



**AGENDA**  
**Social Services Committee**  
**Thursday, November 21, 2024**  
**Lorraine H. Morton Civic Center Room 2800, City Council Chambers 7:00 PM**

Those wishing to make public comments at the Social Services Committee may submit written comments in advance or sign up to provide public comment by phone or video during the meeting by completing the Social Services Committee online comment form available by [clicking here](#) or visiting the [Social Services Committee webpage](#): and clicking on Public Comment Form. 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:

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

**2. PUBLIC COMMENT**

**3. APPROVAL OF MEETING MINUTES**

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**4. NEW BUSINESS/OLD BUSINESS**

A. **REVIEW OF CASE MANAGEMENT & SAFETY NET PROGRAMS FOR RENEWAL IN FY2025** 5 - 21

**For Introduction**

[Agency Program Questions](#)

[Case Management Assessment Measures](#)

[Safety Net Assessment Measures](#)

B. **FY2025 Anticipated Available Funds** 22 - 25

For Introduction

**For Introduction**

[FY2025 Anticipated Available Funds - Attachment - Pdf](#)

**5. STAFF REPORT**

**6. PUBLIC COMMENT**

**7. ADJOURNMENT**



**Draft**

## **MEETING MINUTES**

### **SOCIAL SERVICES COMMITTEE**

Thursday, October 17, 2024 at 7:00 PM

#### **Social Services Committee**

Members Present: S. Olds Frey, A. Ngola, K. Hayes, R. Philips, M. Fernández, Councilmember Burns

Members Absent: Councilmember Reid, K. Rolling, S. Lackey

Staff Present: M. Johnson, J. Wingader

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#### **Call to Order / Declaration of Quorum**

Chair Olds Frey called the meeting to order at 7:09 pm.

#### **Public Comment**

No public comment.

#### **Approval of Meeting Minutes for June 13, 2024 and May 9, 2024**

Ms. Hayes moved approval of the June minutes, seconded by Ms. Ngola; a roll call vote was taken and the motion passed 5-0. Ms. Hayes moved approval of the May minutes, seconded by Ms. Ngola; a roll call vote was taken and the motion passed 5-0.

#### **Mental Health Provider Program**

Staff provided an overview of the program including engaged providers, an overview of services offered and participants served. All shared information is included in the meeting presentation. Staff requested that the Committee vote to approve recommendation to City Council of a FY2025 program budget not to exceed \$125,000 and renewed service agreements with Metropolitan Family Services and Skylight Counseling Center to provide ongoing mental health services in FY2025.

There were questions about where funds would come from and what would happen to funds not expended. Members also had questions about the cultural competency of providers and ethnicity of participants served; staff agreed to provide additional information. There was also discussion about ways to support program participants who use Medicaid or who needed assistance enrolling in insurance.

Chair Olds Frey called for a motion to recommend City Council approve renewal of the Mental Health Provider Program for FY2025 with a program budget of \$125,000 and extend service agreements with Metropolitan Family Services and Skylight Counseling Center to provide ongoing mental health services in FY2025. This motion was moved by Ms. Ngola and seconded by Ms. Hayes; a roll call vote was taken and the motion passed 6-0.

**Nomination of Chair/Vice Chair**

Chair Olds Frey nominated Ms. Hayes to the role of Chair, seconded by Ms. Ngola; a roll call vote was taken and the motion passed 6-0. Chair Olds Frey also nominated Ms. Ngola to the role of Vice Chair, seconded by Ms. Hayes; a roll call vote was taken and the motion passed 6-0.

**Community Needs Assessment Survey Outcomes & 2025-2029 Consolidated Plan Overview**

Staff provided information under the draft 2025-2029 Consolidated Plan including the revised low and moderate income map and defined CDBG Target Area. Staff also reviewed other City and external community needs plans that inform the Consolidated Plan. Staff presented outcomes from the Community Needs Assessment survey which was disbursed to targeted populations in partnership with Evanston Cradle to Career Advocates for Action and case managers working in buildings managed by the Housing Authority of Cook County. Staff provided an overview of needs and survey outcomes and talked about projections for the application of federal funds by the following goals: Affordable Housing, Creating Livable Communities, Homelessness, Public Services, and Administration.

