



Friday, February 27, 2009
10:00 AM-12:00 PM
Catholic Charities, 1717 Rand Rd.
Des Plaines, IL

AGENDA

- | | | |
|--------------|---|--------------------|
| I. | Welcome & Introductions | 10:00-10:05 |
| II. | Approval of Meeting Minutes | 10:05-10:10 |
| III. | Treasurer's Report – <i>Tom Galassini</i> | 10:10-10:25 |
| | A. Jan 31 Financials | |
| IV. | Director's Report – <i>Jennifer Hill</i> | 10:25-10:30 |
| | A. 2008 Awards | |
| | B. Evanston Update | |
| | C. Other Updates | |
| V. | Committee Reports | |
| | A. Executive Committee – <i>Dennis Condon</i> | 10:30-10:35 |
| | B. HMIS Committee – <i>Ken Schmitt</i> | 10:35-10:45 |
| | C. Continuum of Care Development | |
| | D. Project Review and Prioritization – <i>Cynthia Schilsky</i> | 10:50-10:55 |
| | E. Homelessness Prevention – <i>Dennis Condon/Mary Schurder</i> | 10:55-11:10 |
| | F. Outcome Evaluation – <i>Magalie Oscar/Courtney Suchor</i> | 11:10-11:20 |
| | G. Governance – <i>Mark Enenbach</i> | 11:20-11:25 |
| | H. Chronic Homelessness – <i>Khen Nickele</i> | 11:25-11:30 |
| | I. Fundraising Committee – <i>Paul Selden</i> | 11:30-11:35 |
| | J. Housing Goals Workgroup – <i>Paul Selden/Mike Wasserberg</i> | 11:35-11:40 |
| VI. | Other Reports | 11:40-11:50 |
| | A. Regional Roundtable – <i>Cynthia Schilsky</i> | |
| | B. Discharge Planning – <i>John Fallon</i> | |
| VII. | Local Council Reports | 11:50-12:00 |
| | A. South – <i>Mike Wasserberg/Carl Wolf</i> | |
| | B. West – <i>Teri Curran/Lynda Schueler</i> | |
| | C. North – <i>Millicent Ntiamoah/Todd Stull</i> | |
| VIII. | Old Business | |
| IX. | New Business | |
| X. | Adjournment | |

TODAY 12:30-1:30 Outcome Evaluation Tool Training HERE

The next meeting of the Board of Directors will be held **Friday, Mar 27, 2009**,
10:00 AM to 12:00 PM, United Way Metro, 560 W Lake Street, Chicago

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Minutes of the 01/30/09 meeting Of the Board of Directors of the Alliance to End Homelessness in Suburban Cook County

Meeting called to order at 10:04 by Sue Shimon at the CEDA Central office in Chicago.

Minutes of the November meeting were approved by a voice vote. The notes of the December meeting were accepted as there was not a quorum at that meeting.

Directors' Report: Discussion of the draft 2009 NOFA timeline. Discussions with the Evanston Continuum concerning a merger are ongoing. A small group from each will get together and discuss the merger. Cynthia Schilsky moved that the Board approve a resolution directing the Executive Director to proceed with the Cook County CDBG application. Approved by voice vote.

Exec Committee: Minutes are in the packet. Contract with Ruzicka and Associates for the 2009 Audit was approved. Financial policies' final draft was approved. Cynthia Schilsky moved approval of the final draft of the Tenets of Project Review. Approved by voice vote.

HMIS: Since the last meeting of the committee, DuPage County has submitted a revised Memorandum of Understanding. The committee recommends that we enter discussions with the Evanston Continuum about HMIS. This was approved by voice vote with one nay.

C-of-C: Count was completed. Jessica Aleksy is tabulating results. Preliminary results of the street count found just under 100 people. Final report should be available in March. The Alliance is collecting volunteer feedback and comments.

Project Review: Committee will be revising the Ranking Tool.

Prevention: Brian McManaman led a discussion on the Call Center scenarios presented in the board packet. Advice included linking our efforts to the related statewide 211 conversations and state and county agencies' efforts, starting small and improving later, and investigating the use of well-trained volunteers. Knowing who's out of money before referring is ideal. Concerns include whether an agency would have to refer a caller back to a call center before being able to serve them. Cost is a factor.

Outcome Evaluation: Latest version of the Tool was presented. The committee recommended that the Tool be incorporated into the Letter of Intent deadline for renewal projects. The committee will train on the tool immediately following the Feb 27 board meeting.

