



AGENCY/PROGRAM APPLICATION FOR FUNDING

Fiscal Year 2022-2023

NAME OF AGENCY The Warming House Youth Center			
CONTACT PERSON AND TITLE Emily Schnell, LCSW			
ADDRESS 1189 Wilmette Ave. PMB #152			
CITY Wilmette		STATE IL	ZIP 60091
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WEB www.warminghouse.org			
NO. OF YEARS IN EXISTENCE 50		TOTAL AGENCY FUNDING REQUEST FOR PROPOSED YEAR \$ 60,000	
	PROGRAMS REQUESTING FUNDING AMOUNT RECEIVED LAST YEAR	\$ AMOUNT FOR PROPOSED YEAR	FUNDED BY TOWNSHIP SINCE? (Estimate of Year OK)
1.	The Warming House Youth Center \$ 57,000	\$ 60,000	1970s
2.	\$	\$	
3.	\$	\$	
4.	\$	\$	



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Eligibility Criteria For Funding

New Trier Township General Statement of Policy:

- **Each agency/program requesting funding from the Township will be referred to either the Agency Oversight Committee, the Mental Health Committee, or the Money Follows the Person Committee of the Township. Those committees will make funding and agency/program recommendations to the New Trier Township Board of Trustees. You will be notified of their final decisions sometime in the spring.**
- Agencies considered for funding should have been in existence for one year after receiving their not-for profit status from the State of Illinois and have been providing services to the community during that time.
- No agency with the ability to tax or conduct referendums will receive Township funding.

In order to be eligible for funding an agency must meet the following minimum requirements:

- **Area Served** - While an agency may serve areas other than New Trier Township, its programs must serve residents of New Trier Township.
- **Proportion of Township Residents Served**- For agencies serving more than New Trier Township, the amount of funding requested shall take into consideration the proportion of the agency's service rendered to residents of New Trier Township.
- **Non-Profit** - Funded agencies must be 501 (c) (3) not-for-profits.
- **Needs**- The need for the service must be demonstrated.
- **Standards** - An agency requesting funding must have at least one full-time paid staff person, or its equivalent; the credentials of the applicant's staff shall meet professional standards, commensurate with the responsibilities involved.
- **Employment Practices** - The agency must be an equal opportunity employer.
- **Articles of Incorporation** - Submit a copy, as amended, if changed in the last 12 months.
- **Bylaws** - Submit a copy, as amended, if changed in the last 12 months.
- **Use of Funds** - Funds must be used as specified in the grant application and as approved



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by the Township. Changes must be cleared with the Township.

- **Accessibility** - *All services must be available to clients with disabilities and the agency must be able to deliver services from a site that is ADA accessible. If not, please explain.*
- **Accountability** - The agency shall maintain communication with the assigned advisory committee liaison, who must be allowed to attend board meetings upon request. The agency may dismiss the person from a board meeting if they convene into Executive Session. The agency shall provide meeting minutes to the liaison upon request
- **Financial** - *All agencies with budgets of greater than \$300,000 must have an annual audit performed by an independent CPA. Those agencies with a budget of \$300,000 or less must submit to the Township a copy of form AG990 that is sent to the Attorney General's Office. The Township reserves the right to request an audit be performed for agencies with budgets of \$300,000 or less.*
- **Absence of Conflicts of Interest** – The agency certifies, to the best of its knowledge, information, and belief, that it has no current relationship or involvement with any New Trier Township Trustee, Employee, or Committee Member which the Agency reasonably believes could either favorably or unfavorably influence the Township's possible grant of the Agency's funding request.
YES X
NO _____ - **If no, please explain.**

Other Certification Issues

Please mark yes, no, or other as appropriate next to each statement. If no, or other, please explain. Supporting documents may be requested at a future date and must be supplied upon request.