**Staff Report**

Staff noted the performance review measures for case management and safety net programs up for review in November. Staff also provided a draft work plan by month and reviewed meeting topics for November and December.

**Public Comment**

No public comment.

**Adjournment**

The meeting was adjourned at 8:46 pm.

Respectfully submitted,  
Jessica Wingader  
Senior Grants and Compliance Specialist

AGENCY/ PROGRAM	QUESTION
YWCA Evanston/ North Shore	What is the average length of time households remain in advocacy/legal services?
YOU	<p>Describe key performance indicators specific to the safety net program and how they are measured</p> <p>Describe partnerships that help identify and serve homeless youth</p> <p>What are common outreach strategies</p> <p>Describe general outcomes for the 21 participants who exited/stopped receiving</p> <p>Describe additional services participants received</p> <p>Are there common causes for increased demand?</p> <p>Describe diversion strategies and approximate success rates</p>
PEER Services, Inc.	<p>Describe any Evanston specific outreach efforts</p> <p>Describe any partnerships with Evanston partners including EPD, CoE outreach staff, Dist. 65 &amp; 202, other Evanston based agencies</p> <p>Describe any recent trends or changes in the needs of participants</p>
North Shore Senior Center	<p>Approximate the number of Evanston residents who contact the agency, but don't receive benefits enrollment or additional services?</p> <p>What counts as a service?</p> <p>What services do people receive on a phone call? Is the average participant assisted in one call or over multiple calls?</p> <p>What is the average length of engagement?</p> <p>112 Evanston residents stopped receiving services; define a successful exit</p> <p>Estimate the percent of Evanston participants who exited based on met needs (success) vs the number exited based on attrition</p>
Meals on Wheels	<p>How is the waitlist managed? How are applicants prioritized?</p> <p>Explain the drop in Evanston enrollment</p> <p>Estimate the number of Evanston residents turned away from services in the past 6 months</p> <p>How are services advertised? Describe outreach efforts</p> <p>Have there been any changes to partnerships and/or resources that impact service delivery?</p>
Moran Center CM	<p>Describe general service plan updates</p> <p>Describe strengths/gaps in</p> <p>What makes up a referral? What triggers a referral to be measured/recorded?</p>
Moran Center SN	Have there been any trends or changes to trends of legal needs?

	Any changes to the number of civil or criminal cases?
Interfaith Action	Have there been any changes or fluctuations to participant needs? Does the population receiving services remain stable or fluctuate?
Infant Welfare Society CM	Please describe general goals accomplished that would indicate a successful exit What ongoing supports or exit information is provided to participants exiting services without reaching goals
Infant Welfare Society SN	Explain the need for increased consultant services Are some services needed more than others? Do consultants also provide caregiver/staff support similar to CNE's Learning Together model?
Impact Behavioral Health Partners	Describe outreach efforts including locations and schedule How are outreach locations/partners selected? How are these efforts tracked/verified? Are there MOUs with outreach partners that define services? Describe any outreach challenges Describe/explain any changes to the program since the initial application
Family Focus	Have there been any common or new challenges that program participants have identified? If so, please explain Describe general outcomes for the 23 participants who exited Describe general service plan updates Describe outreach? How do new participants learn about services?
Connections Youth	Describe general outcomes for the 9 participants who exited Describe general service plan updates Are there common causes for increased demand? Describe diversion strategies and approximate success rates
Connections Outreach/Drop In	Describe partnerships that assist with outreach and/or provide services Has this program worked with the CARES team to serve vulnerable people?
CNE: Learning Together	Which child care providers are served under this program and have there been any changes? Does the program work with the same caregivers year after year? How are caregivers identified/prioritized? Is there ongoing support for caregivers? How is demand for services prioritized?

