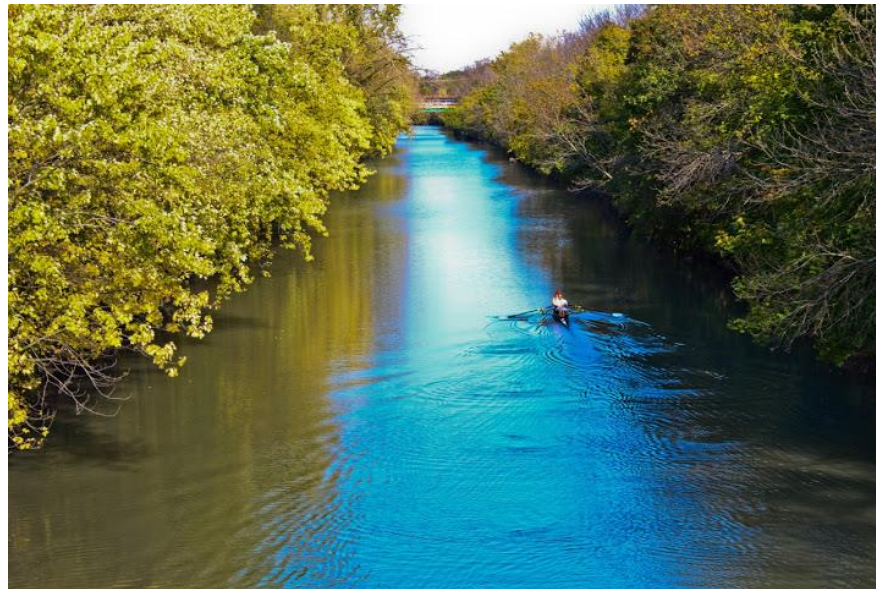


EVANSTON

Social Services Assessment Recommendations



Kimberly Richardson, Deputy City Manager
Sarah Flax, Housing & Grants Manager
Jessica Wingader, Grants & Compliance Specialist

September 17, 2019

OVERVIEW

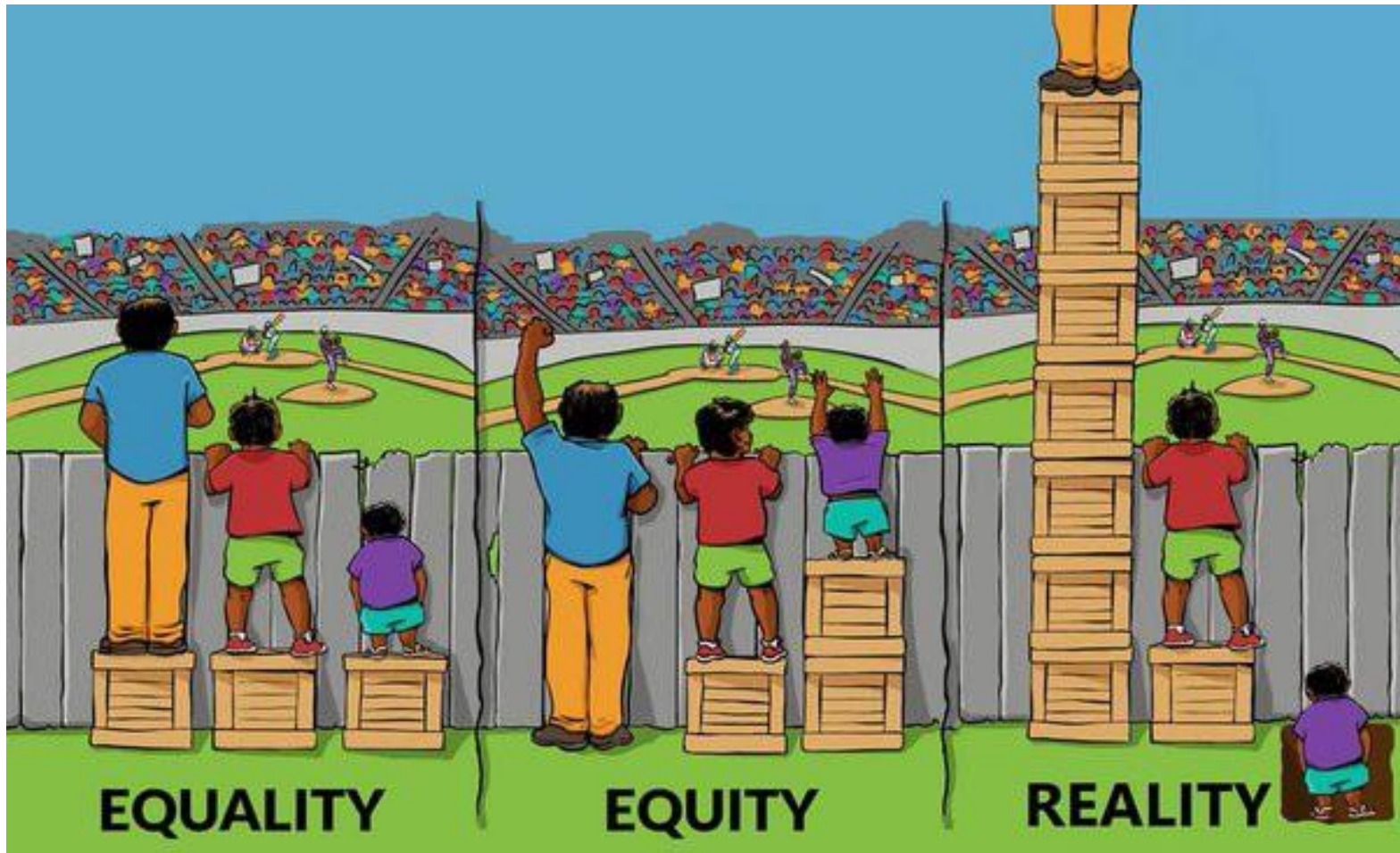
Government service delivery needs to emphasize connecting residents to programs and services, which many are administered by nonprofit partners.