YES	NO	OTHER (PLEASE EXPLAIN)	
X	<input type="checkbox"/>	<input type="checkbox"/>	Agency maintains a personnel policy manual
X	<input type="checkbox"/>	<input type="checkbox"/>	Agency has a non-discrimination policy
X	<input type="checkbox"/>	<input type="checkbox"/>	Agency has a sexual harassment policy
X	<input type="checkbox"/>	<input type="checkbox"/>	Agency has a grievance procedure



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X	<input type="checkbox"/>	<input type="checkbox"/>	Agency has a Strategic Plan Covers years <u>2019-2022 (in progress)</u>
X	<input type="checkbox"/>	<input type="checkbox"/>	Agency produces an Annual Report Most recent report covers period <u>2019-2020</u>
X	<input type="checkbox"/>	<input type="checkbox"/>	Agency has an effective fiscal management system in place and has disclosed any and all Conflicts of Interest as described in the Eligibility Criteria for Funding.
X	<input type="checkbox"/>	<input type="checkbox"/>	Audit or AG990 completed and copy provided to the Township for most recent fiscal year
X	<input type="checkbox"/>	<input type="checkbox"/>	Agency maintains general liability insurance coverage and names New Trier Township as additional insurer Amount of coverage <u>\$3,000,000</u> Name of insurer <u>First Nonprofit Insurance Management</u> Effective dates of coverage <u>12/1/2020-12/1/2021</u>
X	<input type="checkbox"/>	<input type="checkbox"/>	Agency pays all state and federal payroll taxes
X	<input type="checkbox"/>	<input type="checkbox"/>	Agency has a conflict of interest policy.
YES	NO	OTHER	(PLEASE EXPLAIN)
X	<input type="checkbox"/>	<input type="checkbox"/>	Agency has by-laws in place Date last amended/accepted <u>2003</u>
<input type="checkbox"/>	X	<input type="checkbox"/>	Agency is accredited by recognized accreditation organization (where appropriate) Date of most recent accreditation _____ Accreditation Organization _____
X	<input type="checkbox"/>	<input type="checkbox"/>	Agency's board serves without compensation Number of board members <u>11</u> Number of Board vacancies <u>4-8</u> List board sub-committees <u>Events, Outreach, Fundraising, Risk/Management</u> Schedule of board meetings <u>Second Thursday of each month</u>
<input type="checkbox"/>	X	<input type="checkbox"/>	Agency has Auxiliary or other Advisory/Governing Board. If so, please explain: _____
X	<input type="checkbox"/>	<input type="checkbox"/>	Agency provides staff with opportunities for training and personal development



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- X Agency has filed its annual report with the Illinois Attorney General
01-010953
- X Agency has filed its annual report with the Illinois Secretary of State
N4966-539-3
Federal Tax ID # 36-2693669

We certify that we meet all the eligibility criteria for funding and that the information contained in this application is true and correct to the best of our knowledge and agree to comply with all requirements of the program and funder if we are awarded and accept funding. Furthermore, our Board has been advised of the Eligibility Criteria and approved our signing of this document.

Agency Director Name

Signature

Date:

Board President Name

Signature

Date:

Organizational Profile

(A) The Organizational Profile is part of the New Trier Township Application For Funding; and (B) It is the Agency's responsibility to keep the Organizational Profile information current each year and provide New Trier Township with further information on an ongoing basis if there are any significant changes, such as to the mission, organization, board requirements, and/or other changes.

(1) Briefly summarize the agency's mission, history, services, and organizational structure. Have these changed significantly over the lifespan of the organization? (Please attach a current organizational chart, if available.)



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Mission Statement: We provide local teens a supportive environment and structured programming to help foster self-confidence, build healthy relationship skills, and contribute to enhancing our community through service and engagement, We are: “a place for teens.”

Vision: Our community’s most effective resource for teens.

Brief History: In 1969, the First Congregational Church of Wilmette opened Gates House in downtown Wilmette. Established as a supportive and safe place for teens, the program went through several transformations before becoming incorporated as Wilmette Youth Resources (WYR), located in a Park District building in Howard Park, in 1971. The name was changed to Youth Resource Foundation (YRF) in 1992. The Warming House Youth Center obtained its name because of its previous use as a warming house for ice skaters. In 2002, the agency retired the Youth Resource Foundation name, and now operates solely under the name The Warming House Youth Center. The Warming House Youth Center’s goals of developing a healthy rapport between teens and staff and providing a variety of programs have remained constant. Warming House programs continually evolve in response to the teens’ expressed interests as well as staff talents. Concerns are addressed through individual and group support counseling, as well as programs focused on leadership, volunteerism, prevention, creative arts, multiculturalism, and recreation. Teens participate and interact in a safe, substance-free environment, where they can access supportive services on their own terms. The Warming House is a not-for-profit agency governed by a Board of Directors and staffed by paid professionals and volunteer and student interns. Staff members are most often students in social work, psychology, or related fields.