CNE: Mental Health	Has there been any fluctuation to demand for services in the past 6 months? Past year?
Books & Breakfast	Describe contributions made by the family advisory board How was the board formed and how does it operate? How were books for the Summer Reading Program selected? Describe key performance indicators and how they are measured

# 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> (Target Population)	<b>Client Contacts &amp; Service Plans</b> (Best Practice)	<b>Referrals</b> (Best Practice)	<b>Service Plans Completed/Exited Participants</b>	<b>Recommendation/ Compliance</b> (Administrative)
Connections for the Homeless - Youth Program  24 Award: \$52,500 23 Award: \$50,000	Total: 32 (Evanston)/ 47 (total)  Projected: 16  New in 2024: 5 (Evanston)/7 (total)  Evanston as % of total currently in services: 68%	Contacts: 328  New Service Plans: 7  Service Plan updates: 47	Goals Achieved: 40  Referrals: 6  Services received: 16	Service Plans completed: 9  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.  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.				



<p>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.</p>					
<p>Family Focus - Case Management</p> <p>24 Award: 87,360 23 Award: \$83,200</p>	<p>Total: 134 (Evanston)/141 (total)</p> <p>Projected: 72</p> <p>New in 2024: 52 (Evanston)/64 (total)</p> <p>Evanston as % of total currently in services: 95%</p>	<p>Contacts: 134</p> <p>New Service Plans: 72</p> <p>Service Plan updates: 140</p>	<p>Goals Achieved: 101</p> <p>Referrals: 72</p> <p>Services received: 101</p>	<p>Service Plans completed: 23</p> <p>Participants exited in report period: 23</p>	<p>Staff recommends renewal/ program compliant with reporting requirements</p>
<p>Narrative</p>	<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>				

**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.

<p>Impact Behavioral Health Partners - Clinical Services Case Manager</p> <p>24 Award: \$50,000 23 Award: \$25,000*</p>	<p>Total: 30 (Evanston)/165 (total)</p> <p>Projected: 30</p> <p>New in 2024: 7 (Evanston)/35 (total)</p> <p>Evanston as % of total currently in services: 18%</p>	<p>Contacts: 171</p> <p>New Service Plans: 6</p> <p>Service Plan updates: 10</p>	<p>Goals Achieved: 37</p> <p>Referrals: 22</p> <p>Services received: 42</p>	<p>Service Plans completed: 9</p> <p>Participants exited in report period: 14</p>	<p>Staff recommends renewal of the 2023 disbursement which more closely aligns with program's capacity to serve new Evanston residents*</p>
<p>Narrative</p>	<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>				
<p>Infant Welfare Society - Case Management</p> <p>24 Award: \$75,000 23 Award: \$75,000</p>	<p>Total: 33 (Evanston)/48 (total)</p> <p>Projected: 37</p> <p>New in 2024: 9</p> <p>Evanston as % of total currently in services: 69%</p>	<p>Contacts: 615</p> <p>New Service Plans: 9</p> <p>Service Plan updates: 11</p>	<p>Goals Achieved: 4</p> <p>Referrals: 14</p> <p>Services received: 8</p>	<p>Service Plans completed: 5</p> <p>Participants exited in report period: 0</p>	<p>Staff recommends renewal/ program compliant with reporting requirements</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.

