27,500*   | currently in services: 18%   | Service Plan updates: 10  |  |   | capacity to serve new Evanston residents*                               |
| Narrative  | <p>The most challenging service to link participants to is affordable housing. Other prominent needs include dental services and psychiatrists who accept Medicaid; 15 participants needed services in the report period and waitlists can be 4 months or longer. In the report period, participants were connected to LensCrafters for free glasses. Other resources include Dental Lifeline Network and Findhelp.org. However, assistance programs close or are no longer available; this lack of consistency, usually due to funding, means that case managers spend a lot of time researching and finding resources for participants. Demographics: 10 participants identified as Black, 7 ID as White, 1 participant refused to answer.</p> <p>This program was initially funded in 2023 to support a case manager working with new Evanston residents. Disbursements made according to the number of new residents vs non residents enrolled and documented service hours.</p>                                     |   |  |   |   |
|  |  |   |  |   |   |
| Infant Welfare Society - Case Management<br><br>24 Award: \$75,000<br>23 Award: \$75,000 | Total: 33/48<br><br>Projected: 37<br><br>New in 2024: 9<br><br>Evanston as % of total currently in services: 69%   | Contacts: 615<br><br>New Service Plans: 9<br><br>Service Plan updates: 11 | Goals Achieved: 4<br><br>Referrals: 14<br><br>Services received: 8 | Service Plans completed: 5<br><br>Participants exited in report period: 0 | Staff recommends renewal/ program compliant with reporting requirements |
| Narrative  | <p>Affordable housing remains the most challenging need for participants. Housing assistance referrals made to Northwest Compass, Salvation Army, City of Evanston, Connections for the Homeless, Village of Skokie; participants experience long wait lists ro requirement constraints. Participants also needed assistance accessing food and education resources. Participants also reported decreased SNAP benefits and more denials of assistance due to employment status. Families are struggling to pay for basic needs including food. Two parents were able to enroll in Oakton’s Workforce Equity Initiative in the healthcare field.</p> <p>Demographics: 27 identified as Black, 3 ID as White, 3 ID as mulitracial, 5 ID as Hispanic.</p> <p>Agency also receives safety net funds to increase clinical support hours (Infant Mental Health Consultant, Developmental Services Consultant, Nurse/Health Services Consultant, Education and Speech Language Consultant, etc.) to children and families.</p> |   |  |   |   |

**Term Definitions :** *Total:* Includes participants enrolled in the prior year (Evanston/Total Served). *Projected:* Taken from the application, half of the total number of Evanston residents projected to be served in the first 6 months. *New:* New participants enrolled in services in the report period (Evanston/Total Served). *Evanston as % of Total:* Percent of Evanston residents served vs total population. *Contacts:* Number of times Evanston participants were engaged. *Service Plans:* Used to track goals and referrals.

| James B. Moran Center - Case Management<br><br>23 Award: \$73,500<br>23 Award: \$70,000 | Total: 109/137<br>Projected: 55<br><br>New in 2024: 8/11<br><br>Evanston as % of total currently in services: 80%   | Contacts: 3,950<br><br>New Service Plans: 8<br><br>Service Plan updates: 117 | Goals Achieved: 234<br><br>Referrals: 72<br><br>Services received: 49 | Service Plans completed: 12<br><br>Participants exited in report period: 2 | Staff recommends renewal/ program compliant with reporting requirements |
|---|---|--|---|--|---|
| Narrative   | <p>Approximately 28 Evanston participants require housing resources; 20 are homeless. Moran refers participants to Connections for the Homeless. Participants also needed psychiatric and therapy including medication management. Waitlists are long and there are few providers accepting Medicaid; approximately 12 Evanston residents require additional mental health/psychiatric services. Finally, workforce development is an ongoing need; participants experience challenges due to age, background and inability to travel easily. Approximately 24 participants need employment support. Agency was able to hire a 4th social worker and continues to work with the Evanston Collective. In the report period 9 participants secured housing, 17 found employment and 10 engaged in mental health services, and 5 earned their drivers license/state ID; all who needed them were connected to services providing food and basic needs.</p> <p>Demographics: 8 identified as Black and 1 ID as Hispanic</p> <p>All new participants received a service plan and all participants received updates to current/existing service plans. Participants served have complex needs that require longer case management support, with a higher volume of contacts to resolve legal challenges, reach personal goals and achieve self-sufficiency.</p> |  |   |  |   |

**Term Definitions :** **Total:** Includes participants enrolled in the prior year (Evanston/Total Served). **Projected:** Taken from the application, half of the total number of Evanston residents projected to be served in the first 6 months. **New:** New participants enrolled in services in the report period (Evanston/Total Served). **Evanston as % of Total:** Percent of Evanston residents served vs total population. **Contacts:** Number of times Evanston participants were engaged. **Service Plans:** Used to track goals and referrals.