(2) Briefly summarize the role of the board and the requirements for serving on it. What role does the board play in the administration and operation of your organization and what is the desired size of a full and active board?

Board Member Roles:

- Participate in Board meetings, committees, and special events
- Commitment to the Warming House Youth Center’s mission and Board of Directors
- Support fundraising efforts with participation and funds
- Represent or speak on behalf of the Warming House in the community
- Remain informed of current Warming House programs and issues
- Understand and accept the fiduciary responsibilities that come with Board membership
- Recruit individuals to serve on the board and/or on committees
- Set and review program and fundraising policy
- Determine agency goals, objectives, and budget
- Provide staff with support
- Conduct performance evaluation of Executive Director



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- Link individual areas of expertise with organization's needs

Board Member Requirements:

- Interest in community service and youth advocacy
- Integrity and enthusiasm
- Willingness to commit time, energy, and resources to the Warming House
- Participation in, and support of, democratic decision
- Willingness to take on leadership roles.
- Two-year term of service
- Participation in committee work

During the pandemic, the Warming House Board of Directors moved monthly meetings to a virtual platform in efforts to meet CDC safety guidelines. The pandemic also led to the cancellation of the Warming House's annual Benefit, our biggest fundraiser of the year. Without this income, the Board was tasked with determining various fundraisers to recoup those costs. An emergency appeal was sent to donors in conjunction with the creation of a GoFundMe page for donations to be collected. With the assistance of some matching donations, this emergency appeal accrued roughly \$11,000.

Agency/Program Funding Request Information

PROGRAM DESCRIPTION

- (1) Describe the services provided by this program, eligibility requirements, and the target population.

The Warming House Youth Center provides free recreational programming and mental health support to teens (grades 6-12) in New Trier Township. Programming takes place at our Howard Park drop-in space (800 Ridge Rd.). WHYC staff facilitate a supportive environment for teens, with the goals of fostering self-confidence, healthy relationships, and a commitment to social justice and community service. WHYC staff include graduate and undergraduate level students working toward degrees in social work, speech pathology, psychology, and related fields. All staff are supervised by WHYC's executive director, Emily Schnell, LCSW.

WHYC currently offers in-person programming six days per week (Monday – Saturday) for between 4-5 hours each afternoon and evening. WHYC programs continually evolve in response to the teens' expressed interests as well as staff talents. Program themes include leadership, community service, creative arts, volunteerism, cultural humility, and recreation. Recent programs include Wellness Wednesday: Art Expression, ping pong tournament, tie-dye making, and a virtual social skills group. Pre-COVID, WHYC offered cooking classes and facilitated service outings, such



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as trips to Bernie's Book Bank, Feed My Starving Children, and art workshops at the Evanston Art Center. We plan to return to our more robust pre-COVID programming at the start of the 2021-2022 school year. We are currently developing a mural arts project for the upcoming school year that will engage teens in the areas of creative arts, civic engagement, and social-emotional learning.

In addition to group programs, WHYC currently offers individual and supportive group counseling to teens. During the pandemic, we have worked hard to reach teens feeling especially isolated from peers and in need of support. We offered bi-weekly virtual one-on-one mental health check-ins for teens seeking support, along with referrals to local counseling services as needed. We also developed a weekly virtual social skills group for teens to interact and develop relationships while also playing the popular video game Among Us!

Prior to COVID-19, a typical afternoon program drew the following groups of youth: 1) teen participants who use the drop-in center on a regular basis for both structured and unstructured programming; and 2) teen participants assigned to perform community service with WHYC through the New Trier Township Peer Jury Program or local ordinance courts. A unique feature of the WHYC program is that it fosters relationships and greater empathy among youth who might not normally interact.

Teens from both of the above groups have participated in WHYC's Youth Leadership Board, which meets monthly and enables teens to develop leadership skills through planning programs, assisting with fundraisers, recruiting teens to the Center, and spreading community awareness. WHYC also continues to run its successful "Power Points" incentive program, which incentivizes teens to participate in WHYC activities, which can be used to "purchase" raffle tickets for a quarterly prize.