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 or 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>				
<p>James B. Moran Center - Case Management</p> <p>23 Award: \$73,500 23 Award: \$70,000</p>	<p>Total: 109 (Evanston)/137 (total)</p> <p>Projected: 55</p> <p>New in 2024: 8(Evanston) /11 (total)</p> <p>Evanston as % of total currently in services: 80%</p>	<p>Contacts: 3,950</p> <p>New Service Plans: 8</p> <p>Service Plan updates: 117</p>	<p>Goals Achieved: 234</p> <p>Referrals: 72</p> <p>Services received: 49</p>	<p>Service Plans completed: 12</p> <p>Participants exited in report period: 2</p>	<p>Staff recommends renewal/ program compliant with reporting requirements</p>
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>				

**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.

	<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>
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# 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.  <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> Total new residents enrolled in services in the report period.  <b>Currently in services:</b> Total Evanston residents served minus any residents exited in the report period.  <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/ Units of Service</b>	<b>Service Types</b>	<b>Recommendation/ Compliance</b>
<p>Books &amp; Breakfast: <i>Advancing Racial Justice and COVID Recovery</i></p> <p>24 Award: \$47,250 23 Award: \$45,000</p>	<p>Total: 225 (all Evanston) Projected: 118 New in 2024: 225 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: <i>Learning Together</i> 24 Award: \$66,570 23 Award: \$63,400	Total: 22(Evanston)/32 (total) Projected: 9 New in 2024: 8 Currently in services: 22 (Evanston)  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.  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: <i>Mental Health Services</i> 24 Award: \$42,000 23 Award: \$40,000	Total: 11 (Evanston)/22 (total) Projected: 20 New in 2024: 11 Currently in services: 21	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	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

	Evanston as % of all served: 50%		services were offered through 4 early childhood programs/agencies over the report period. 1 participant stopped receiving services	
Narrative	<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 mulitracial</p>			
<p>Connections for the Homeless: <i>Drop-In, Health &amp; Outreach</i></p> <p>24 Award: \$150,000 23 Award: \$150,000</p>	<p>Total: 375 (Evanston)/606 (total) Projected: 325 New in 2024: 18 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>
Narrative	<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</p>			

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	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. Demographics: 3 (17%) identified as White, 1 ID as White/Hispanic, 11 (61%) ID as Black, 3 (17%) missing info/refused to answer			
<p>Infant Welfare Society: <i>Safety Net Services</i> 24 Award: \$21,000 23 Award: \$20,000</p>	<p>Total: 33 (Evanston)/48 (total) Projected: 23 New in 2024: 9 (Evanston)/17 (total) 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>
Narrative	<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 mulitracial, 4 ID as Hispanic</p>			
<p>Interfaith Action of Evanston: <i>Safety Net Services</i> 24 Award: \$52,500 23 Award: \$50,000</p>	<p>Total: 231 (all Evanston) Projected: 45 New in 2024: 231 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>

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Narrative	<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>			
<p>James B. Moran Center: <i>Safety Net Services</i>                  24 Award: \$52,500                  23 Award: \$50,000</p>	<p>Evanston Total: 320 (Evanston)/ 1,278 (total)                  Projected: 179                  New in 2024: 125 (Evanston)/517 (total)                  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>
Narrative	<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>			

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<p>Meals on Wheels Northeastern Illinois: <i>Home Delivered Meals</i> 24 Award: \$31,500 23 Award: \$30,000</p>	<p>Total: 52 (Evanston)/605 (total) Projected: 125 New in 2024: 7 (Evanston)/262 (total) Currently in services: 51  Evanston as % of all served: 9%</p>	<p>Number of service hours: XX  Units of service: XX  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.  No participants stopped services</p>	<p>Staff does not recommend renewal due to low Evanston service numbers</p>
<p>Narrative</p>	<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>			
<p>North Shore Senior Center: <i>Safety Net Services for Older Adults</i> 24 Award: \$24,938 23 Award: \$23,750</p>	<p>Total: 2,021 (Evanston) /20,094 (total) Projected: 1,144 New in 2024: 1,323 Currently in services: 1,909  Evanston as % of all served: 10%</p>	<p>Number of service hours: 3,176  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. 688 residents receiving care coordination supportive services were able to remain in their homes. 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>Staff recommends renewal/ program compliant with reporting requirements</p>