It is understood that government cannot be everything to everyone due to resources and priorities, but can be a central point of contact that connects residents to resources that are internal and external in delivery.

PURPOSE

A comprehensive look at all social services offered by City departments and funded by and through the City to measure the potential ***equity impacts*** of program service delivery to ensure the needs of impacted community members are met.

Equity is sometimes about offering more to those who need more.



RACIAL EQUITY IMPACT ASSESSMENT

- The Racial Equity Impact Assessment (REIA) tool evaluates potential policies benefits and burdens before decision-making.
- A REIA aims to intentionally focus on advancing racial equity, which can only be done by actively bringing those most impacted to the table.
- **In this practice, racial equity is defined as both a process and an outcome.**
- As an outcome, racial equity is achieved when *one's racial identity no longer determines one's life outcomes.*

CORE REIA QUESTIONS

Our REIA included the following core questions for consideration:

- What is the proposal and its intentions?
- What does the data tell us about the ***most impacted groups*** and program quality?
- What have we learned in the community engagement process about these plans ***benefits*** and ***burdens***?
- What alternative opportunities exist to ***promote racial equity*** within this plan?
- How can we best support implementation and ***accountability***?

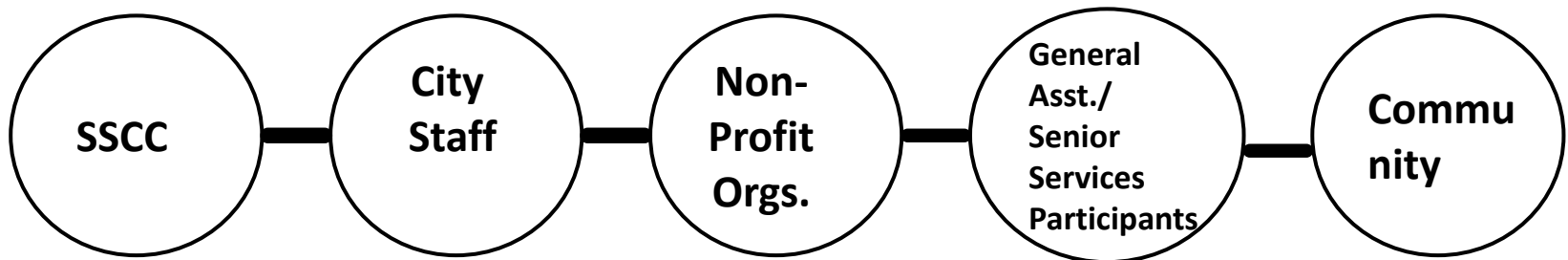
Social Services Core Committee

Our core work:

- Identify the challenges community members experience when interacting with the City in regard to social services.
- Convene meetings with core stakeholder groups to identify both problems and solutions.
- Compile and organize the feedback collected during the meetings
- Analyze patterns in barriers and develop solutions.

Process

The Social Services Core Committee formed in March 2019 and began holding meetings with various groups to gather information about what **barriers** exist in social service delivery, what **solutions** could exist and then formulated **recommendations** which address those barriers.



Identified Barriers

Lack of...

- Transparency
- Consistent goal-setting
- Application of rules
- Justifications for funding/budget changes

Identified Solutions

- Decision-makers and leadership must commit to an equity-driven performance management process.
- The City should...
 - Reward collaboration
 - Reward and promote transparency
 - Promote inclusion in its funding structures
 - Make programs/services more accessible

Recommendations

- Resident-focused Intake Process, Program Delivery, and Service Evaluation (Internal and in partnership with agencies)
- Community Engagement Integration (Internal and in partnership with agencies)
- Prioritize Mental Health Board and CDBG Public Services Funding to External Partners

Prioritize Mental Health Board and CDBG Public Services Funding to External Partners

- Identify the specific needs of targeted populations that align with Council goals (Equity, Job Creation and Affordable Housing).
- Target funds to programs that provide quantifiable services and measurable outcomes.
- Condition the release of payments and continued funding on the achievement of specified outcome.
- Focus funding on programs that promote equitable outcomes for historically marginalized populations.
- Evaluate using services contracts where appropriate for specific needs/services.