This year, WHYC celebrates its 50th anniversary, marking the founding of Wilmette Youth Resources in 1971. The community's long-standing support is a testament to the value we bring to our local teens.

- (2) How does this program fit in with one or more of the priorities identified by New Trier Township in its strategic plan? Please explain.

The Warming House aligns with New Trier Township's priorities for youth. Between June 2020 - September 2020 and April 2021 - June 2021, we offered hybrid in-person programming for teens. Similar to many other agencies, the Warming House was closed for in-person programming between October 2020 - April 2021. During this time, we continued to engage youth and parents through social media and ran programming on the Zoom platform. Our programs centered around teen mental health and helping teens to feel less isolated during this difficult time. Examples of engagement during the pandemic include:



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- Virtual programming six days per week via Zoom;
- One-on-one mental health check-ins two days per week via Zoom;
- An “Among Us!” video game group that emphasized social-emotional learning;
- Sending care packages to around 20 regular teen participants during summer 2021;
- Reaching out to regular teen participants via phone to check in.

The New Trier Township strategic plan outlines the complexity of the challenges youth face today, emphasizing the growth of information and communication technologies. The recent emphasis on remote learning via computer has increased feelings of isolation for many teens. During the 2020-2021 fiscal year, the Warming House knew it was of utmost importance to continue to offer a forum for teens to connect with peers and staff. Through use of technology, staff was able to replicate a safe space for teens online where they could “drop-in” to participate in the scheduled program or seek counsel from staff. Staff have remained available for teens to process challenges, facilitate hangouts with peers, participate in mindfulness activities, discuss current events, or simply feel welcome and valued. Technology has helped our teen population to feel less alone.

Beginning in April 2021, we have resumed our regular structured programming, which continues to include supportive counseling services, cultural humility programming, discussion groups, volunteer opportunities, creative arts, recreational activities at our drop-in center. We have also resumed accepting teens sentenced to community service through local ordinance courts, while still awaiting Peer Jury to resume. In addition to helping teens complete their hours, staff members work to establish a connection with the teens and encourage their participation in Warming House activities.

Please check each priority you feel the program addresses. (Most programs will address only one or two priorities.)

See our website at www.newtriertownship.com for more information.

Aging in Place

Low Income Families

Youth Services

Persons with Disabilities

Other _____

NEED

- (3) Describe the need and demand for this program in the community and justify that it deserves investment of Township funding. You may include both data and examples of individual clients.



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COVID-19 has brought on a crisis in teen mental health.¹ Beginning in April 2020, mental-health related doctors' visits for youth between 12 and 17 years old increased around 31% compared to 2019.² As a member of the North Shore Crisis Response Network, whose membership includes most of the public and private schools in New Trier Township as well as Haven Youth and Family Services, Family Service Center, Counseling Center of the North Shore, local police departments, and several other agencies serving area youth, WHYC has participated in monthly conversations about this crisis and its significant and devastating impact on local teens. In response, WHYC has targeted our 2020-2021 programming around supporting our local teens through this crisis through offering both group and individual support. During the last year, we have observed many parents reach out to us and express desperation about their teens' isolation, anxiety, and depression. WHYC is committed to being part of the solution to this crisis in our community through flexible, creative programs, mental health support, and continued work with community partners who have their ear to the ground.

Warming House teens need our services more than ever. Teens continuously seek guidance and support in a safe, structured, and substance-free environment. Teen issues include the following: social isolation, depression, anxiety, bullying, low self-esteem, identity questioning, behavioral problems, substance abuse, and interpersonal conflicts. Many teen participants have had contact with one or more of the following services: special education programs, drug/alcohol rehabilitation, individual/family/group counseling, adolescent inpatient/outpatient treatment, alternative schools, and court-mandated programs.

The above-mentioned issues remain significant for teens year after year. The need for intervention and prevention of substance use and abuse continues particularly with the Community Service teen population, who are often sentenced due to possession and use of drugs and alcohol. The younger teens present a need for education on substance use, abuse, and consequences.

Younger teens (e.g., 6th - 8th graders) often need help from staff engaging peers, being kind and respectful to one another, reading social cues, following rules, and channeling energy in constructive ways. They seek answers to questions about transitions to high school, sexuality and sexual identity, increasing independence, and individual and group identities. Warming House staff members facilitate a safe, supportive environment for teens to navigate these issues.