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			112 participants stopped receiving services	
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> <p>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</p>			
<p>PEER Services, Inc.:  <i>Substance Use Treatment</i>            24 Award: \$99,500            23 Award: \$99,500</p>	<p>Total: 140 (Evanston)/481 (total)            Projected: 81            New in 2024: 27            Currently in services: 105*             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.</p> <p>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>			

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	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			
Youth & Opportunity United (YOU): <i>YOU Safety Net Services</i> 24 Award: \$100,800 23 Award: \$96,000	Total: 43 (all Evanston) Projected: 467 New in 2024: 10 Currently in services: 22  Evanston as % of all served: 100%	Number of units of service: 375 basic needs resources distributed to participants & families	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  21 participants stopped receiving services	Staff recommends renewal/ program compliant with reporting requirements
Narrative	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.  Demographics: 2 identified as White, 8 ID as Black, 1 ID as Hispanic			
YWCA Evanston/ North Shore: <i>Safety Net Services</i> 24 Award: \$35,000 23 Award: \$35,000	Total: 95 (Evanston)/ 270 (total) Projected: 175 New in 2024: 70 (Evanston)/209 (total) Currently in services: 49  Evanston as % of all served: 35%	Number of service hours: 410 group advocacy/legal support hours  Units of service: 367 individual services provided	65 residents received information and referrals through the 24-hour crisis line, 14 received additional services (legal support, shelter, community counseling, etc.)  46 participants stopped receiving services	Staff recommends renewal/ program compliant with reporting requirements
Narrative	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			

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	<p>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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## Memorandum

To: Members of the Social Services Committee  
From: Jessica Wingader, Social Services Grants & Compliance Specialist  
CC: Elizabeth Williams, Interim Housing & Grants Manager; Marion Johnson, Housing and Grants Supervisor  
Subject: FY2025 Anticipated Available Funds  
Date: November 21, 2024

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Recommended Action:

For Introduction

CARP:

Vulnerable Populations

Committee Action:

For Introduction

Summary:

The Social Services Committee (SSC) is responsible for making grant recommendations for programs that provide public services. This process follows a multi-year cycle; awarded programs are recommended for renewal based on performance to provide consistent support to agencies providing the programs. A new grant application cycle is scheduled to open in the summer of 2025.

Renewal requests are reviewed by SSC to ensure programs are providing services to Evanston residents as outlined in the original application, complying with reporting requirements and practicing sound fiscal policies. Awards are funded using 15% of the City's annual Community Development Block Grant (CDBG) award, following federal regulation, and a portion of local funds from the Community Grant Programs account in the Human Services Fund. This memo outlines how estimated/projected funds available for calendar year 2025 can be allocated across categories to provide renewal funding under the Case Management, Safety Net, and Support Services categories. City Council will approve renewal requests in December to support programs running in the calendar year 2025.

**Staff Recommendations**

Staff recommends changes to the following four programs:

- Impact Behavioral Health Partners Clinical Service (Case Management): reduce award to more closely reflect documented staff time spent working with Evanston residents who are not already enrolled in Housing/Employment programs
- Meals on Wheels (Safety Net): terminate award based on reduced service to Evanston residents, and non-compliance with reporting requirements.

**FY 2025 Budget and Funding**

The Human Services Fund is supported by a dedicated property tax levy created to fund services that improve the lives and living conditions of low/moderate-income residents. In 2024, City Council approved \$1,036,783 under the Community Grants Program for external public services providers; the same budget amount was included as part of the FY2025 budget process.

CDBG funding is based on an estimate because FY2025 appropriations have not been approved by Congress; the City’s actual CDBG award amount for FY2025 has not been determined. Staff conservatively estimates \$1,360,000 in FY2025 CDBG Entitlement funds. The estimated amount available for Public Services is 15% of that total, or \$200,000. However, estimates on federal grant funds are particularly difficult this year due to the national political context. Combined with the amount available to commit from the Community Grants Programs fund, staff anticipates \$1,236,783 for social services in calendar year 2025.