# OPERATION PERFORMANCE REVIEW

January 1, 2024 - June 30, 2024

| <b>SAFETY NET SERVICES</b>   |  |  |  |  |
|--|--|--|--|--|
| <b>Term Definitions</b>  |  |  |  |  |
| <p><b>Total:</b> Total number of Evanston residents in services during the report period, may include participants enrolled in the prior year.<br/> <b>Projected:</b> Taken from the application, half ( Q1-Q2) of the total number of Evanston residents projected to be served in the program year.<br/> <b>New:</b> Total new residents enrolled in services in the report period.<br/> <b>Currently in services:</b> Total Evanston residents served minus any residents exited in the report period.<br/> <b>Stopped receiving services (Exits):</b> Participants who voluntarily stop, or are terminated from, program services.</p> |  |  |  |  |
| <b>Agency &amp; Award</b>  | <b>Residents Served</b>  | <b>Service Hours/<br/>Units of Service</b>   | <b>Service Types</b>   | <b>Recommendation/<br/>Compliance</b>  |
| <p>Books &amp; Breakfast:<br/><i>Advancing Racial Justice and COVID Recovery</i></p> <p>24 Award: \$47,250<br/>23 Award: \$45,000</p>  | <p>Total: 225<br/>Projected: 118<br/>New in 2024: 225<br/>Currently in services: 225</p> <p>Evanston as % of all served: 100%</p>  | <p>Number of service hours/units of service: 5,292 (tutoring hours) &amp; 15,242 breakfasts provided</p> | <p>Agency offers before school tutoring and breakfast at schools that do not qualify for Title I funds. Agency helped students complete 2,216 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>Staff recommends renewal/ program compliant with reporting requirements</p> |
| <p>Narrative</p>   | <p>Founder &amp; ED Kim Hammock stepped down and Kyle Hanawalt, Director of Operations is acting ED during the transition. NU students provide &gt;60% of tutoring hours and a majority of tutors identify as BIPOC and reflect the population served. Enrollment is capped due to space restrictions at school sites and the transportation needs of volunteer tutors; the majority of tutors are NU students who are not able to get to some schools and/or don't have funds to pay transportation costs. Over the summer, 185 participants enrolled in the Summer Reading Program which provided 12 new books to each participant. The Summer Book Club provided books, a reading buddy, and access to summer activities; 54 students participated. Students average 6.6 months of reading gains over the 6 week summer program for the second year in a row. Agency has a Family Advisory Board to get feedback about the program and participants' needs.</p> |  |  |  |

|  |   |  |  |  |
|--|---|--|--|--|
| Demographics: 5 (2%) identified as White, 67 (30%) ID as White/Hispanic, 115 (51%) ID as Black, 13 (6%) ID as Asian, 21 (9%) ID as multiracial - 3 participants opted to not provide demographic information |   |  |  |  |
|  |   |  |  |  |
| Childcare Network of Evanston:<br><i>Learning Together</i><br>24 Award: \$66,570<br>23 Award: \$63,400   | Total: 22/32<br>Projected: 9<br>New in 2024: 8<br>Currently in services: 22<br><br>Evanston as % of all served: 69%   | 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. 43 teachers reported successfully using new tools and strategies provided.<br><br>2 participants stopped receiving services   | Staff recommends renewal/ program compliant with reporting requirements  |
| Narrative  | <p>No Evanston residents were turned away from services. 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, etc). 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. Parents can be hesitant to contact the districts for evaluations - LT can provide advocacy and support</p> <p>5 participants referred to agency’s counseling services; 11 referred to additional external services including private occupational therapy (OT), speech, neuropsych testing, vision evaluations, nutrition services, and hospital provided speech and OT</p> <p>Demographics: 8 (35%) identified as White, 2 (9%) ID as White/Hispanic, 8 (35%) ID as Black, 5 (22%) ID as multiracial</p> |  |  |  |
|  |   |  |  |  |
| Childcare Network of Evanston:<br><i>Mental Health Services</i><br>24 Award: \$42,000<br>23 Award: \$40,000  | Total: 11/22<br>Projected: 20<br>New in 2024: 11<br>Currently in services: 21<br><br>Evanston as % of all served: 50%   | 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. 82% qualify as low/ moderate income, 90% identify as BIPOC, and services were offered through 4 early childhood programs/agencies over the report period.<br><br>1 participant stopped receiving services | Staff recommends renewal/ program compliant with reporting requirements. |