Many teens seek support and guidance in difficulties with home life and family dynamics. Staff help teens problem solve and work through issues of trust and communication. Staff members also work with teens on developing social skills, managing teasing and bullying, succeeding academically, and surviving the pressures of adolescence and high school.

¹ See, e.g., WBEZ, <https://www.wbez.org/stories/depression-mental-health-crises-and-even-loss-of-toilet-training-are-on-the-rise-in-kids-as-the-pandemic-drags-on/a02f4f7d-045f-4da3-bf9a-5652b5021ba0>

² Center for Disease Control, <https://www.cdc.gov/mmwr/volumes/69/wr/mm6945a3.htm#contribAff>



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- (4) Are you able to meet the full demand for this service or is there a waiting list? What new or unmet needs do you see in the community or for the clients served in this program?

The Warming House staff meets many of the social, emotional, and recreational needs of 6th - 12th grade teen participants. When teens experience crises that are beyond the scope of our services, we refer them to agency partners that can provide more therapeutic services. With ongoing funding and support from the Township, the Warming House will continue meeting the needs of North Shore teens

CAPACITY

- (5) Demonstrate that the program has the vision, personnel, and skills to successfully carry out the program and achieve its goals, objectives and performance measures. Summarize any major changes in staff or personnel.

The Warming House Youth Center's volunteer Board of Directors oversees agency operations, meets monthly with the agency Executive Director, and is in charge of fundraising and community networking. The Board of Directors is made up of community volunteers who have a vested interest in youth and volunteerism.

The Executive Director plans, delegates, and oversees the facilitation of all programs, as well as implementing outreach efforts and achieving outcome measures. The Director holds a bachelor's degree in Sociology, masters' degree in Social Work, is a licensed clinical social worker in the state of Illinois. She has been with the agency for 6 years.

Warming House staff members are made up of part time paid staff and part time volunteers. Paid staff members have their bachelors' degrees or are graduate students in social work and psychology. Volunteers are undergraduate or graduate level students with a minimum of a junior standing in college, who are most often studying psychology or social work. The Warming House also acts as an internship site for the University of Chicago, Loyola University, Northwestern University, Northeastern University, the Chicago School of Professional Psychology, and Simmons College. Student interns receive course credit for their work at the Warming House.

In September the Warming House will be filling the Program Director job position, with a current supervising staff member who has been with the agency for 4 years. She is a Licensed Speech-Language Pathologist and holds a master's degree from Northwestern University.

SERVICE STATISTICS/DEMOGRAPHICS



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(6) Who is being served by this program? Please provide a statistical breakdown of the number of clients served, the total units of service delivered, and costs per unit of service by filling in the chart below. Please state and define your unit of service for this program and why you chose it. To calculate cost per unit of service, divide the total number of units of service into the total budget for the program. (Suggestions for the appropriate unit of service are included in the proposal in the directions. For some programs you may wish to calculate cost per unit of service in more than one manner.)

(6a) Unit of service definition – Staff hours worked in FY 2020-2021

(6b) SERVICE STATISTICS – Please indicate fiscal year dates for each column

PLEASE INDICATE FISCAL YEAR/DATES IN EACH COLUMN	Prior Year	Present Year	Proposed Year
Number of persons served (unduplicated count)	125/300	12 /50	24/100
Number of units of service	3,017	1852	2778
Cost per unit of service	\$39.74	\$54.21	\$36.14

(7) What are the demographics of New Trier clients served in the prior year? (breakdown by community).

Town of Residence

New Trier Township: 83%
 Chicago: 0%
 Other: 2%

Ethnicity

Caucasian: 11%
 Black: 0%
 Asian: 0%
 Hispanic: 1%
 Other: 0%

Gender

Male: 58%
 Female: 41%

(8) Total from New Trier Township (unduplicated).

10 teens + 50 outreach contacts



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(9) New Trier Township clients are what % of total?

83%

(10) Units of Service to New Trier clients.

