



Report to the Supervisor and the Board of Trustees

Jeanne Winsted Rosser, LCSW

March 27, 2018

ANGEL FUND:

From March 1, 2017 through February 28, 2018, \$24,963.99 was disbursed through the Angel Fund, representing fifteen cases assisting 34 persons. Of those cases, 53% involved families with minor children, and 73% involved persons (individuals or family members) with serious medical conditions and/or diagnosed disabilities.

Of these total FY 2017-2018 Angel Fund disbursements, housing assistance accounted for 56%; utility assistance: 8%; medical assistance: 26%; work-related transportation: 5%; home repair: 4%; clothing: 1%.

COMMUNITY SUPPORT GRANTS:

234 eligible Community Support Grant applications were received for FY2017-2018; 232 Grants of \$745.00 are being processed for disbursement (two applicants died unexpectedly in February, 2018). Of the 232 Grant recipients, 117 are Adults (defined as 18 and older), and 115 are children (defined as 17 and younger).

The 232 Grant recipients reside in the Township as follows:

Glencoe: 18

Glenview: 17

Kenilworth: 1

Northfield: 7

Wilmette: 156

Winnetka: 33

The FY2017-2018 Grant recipient eligibility categories, vs. FY2016-2017 totals are as follows:

Autism Spectrum Disorders: 62 applicants (27%) vs. 52 applicants (30%) in FY2016-2017.

Developmental/Cognitive Delay: 37 applicants (16%) vs. 42 applicants (25%) in FY2016-2017.

Mental Disorders: 48 (21%). NOTE: Category eliminated in FY2016-2017.

Multiple Impairments: 35 applicants (15%) vs. 35 applicants (20%) in FY2016-2017.

Physical Impairments: 50 applicants (21%) vs. 42 applicants (25%) in FY2016-2017.

TOTAL: 232 or 100% vs. 171 or 100% in FY2016-2017.

(NOTE: 66 previous grant recipients received an October, 2016, letter advising that Mental Disorders had been eliminated from the FY2016-2017 Grant cycle. Of that number, 35 applied for the FY2017-2018 Grant cycle after Mental Disorders was restored as an eligibility category).

In FY2016-2017, 171 grants of \$1,023.00 were awarded.

In FY2015-2015, 188 grants of \$930.00 were awarded.

DHS: Community Qualify Council (CQC):

On March 7th, this worker attended a CQC meeting hosted by Palatine Township. Local Office Administrators Ramon Marrero (North Suburban Local Office) and Angelique Wisler (Northern Local Office) spoke to social services providers from approximately thirty different agencies.

The North Suburban Office serves approximately 50,000 cases annually for persons residing west of I-294. The Northern Local Office serves approximately 85,000 cases annually; New Trier Township clients are served by this office. Diane Doherty, Executive Director of the Illinois Hunger Coalition, served as meeting facilitator.

The focus was on how the new IES system is performing in terms of processing applicant benefits. Mr. Marrero and Ms. Wisler advised that the old system was obsolete as of October, 2017, and the process of initially transferring applicant information from the old system to the new one has been labor-intensive. Approximately 40,000 SNAP cases, for example, were incorrectly cancelled in November, 2017, shortly after the new system went into effect.

Although DHS has stated that any cancelled benefits will be reinstated, many meeting attendees agreed that their agencies have multiple clients for whom this has not been the case. A lively discussion between DHS administrators and social services professionals ensued; attendees reassured the administrators that their hard work, as well as that of their respective staffs, did not go unnoticed. The consensus seemed to be that the system within which the staff is required to work has not been set up to serve clients as effectively as expected. Observations were made about the difficulties which other states have experienced with similar systems. Mr. Marrero and Ms. Wisler were urged to consider what actions meeting attendees might take to support DHS staff conversations with DHS administration in Springfield regarding difficulties delivering client benefits with the new system.

EMERGENCY ASSISTANCE:

From March 1, 2017 through February 28, 2018, 34 EA cases assisting 101 persons were processed, disbursing Emergency Assistance funds totaling \$92,750.07. Of those cases, 59% involved families with minor children and 47% involved persons (individuals or family members) with serious medical conditions and/or diagnosed disabilities..

Of these total Emergency Assistance disbursements, housing assistance accounted for 73%; utility assistance: 15%; medical assistance: 10%; educational, transportation and/or work-related assistance: 2%.

FOOD PANTRY:

On March 13th, this worker and social services intern, Gracie Fernandez, visited Hubbard Woods School in Winnetka for an ongoing discussion with the third grade students and staff regarding the Township's Food Pantry. The focus was on how, and why, the Pantry helps Township residents.

This worker addressed the same class as second graders in 2017, and the team indicated that they would like to continue the discussion when the students are in fourth grade next year. The goal is for the students to pick an area of interest in the realm of social services and to follow that interest as they grow.

As second graders, the students organized a Food Drive as well as an in-school Thrift Store which sold items donated by their families and friends to other students and faculty. Proceeds from both the Food Drive and the Thrift Store were donated to the Pantry. Students used funds from the latter to purchase items they felt would be most useful, based on their understanding of who uses the Food Pantry, i.e. members of the community who have the same likes and dislikes as they have. It served as an opportunity to help students understand that persons needing assistance in their community do not fit stereotypical notions of how people in need present themselves.

The third graders plan to organize another Food Drive in Spring as well as talk with their families about what items they might purchase on a family shopping trip that would appeal to our Pantry clients.

This worker continues to receive weekly contacts from residents requesting Food Pantry services.

GENERAL ASSISTANCE:

As of February 28, 2018, there were 5 General Assistance cases. In FY2017-2018 overall, 9 persons received General Assistance from New Trier Township.

NOTE: Persons remain eligible for General Assistance until they: (1) are deemed eligible for SSI/SSDI benefits, (2) secure full or part-time employment generating more than the maximum monthly benefit for an assistance unit of their size and demonstrated need, or (3) no longer reside in the Township.

HOARDING TASK FORCE:

The next meeting of the group is scheduled for Tuesday, March 27th, at 9:30a.m.in the Township Board Room. The group had previously agreed that the focus for future meetings would be on identifying resources for social services providers and first responders dealing with hoarding situations.

Michael Blumberg, who is a member of the Executive Committee of the Chicagoland Hoarding Task Force (CHTF), will talk with the group regarding CHTF's "Buried in Treasures" program. CHTF states their program has been shown to be effective in reducing the impact of hoarding and does not require the high intensity of services, including home visits (typically understood as requirements to effectively address hoarding situations). Michael Blumberg is an LCPC and the Founding Director of the Glenview Counseling Group.

ILLINOIS TOWNSHIP ASSOCIATION OF GENERAL ASSISTANCE CASEWORKERS:

On March 22nd, this worker will attend an educational luncheon at Wheeling Township, hosted by the Illinois Township Association of General Assistance Caseworkers and Township Supervisors of Illinois.

Michele Hempel, LCSW, will talk with the group about how to work effectively in stressful situations, with a specific focus on (1) effectively responding to upset clients, (2) identifying effective calming techniques for individuals under stress, and (3) appropriately handling individuals expressing suicidal ideation. The latter, thankfully, does not happen often; however, it does occur and is emotionally taxing for both client and worker.

Respectfully Submitted: Jeanne Winsted Rosser
Jeanne Winsted Rosser, LCSW, Social Services Administrator

3/21/18
Date