**Term Definitions :** *Evanston Total:* May include participants enrolled in the prior year. *Projected:* Taken from the application, half of the total number of Evanston residents projected to be served in the first 6 months of the program year. *New:* Total new residents enrolled in services in the report period. *Evanston as % of Total:* Percent of Evanston residents served vs total population. *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>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. 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. 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: 1 person identified as White, 4 (36%) identified as White/Hispanic, 4 (36%) ID as Black, 2 (18%) ID as multiracial</p> |  |  |  |
|   |   |  |  |  |
| <p>Connections for the Homeless: <i>Drop-In, Health &amp; Outreach</i></p> <p>24 Award: \$150,000<br/>23 Award: \$150,000</p> | <p>Total: 375/606<br/>Projected: 325<br/>New in 2024: 18<br/>Currently in services: 606</p> <p>Evanston as % of all served: 62%</p>   | <p>Number of service hours/units of service: 1,340</p> | <p>606 participants engaged in/were connected to case management services, 82 connected to external services (primary/specialized health care, legal services, DV/VA case management, immigration services, etc), 219 engaged in additional agency services (mental health, job coaching, benefits enrollment, housing and case management services), 173 served by onsite health practitioners; 177 exited into shelter or found a housing solution.</p> <p>9 participants stopped receiving services</p> | <p>Staff recommends renewal/ program compliant with reporting requirements</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. The biggest challenge can be participant engagement and initial support refusal. External referrals made for the following services: substance use disorder treatment, childcare, psychiatric services, legal services, dental vision, general primary care and emergency shelter.</p> <p>Demographics: 3 (17%) identified as White, 1 ID as White/Hispanic, 11 (61%) ID as Black, 3 (17%) missing info/refused to answer</p>  |  |  |  |

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| <p>Infant Welfare Society: <i>Safety Net Services</i><br/>24 Award: \$21,000<br/>23 Award: \$20,000</p>        | <p>Total: 33/48<br/>Projected: 23<br/>New in 2024: 9/17<br/>Currently in services: 35</p> <p>Evanston as % of all served: 70%</p>  | <p>Number of service hours/units of service: 600 consultation hours</p> | <p>Participants received additional service hours in the following areas: mental/behavioral health (9), disability (13), education (17), health (19), &amp; speech (6).</p> <p>0 participants stopped receiving services</p>                 | <p>Staff recommends renewal/ program compliant with reporting requirements</p> |
| <p>Narrative</p>   | <p>Program provides additional hours of consultation &amp; family support from consultants. No one is turned away from services and all services are provided at no additional cost to families. Services include speech/language therapy, developmental therapy, occupational therapy and educational consultations. Challenges include absences due to illness, vacations, and transportation challenges.</p> <p>Demographics: 3 identified as White, 5 ID as Black, 1 as multiracial, 4 ID as Hispanic</p>  |   |  |  |
| <p>Interfaith Action of Evanston: <i>Safety Net Services</i><br/>24 Award: \$52,500<br/>23 Award: \$50,000</p> | <p>Total: 231<br/>Projected: 45<br/>New in 2024: 231<br/>Currently in services: 231</p> <p>Evanston as % of all served: 100%</p>   | <p>Number of service hours: 3,000</p> <p>Units of service: 3.000</p>    | <p>IA provides overnight shelter to 30 individuals each night during winter months. Overnight shelter participants and community members also access services at the hospitality center</p> <p>0 participants stopped receiving services</p> | <p>Staff recommends renewal/ program compliant with reporting requirements</p> |
| <p>Narrative</p>   | <p>The Hospitality Center provides breakfast, access to computers and employment counseling services; IAE has been able to accommodate all who have requested services. Additionally, participants are introduced to case managers from Connections for the Homeless to receive deeper, ongoing support. Overnight shelter is available for 30 people per night. IAE maintained a waitlist (20 to 30 people) for overnight shelter.</p> <p>Demographics: 53 identified as White, 114 ID as Black, 4 ID as Asian, 1 ID as American Indian-Alaskan Native, 3 ID as Native Hawaiian/Alaskan Native 56 refused to answer</p> |   |  |  |