1,537

(11) Units of Service to NTT clients are what % of total

83%

(12) New Trier clients age breakdown

6th Grade: 0

7th Grade: 0

8th Grade: 33%

Freshman: 8%

Sophomore: 17%

Junior: 17%

Senior: 17%

Graduates: 8%

OUTCOMES/EVALUATION

(13) What outcomes did you achieve for your clients in the prior year? Results should be client-outcome based, specify a target level of achievement, the measurement tool that was used, the rationale for setting the target at a certain level, and a timeframe for accomplishment. Detail any changes made in the program as a result of these outcome results.

Outcome 1 Results for FY 2020-2021:

In fiscal year 2020-2021 **12** program participants each completed an average of **5** structured program hours. We are able to report that prior to closing Center doors due to COVID, teens program participants were completing **9** hour of programming per month. The reason for this decrease can be easily explained by the Warming House having to close our doors in March 2020, opening briefly in October 2020, and then needing to move to a virtual platform again due to COVID-19. Virtual programming was not as well attended compared to in person programming, greatly affecting our programming hours for this fiscal year. As we continue to navigate this pandemic, staff is working to engage teens on a regular basis by participating in outreach when possible, collaborating with community partners, and resuming in person programming following all CDC guidelines.



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We were unable to reach our goal of surpassing 1,179 teen visits due to lack of available program hours due to COVID-19 and inhouse programming. This year we had **70** teen contacts (in person or virtually) totaling **5** contacts per teen.

Outcome 2 Results for FY 2020-2021:

In order to gauge effectiveness of our services, the Warming House distributes qualitative surveys for regular attending Center users and community service teens. The feedback received allows us to critically assess the quality of our services as well as ensures that teen's needs are being met. Our qualitative survey was created based on the Search Institute's Nine Developmental Assets. The Developmental Assets Framework was created based on qualities young people need to succeed. Assets that are included in the Warming House survey can be seen at www.search-institute.org/assests/forty.htm. Survey topics include questions concerning how the Warming House influences teen's level of responsibility, positive values, self-esteem, interpersonal competence, and more.

During the past fiscal year, the Warming House Youth Center did not acquire any surveys.

- (14) What results are you committed to achieving in the present year? (If outcomes are the same as above, simply state that we hope to improve upon the past year's results).

Outcome 1 FY 2021-2022:

We aim to increase the number of individual teens that come to the Warming House by **100%** from **12** to **24** teens. Additionally, we hope to raise the number of teen visits by **50%** from **70** to **105**.

We plan to increase the number of teens who participate in Warming House Youth Center programming by **100%** from **20** to **40**.

In addition, as an agency we would like to increase the number of hours teens spend participating in Warming House programming by **50%** from **1,852** to **2,778** hours.

As an agency we feel optimistic with the reopening of the Center, while still following all CDC safety protocols. The Center has resumed full in person programming 6 days a week and attendance has increased. Between the months of July and August, we are happy to report that we had 39 visits.

With successful outreach and resumed programming, we believe that these are achievable goals. Warming House staff will continue to monitor COVID-19 infection numbers and will follow CDC regulations while having teens present in the Center.



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- (15) Are there any other program effectiveness/evaluation measures you think are important, such as customer/client satisfaction surveys, quality of service measures, or other indicators? Please describe.

The Warming House utilizes both formal and informal evaluation methods to ensure that our services meet the unique needs of our teen population. We evaluate program quality and effectiveness in the following ways:

- Careful tracking of program participation statistics, including number and demographic of participants;
- Completion of formal qualitative evaluations at the conclusion of structured program events;
- Ongoing, informal conversations with teen participants to gauge satisfaction with structured programs and services;
- Solicit feedback from the youth leadership board;
- Regular communication and outreach with New Trier Township schools, youth services organizations, and other stakeholders to address how we can best serve teens.

The Warming House places particular emphasis on teen participants' voices. We aim to create a space where teens feel valued and heard. Structured program offerings regularly evolve based on both teens' needs and expressed interests, as well as staff members' unique skill sets.

CHANGES/CHALLENGES

- (16) What changes or challenges (legal, socio-economic, demographic, financial, political or other) did the agency, program, and clients face in the prior year? How did you respond? What challenges or changes do you anticipate in the present year? (If changes/challenges were the same for all programs, do not repeat).