Actual 2024 Funding:		Estimated 2025 Funding:	
Community Grants	\$1,036,783	Community Grants	\$1,036,783
CDBG-PS	\$280,558	CDBG-PS	\$200,000
Total	\$1,317,341	Total	\$1,236,783

Below is a review of FY2024 award, FY2025 allocations with unmodified renewed awards, and FY2025 with staff recommendations, all by category and percent of total, for consideration:

	2024 Award		2025 Allocation		Staff Rec.	
Case Management	\$338,360	26%	\$338,360	27%	\$313,360	25%
Safety Net	\$723,558	55%	\$723,558	59%	\$692,120	56%
Support Services	\$255,423	19%	\$178,865	14%	\$235,303	19%
Total	\$1,317,341		\$1,236,783		\$1,236,783	

If the CDBG final award is over the estimate and additional public services funds become available, staff recommends applying the overage to the Support Services category consistent with prior years. Staff anticipate scheduling a more detailed review and discussion of the Support Services program in the spring once the City's 2025 CDBG Entitlement award is finalized.

Attachments:

[2025 Allocation Spreadsheet](#)



Program/Project Name	2024 Award	2025 Staff Recommendation	Allocation
<b>CASE MANAGEMENT</b>			
Connections for the Homeless: Youth Program	\$ 52,500	\$ 52,500	
Family Focus: Case Management	\$ 87,360	\$ 87,360	
Impact Behavioral Health: Clinical Services CM	\$ 50,000	\$ 25,000	
Infant Welfare Society: CM for TBN & BTN	\$ 75,000	\$ 75,000	
James B. Moran Center - Case Management	\$ 73,500	\$ 73,500	
<b>Case Management Subtotal</b>	<b>\$ 338,360</b>	<b>\$ 313,360</b>	<b>\$ -</b>
Allocation amount against Category Estimate (Under)		\$ -	
<b>SAFETY NET SERVICES</b>			
Books & Breakfast - Advancing Racial Equity	\$ 47,250	\$ 47,250	
Childcare Network - Learning Together	\$ 66,570	\$ 66,570	
Childcare Network - Mental Health Services	\$ 42,000	\$ 42,000	
Connections for the Homeless - Drop-In/Outreach	\$ 150,000	\$ 150,000	
Infant Welfare Society: SN for TBN & BTN	\$ 21,000	\$ 21,000	
Interfaith Action - Cold Weather Shelter	\$ 52,500	\$ 52,500	
James B. Moran Center - Legal Services	\$ 52,500	\$ 52,500	
Meals on Wheels - Home Delivered Meals	\$ 31,500	\$ -	
North Shore Senior Center	\$ 24,938	\$ 25,000	
PEER Services - Substance Use Treatment	\$ 99,500	\$ 99,500	
Youth & Opportunity United - Safety Net	\$ 100,800	\$ 100,800	
YWCA Evanston/North Shore - DV	\$ 35,000	\$ 35,000	
<b>Safety Net Subtotal</b>	<b>\$ 723,558</b>	<b>\$ 692,120</b>	<b>\$ -</b>
Allocation amount against Category Estimate (Under)		\$ -	
<b>Total Requests (safety net+case management)</b>	<b>\$ 1,061,918</b>	<b>\$ 1,005,480</b>	<b>\$ -</b>
<b>Remaining for Support Services</b>	<b>\$ 174,865</b>	<b>\$ 231,303</b>	<b>\$ 1,236,783</b>
<b>PROJECTED FUNDS AVAILABLE</b>			
2025 CDBG Entitlement (EST.)			\$ 200,000
2025 Human Services Funding			\$ 1,036,783
<b>Total Available Funds:</b>			<b>\$ 1,236,783</b>