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| <p>James B. Moran<br/>Center: <i>Safety Net Services</i><br/>24 Award: \$52,500<br/>23 Award: \$50,000</p>                      | <p>Evanston Total: 320/<br/>1,278<br/>Projected: 179<br/>New in 2024: 125/517<br/>Currently in services: 238</p> <p>Evanston as % of all served: 25%</p>  | <p>Number of service hours: 3,970</p> <p>Units of service: 462</p>  | <p><b>School-Based Civil Legal Clinic (SBCLC)</b> for youth with civil cases and their families. Lawyers assist with housing advocacy and benefits (child support, unemployment, restored assets, etc.).</p> <p><b>Education Advocacy Program (EAP)</b> for children with special needs and their families; participants received representation, legal advice, and referrals.</p> <p><b>Criminal/Juvenile Delinquency</b> program helps clients comply with court orders; lawyers reviewed records and assisted with record-clearing when possible.</p> <p>82 participants stopped receiving services</p> | <p>Staff recommends renewal/ program compliant with reporting requirements</p> |
| <p>Narrative</p>  | <p>All participants requesting legal services are connected within a week after initial contact; no participants were turned away in the report period. 54 participants received mental health services in addition to legal services. Several participants are dual served in the restorative justice program and another legal program.</p> <p>Demographics: 18 identified as White, 75 ID as Black, 1 ID as Asian, 3 ID as American Indian-Alaskan Native, 24 ID as multi-racial, 4 refused to answer; 21 ID as Hispanic</p> |   |  |  |
| <p>Meals on Wheels<br/>Northeastern<br/>Illinois: <i>Home Delivered Meals</i><br/>24 Award: \$31,500<br/>23 Award: \$30,000</p> | <p>Total: 52/605<br/>Projected: 125<br/>New in 2024: 7/262<br/>Currently in services: 51</p> <p>Evanston as % of all served: 9%</p>   | <p>Number of service hours: XX</p> <p>Units of service: XX</p> <p>Numbers not available due to staff transition</p> | <p>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.</p> <p>No participants stopped services</p>   | <p>Staff does not recommend renewal due to low Evanston service numbers</p>    |

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| Narrative   | <p>Agency has undergone staff transitions including the recent establishment of an interim executive director; as a result, reporting has been challenging. Agency began a waitlist of people in need of subsidized meals due to limited funds. Agency partnered with Brown University to fund subsidized meals for up to 6 months through the “End the Wait” initiative. Volunteers continue to monitor participants for signs of depression or physical deterioration. Funding is the biggest challenge and staffing is very lean. Evanston residents are deeply subsidized; award contributes to staffing costs which frees agency resources to subsidized meals.</p> <p>*Demographics: 1 identified as White, 6 refused to answer</p>   |  |  |  |
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| <p>North Shore Senior Center: <i>Safety Net Services for Older Adults</i><br/>                 24 Award: \$24,938<br/>                 23 Award: \$23,750</p> | <p>Total: 2,021/20,094<br/>                 Projected: 1,144<br/>                 New in 2024: 1,323<br/>                 Currently in services: 1,909</p> <p>Evanston as % of all served: 10%</p>  | <p>Number of service hours: 3,176</p> <p>Units of service: 2,110 referrals &amp; community connections</p> | <p>206 residents were enrolled in benefits like LIHEAP, SNAP, Medicare or Medicaid emergency financial assistance.</p> <p>688 residents receiving care coordination supportive services were able to remain in their homes.</p> <p>698 participants enrolled in other agency programs: Options Counseling, Caregiver Program, Support Groups, Annual Assessments including ongoing care coordination, and Grandparents Raising Grandchildren.</p> <p>112 participants stopped receiving services</p> | <p>Staff recommends renewal/ program compliant with reporting requirements</p> |
| Narrative   | <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. Barriers to service delivery include shortages of in-home service providers, programmatic restrictions like time-consuming applications and data collection. Agency works to address barriers with funds including Between the Cracks and Emergency Senior Services that provide quick financial assistance as participants wait for additional supports. Agency working with IL Dept. of Aging to address in-home work shortages.</p> |  |  |  |