Challenge: Financial

Response: When COVID-19 occurred, Warming House Directors and Board Members deemed it necessary to cancel the agency's annual Benefit. The Warming House's Annual Benefit is the largest fundraiser held in the spring every year, accruing roughly a fourth of the agency's budget. The Board responded to this financial deficit by sending out an emergency appeal letter in conjunction with the creation of a GoFundMe website for donors to send their monies too. At this time the agency was also granted the government PPP loan, assisting in supplementing the loss of benefit money. The second PPP loan was secured in March 2021, assisting in offsetting some of the earnings lost when cancelling the 2020 Ribtoberfest and 2021 Bowl-a-Thon.

Challenge: Teens and Programming

Response: During COVID-19 as an agency we worked to implement virtual programming 6 days a week for North Shore teens. Although offering consistently, participation was not consistent. Directors worked closely with volunteers and interns to increase outreach efforts while also utilizing



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outreach connections at all local agencies and schools. Monthly emails were sent to school personnel, local agencies, area therapists/psychologist/psychiatrist etc. with updates of Center programming. The Center joined the Chicago Regional Teen Center Connections in the early stages of the Pandemic to help brainstorm ways to best support each other during the difficult time. This group meets quarterly and has been a helpful resource. With the reopening of the Center 6 days a week, that outreach has continued. Warming House Directors and staff are tirelessly brainstorming ways to make the agency more well known in the community.

Present Year Challenges:

Financial: Although able to secure both PPP loans, the Warming House is seeing the effects of not being able to host fundraisers for a full year. The financial support of the PPP loans, while at the same time reducing salary costs, has helped the agency's budget. But without successful fundraisers and continued declines in some recurring supporters (faith based groups, civic groups, family charities) the Warming House will find the budget strained this fiscal year. We will work to secure additional funding sources as well as apply for the NAILBA charities grant, which we have received \$10,000 from in the past.

Teen Participation: As an agency we are heavily working to recoup after COVID. Many of our regular attending teens, who spent 4-5 years at the Center, graduated this last year. We plan to focus our efforts on building a strong Youth Leadership Board with representation from each grade. YLB members will be tasked with recruiting peers, being peer mentors, and assisting staff in creating compelling programming their counterparts would enjoy participating in. Our newly promoted Program Director, Lisa Gresch, will also work to boost attendance with new and creative programming focused on social skills, peer leadership, cultural humility, and volunteerism.

Outreach: Directors are working closely with volunteers and interns to increase outreach efforts while also utilizing outreach connections at all local agencies and schools. Monthly emails are sent to school personnel, local agencies, area therapists/psychologist/psychiatrist etc. with updates of Center programming. The Warming House continues to think of ways to incorporate collaboration into monthly programming. The agency Directors newly connected with Paws for Patrick to schedule monthly programming around their services. Finally, the Warming House is in the beginning phases of working with the Evanston Art Center to complete a mural on the south side of the building, making the Warming House, housed inside of a park district building, more visible. Our vision is to have teens be involved with the project at all stages: presenting a final proposal to the City Council, fundraising activities, working under guidance of a mentor artist to design and implement the mural, and organizing a community unveiling event.

RECOMMENDATION RESPONSES



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- (17) How did you respond to the recommendations made by New Trier Township, if any? Please describe in detail. (These are contained in the funding letter you received in June).

New Trier Township voiced concerns of turnover in agency leadership within the last year and a half. While the retirement of longtime Executive Director, Cynthia Doucette, was a difficult transition, it was one that the staff and Board of Directors had put a lot of thought and preparation into prior to her stepping down. The training of new Executive Director, Emily Schnell, began roughly a year prior to Cynthia's departure. Cynthia is still a consultant for the agency, meeting with Emily monthly. We are excited to announce that Lisa Gresch, who has been with the agency for 4 years, has recently stepped into the Program Director position. She will be working in a limited capacity until determining if the budget can support the role in a larger position. We feel strongly that the Warming House functions at its best when staffing both an Executive Director and Program Director.

The Township also recommended we work to boost attendance with creative and compelling programming. When the pandemic reached its peak and there were waitlists months long to see clinical therapists, the Center recognized a gap we could fill. We began offering a 15 minute Mental Health Check-Ins in February 2021. These free, confidential, 1:1 sessions are not meant to replace formal therapy, rather provide support while waiting for an open appointment. A purposeful side effect of these Mental Health Check-Ins is to aid local therapists and other agencies who have been overwhelmed with crises, by meeting with some non-crisis teens until an appointment becomes available.

