

City of Evanston Social Services Review



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Deputy City Manager

September 17, 2018

Purpose

The city manager directed staff to conduct a comprehensive review of social services to identify opportunities:

1. To implement performance measurements based on needs and outcomes; and
2. Improve service delivery systems and funding allocation.

Challenges

1. Inconsistent collection of data to provide outcome-based evaluation to build the capacity to evaluate our services.
2. Knowing if people have difficulty finding appropriate services when they need them.
3. Core social services spread over several departments

What are Social Service Programs?

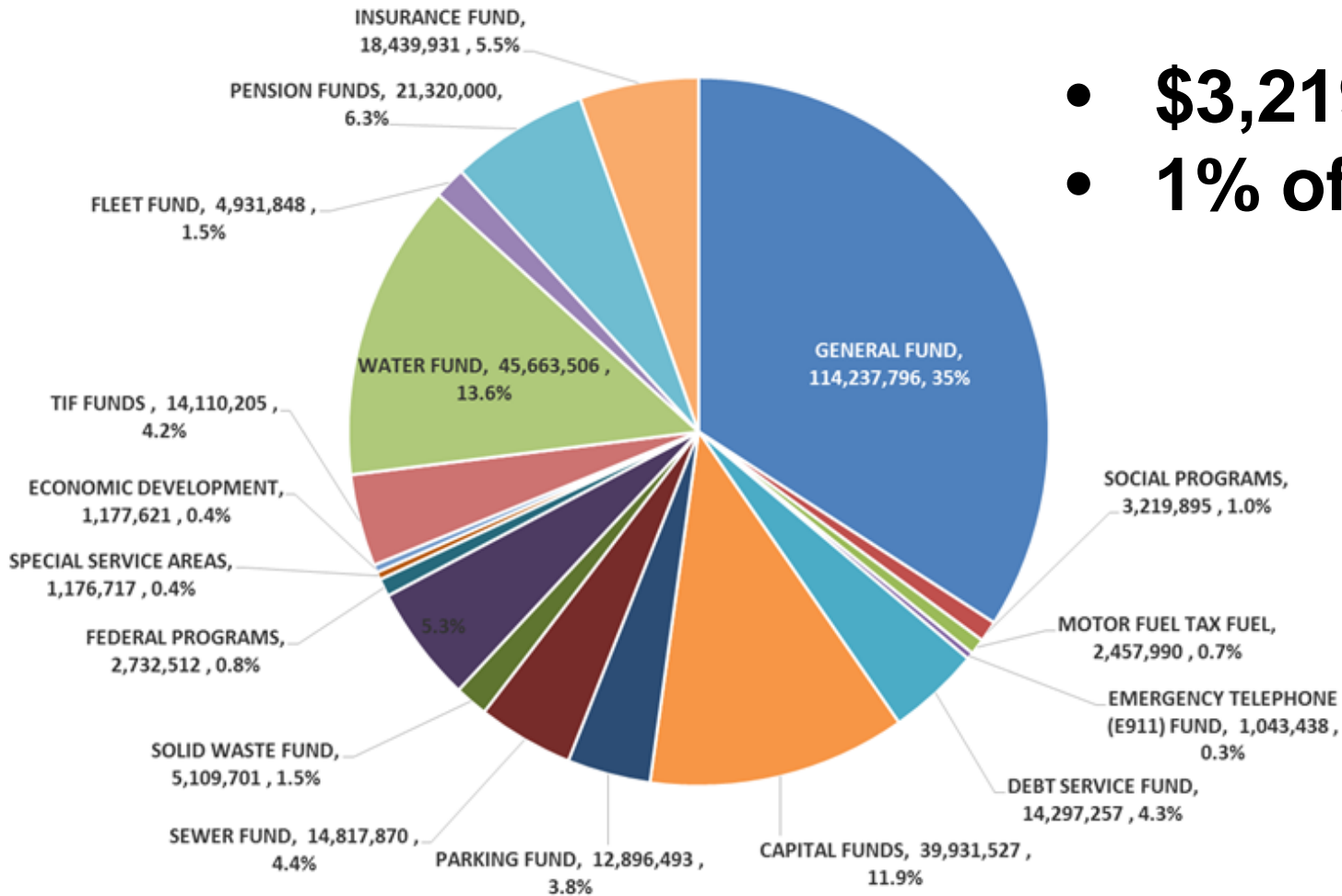
Social service programs provide residents the basic needs such as food, housing, safety along with increase adult self-sufficiency by education and employment assistance, and help youth overcome barriers to success and develop the skill necessary to become productive citizens.

Core of Social Services

Category	PRCS	HHS	Library	CMO
Advocacy	7	2	1	
Education		1	2	
Financial Asst.	2	4	1	
Food Asst.	5			
Healthcare	8	4		
Housing Asst.	4	2		
Tax	1		1	
Transportation	6	1		
Workforce	5	3		1

FY 18 Funding of Social Services

2018 Adopted Budget - All Funds
\$335,464,008



- **\$3,219,895**
- **1% of all funds**

Senior Services

Number of Programs and Services: 21

Program Cost: \$372,711

Personnel Cost: \$172,430

- Evanston Benefit Card
- Ombudsman Program
- Benefit Access Assistance
- Handyman Program
- Senior Bridge Housing Program
- Congregate Meal Program Various
- Transportation and Healthcare Programs

Youth and Young Adults/ Youth Advocate

Number of Programs and Services: 7

Program Cost:\$880,538 (\$560,000 SYEP)

Personnel Cost: \$585,443

- Summer Youth Employment Program
- Community Mobilization
- Opportunities Provision
- Social Intervention
- Suppression
- Organizational Development And Change
- Youth Advocate

General Assistance

Number of Programs and Services: 5

Program Cost:\$571,191

Personnel Cost: \$208,746

- General Assistance
- Adult Basic Education
- Job Club
- Clothing Assistance
- Personal Essential Closet

Emergency Assistance Program/ Human Services Programs

Number of Programs and Services: 14

Program Cost: \$4,832 (FY17) ; \$14,104 (FY18) YTD

Personnel Cost: \$213,769

- Case Management
- Hoarding
- Case Management
- Hoarding
- Transportation
- Benefits assistance
- Refugee family assistance
- Outreach
- Housing advocacy/assistance
- Emergency Hotel Voucher Program
- Emergency Assistance
- MISA/ Mental illness and substance abuse
- Employment assistance
- Victim Advocates

Mental Health Board and CDBG Funding

2017 Mental Health Board :\$767,055 | CDBG: \$135,600

2018 Mental Health Board: 736,373 | CDBG: \$130,448

Center for Independent Futures
Childcare Network of Evanston
Connections for the Homeless
Family Focus
Impact Behavioral Health
Partners
Infant Welfare Society
James B. Moran Center
Legal Assistance Foundation
Meals at Home

Metropolitan Family
Services
North Shore Senior
Center
Northwest CASA
PEER Services
Shore Community
Services
Trilogy, Inc.
YOU

Next Steps

- 1) Develop a measurement tool to evaluate service delivery of programs and services.
- 2) Create a social services framework that includes outcome measurements.
- 3) Investigate the benefits of housing social services in one department and provide a reorganization plan for the 2020 budget.

Questions?