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| Demographics: 712 identified as White, 557 ID as Black, 42 ID as Asian, 3 ID as Native Hawaiian-Other Pacific Islander, 9 ID as Multiracial; 26 ID as Hispanic |   |   |   |  |
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| <p>PEER Services, Inc.:<br/><i>Substance Use Treatment</i><br/>24 Award: \$99,500<br/>23 Award: \$99,500</p>   | <p>Total: 140/481<br/>Projected: 81<br/>New in 2024: 27<br/>Currently in services: 105*<br/><br/>Evanston as % of all served: 33%</p>   | <p>Number of service hours/units of service: 2,079 individual/group counseling hours</p>                | <p>112 participants had reduced use or are substance-free as measured through regular drug screens and assessments. 129 participants report having a positive support network, and 120 indicated improved decision-making skills as reported/documented in intervention plan reviews.<br/><br/>35 participants stopped receiving services</p> | <p>Staff recommends renewal/ program compliant with reporting requirements</p> |
| Narrative  | <p>PEER provides medication-assisted, outpatient substance use treatment services, and early intervention regardless of ability to pay; all Evanston residents received services. Staffing transitions lead to 1-2 month wait lists for non-priority (Early Intervention and SUD) clients. PEER gets referrals from schools, courts/probation officers, and DCFS and prioritizes Medication-Assisted Recovery clients, DCFS referrals, pregnant clients and those transitioning from a higher level of care. *PEER continues to provide Early Intervention Counseling (individual &amp; group) at ETHS from January-June to 38 students (these hours and participants are not reflected in the numbers reported; students are seen/served without going through the full intake process to reduce barriers to entry).</p> <p>Demographics: 65 identified as White, 52 ID as Black, 5 ID as Asian, 2 ID as American Indian/Alaskan Native, 15 refused to answer; 18 ID as Hispanic</p> |   |   |  |
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| <p>Youth &amp; Opportunity United (YOU): <i>YOU Safety Net Services</i><br/>24 Award: \$100,800<br/>23 Award: \$96,000</p>                                     | <p>Total: 43<br/>Projected: 467<br/>New in 2024: 10<br/>Currently in services: 22</p>   | <p>Number of units of service: 375 basic needs resources distributed to participants &amp; families</p> | <p>27 participants were enrolled in additional agency services. Other agency services include Out of School program, mental health and case management. 4 participants referred to other agencies</p>   | <p>Staff recommends renewal/ program compliant with reporting requirements</p> |

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|   | Evanston as % of all served: 100%   |  | 21 participants stopped receiving services   |  |
| Narrative   | <p>Program supports homeless youth ages 11-17; no youth requesting services was turned away. YOU staff are on-call to help youth return home or be placed in a shelter. Other referrals are addressed within 48-72 hours. Participants most often need legal support and are referred to the Moran Center; those in need of housing are referred to The Harbour. Evanston does not have emergency shelter for youth under 18.</p> <p>Demographics: 2 identified as White, 8 ID as Black, 1 ID as Hispanic</p>   |  |  |  |
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| YWCA Evanston/<br>North Shore: <i>Safety Net Services</i><br>24 Award: \$35,000<br>23 Award: \$35,000 | <p>Total: 95/270<br/>Projected: 175<br/>New in 2024: 70/209<br/>Currently in services: 49</p> <p>Evanston as % of all served: 35%</p>   | <p>Number of service hours: 410 group advocacy/legal support hours</p> <p>Units of service: 367 individual services provided</p> | <p>65 residents received information and referrals through the 24-hour crisis line, 14 received additional services (legal support, shelter, community counseling, etc.)</p> <p>46 participants stopped receiving services</p> | <p>Staff recommends renewal/ program compliant with reporting requirements</p> |
| Narrative   | <p>A persistent barrier is the limited availability of direct financial assistance available to clients. Many clients have various needs: money for gas and transportation, clothing, help accessing/paying for cell phones, security deposits, utilities assistance, groceries and other basic needs. There are limited resources available. The Y provides wraparound case management services for shelter and community counseling clients. Additional services include legal advocacy and economic empowerment/workforce development. Participants were referred to other agencies including Connections for the Homeless, Legal Aid, HACC, Goodwill, Dress of Success, LIHEAP, Catholic Charities, DCFS, Center for Concern, etc.</p> <p>Demographics: 28 identified as White, 37 ID as Black, 3 4 ID as multiracial, 1 refused to answer, 15 ID as Hispanic</p> |  |  |  |

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