The Center followed trends occurring in the media in efforts to attract teen demographic. A popular game Among Us! became popular and staff implemented a weekly program around it. Directors also listened to suggestions from teen's parents who were looking for socialization outlets for their teens. This is when Game and Gather was created. Game and Gather focused on playing an enjoyable, popular game together virtually while also taking purposeful breaks to engage in dialogue.

Although the numbers of last fiscal year do not represent the hard work and dedication put forth by Warming House staff, we feel optimistic with an uptick in numbers over the last two months. Since July 2021 the Center has had 39 visits. Teens are excited to be able to be back at the Warming House in person, proving what a special physical space the Center is.

New Trier Township recommended that the Warming House work collaboratively with other youth agencies in the community. At the beginning of the pandemic, the Warming House Executive Director spoke with other area Executive Directors (GYS and WYO) to brainstorm ways to best serve area teens. Through some of these conversations, a North Shore Youth Summit was created. But through more conversation, it was determined that creating a virtual format was a more secure option given the uncertainty of the pandemic. A video is currently in the works promoting all the youth agencies and the services we provide to North Shore teens.



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As in years past, the Warming House participated in the monthly Crisis Response Network and North Shore Coalition for Drug-Free Communities meetings, and worked with Haven Youth and Family Services for cross-referrals when necessary. The Center is hosting Lizzy Appleby from Youth Services to provide professional development training on how to best serve LGBTQ+ teens, as we have seen an increase in that population.

RESOURCES/BUDGET

- (18) What non-financial resources are required to deliver this service? Specify staffing/volunteer requirements, budgetary needs and other resources, inputs, and/or community partners that are needed for this program. If the Township is unable to fund this program at the desired level, what will the impact be on services? Describe how your program will or will not continue without investment by the Township. Complete the attached budget forms. Were any cost reduction measures implemented in the prior year? If there is a sliding fee scale for this program, please attach it and indicate how many clients paid each fee level.

The Warming House employs a full-time Executive Director, a part-time Program Director, one to three graduate level interns, and maintains at least five volunteers to provide direct service to North Shore teens. Supervisors and volunteers assist with developing, planning, and leading group and agency activities. We utilize staff members in the following ways:

Undergraduate student interns with junior or senior standing and graduate level students who are majoring in social work, counseling, or related fields serve as staff members. Others volunteer their time at the Center. Both Volunteers and interns are recruited from area universities by networking with university faculty, and advertising in psychology and social work departments. After thorough assessments of candidates' attributes and careful screening of references, qualified staff members are selected. Volunteers and staff receive an in-depth training, which includes an initial three-hour training session and ongoing group and individual clinical supervisions, monthly staff meetings, and opportunities to attend speaking events and seminars.

Volunteer and supervising staff members perform the following functions: provide support counseling to teens on both an individual and group basis, develop positive relationships with teens, serve as role models for appropriate and responsible behavior, and assist with program development and implementation.

The Warming House Board of Directors oversees agency operations without compensation. The group meets monthly to discuss agency occurrences, review budgetary concerns, and plan fundraising and community networking events. Committee meetings are held between monthly meetings as needed. The Warming House Youth Center also receives volunteer assistance from the community for the agency's fundraising efforts. Board members and staff recruit and train volunteers.



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- (19) If your program or agency budget request represents an increase from last year, please explain the reason for the change and what the increase will be used for.

Granted \$57,000 last funding cycle, this year the Warming House Youth Center is requesting \$60,000. Although able to secure both PPP loans, we were unable to host our 4 major fundraisers during 2020 affecting the budget. With our annual Ribtoberfest scheduled for October 9th, the uncertainty of COVID-19 still looms. We have noticed a decrease in annual grant donors (mainly churches, family foundations, and civic groups) and are consistently looking for new funding sources. With increased Township funding, the Warming House would be better equipped to support the continuation of staffing both an Executive Director and Program Director. While we continue to look for additional funding to support these positions on an ongoing basis, we are grateful for any increase the Township can provide. Additional resources from New Trier would go toward continued program expansion, collaboration where possible, and increasing staffing as we are able.



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