Governance: The committee discussed the results of the Board survey on ideas for Organizational Development consulting needs. Jennifer Hill will be discussing the project with potential consultants.

Chronic: No Report

Fundraising: No Report

Housing Goals Workgroup: No Report

Regional Roundtable: No Report

Discharge Planning: No Report

CBSA:

South: discussed Count

West: discussed membership dues

North: worked on Feb. 12 Legislative Breakfast

Cynthia Schilsky moved approval of the 2009 proposed budget. Approved by voice vote with 1 nay.

Appreciation was shown to Tom Hinchy for all his work prior to his resignation from Cook County last month.

Mike Wasserberg moved to adjourn at 12:04. Approved by voice vote.

Submitted by
Patrick Rodgers
Secretary Pro Tem.

Voting Members Present:

v	NAMI Barrington Area	Brady	Hugh
v	CEDA Central	Enenbach PAST CHAIR	Mark
v	Corp Supp Housing	Fallon	John
v	West Suburban Landlords Assoc.	Gorss	Marvin
v	Catholic Charities	Higgins	Eileen
v	Emergency Fund	McManaman	Brian
v	Journeys from PADS to HOPE	Nichols	Rick
v	Catholic Charities	Ntiamoah CBSA Co-Chair	Millicent
v	Social Security Administration	Rodgers	Patrick
v	Community Representative	Schilsky	Cynthia
v	West Suburban PADS	Schueler CBSA Co-Chair	Lynda
v	Center of Concern, The	Schurder	Mary
v	Connections for the Homeless	Selden	Paul
v	WilPower, Inc.	Shimon CHAIR	Susan
v	Sanctuary/SS Family Shelter	Suchor	Courtney
v	South Suburban PADS	Wasserberg CBSA Co-Chair	Mike

Voting Members Absent:

Town of Cicero	Alvarez	Jose
Hines V A Hospital	Baxter	William
Community Representative	Christmon	Beverly
Community Representative	Condon VICE CHAIR	Dennis
Pillars	Curran SECRETARY	Theresa
IL Department of Corrections	Davis	Arie
Housing Authority of Cook County	DuPaty	Gerry
United Way of Metro Chicago	Galassini TREASURER	Tom
Harbour, The	Gurian	Randi
Thresholds	Howard-Frye	Debra
IDHS-DMH	Nickele	Khen
Bethel Community Facility	Rice	Rev. John
Safer Foundation	Russell-Green	Heidi

Other Members Present:

Wintrust Financial Corp (new)	Antus	Patrick
CEDA Bloom-Rich	Beaco	Kamar
Community Representative	Hinchy	Tom
West Suburban PADS	Jensen	Scott
CEDA Cental	Miramontes	Marisol
Journeys from PADS to HOPE	Nabors	Beth
Crystal Lake Bank	Rodriguez	Raul
BEDS, Inc.	Salisbury	Molly
YMCA Network	Schmitt	Ken
Arab American Family Services (new)	Shalabi	Aysha
WINGS	Walker	LaTonya
Alliance	Aleksy	Jessica
Alliance	Heyboer	Jeremy
Alliance	Hill	Jennifer
Alliance	Troyer	Peggy

Alliance to End Homelessness in Suburban Cook County
Statement of Financial Position
As of January 31, 2009

	<u>Jan 31, 09</u>	<u>Jan 31, 08</u>	<u>\$ Change</u>	<u>% Change</u>
ASSETS				
Current Assets				
Checking/Savings				
Checking at Harris N. A.	25,403.79	3,914.09	21,489.70	549.03%
PayPal	659.67	592.87	66.80	11.27%
Total Checking/Savings	<u>26,063.46</u>	<u>4,506.96</u>	<u>21,556.50</u>	<u>478.29%</u>
Accounts Receivable				
1100 - Accounts Receivable	57,687.18	115,891.61	-58,204.43	-50.22%
Total Accounts Receivable	<u>57,687.18</u>	<u>115,891.61</u>	<u>-58,204.43</u>	<u>-50.22%</u>
Other Current Assets				
1400 - Prepaid Expenses	4,095.43	11,740.94	-7,645.51	-65.12%
1440 - Security Deposit	872.29	872.29	0.00	0.0%
Total Other Current Assets	<u>4,967.72</u>	<u>12,613.23</u>	<u>-7,645.51</u>	<u>-60.62%</u>
Total Current Assets	88,718.36	133,011.80	-44,293.44	-33.3%
Fixed Assets				
1500 - Property and Equipment	23,793.85	23,793.85	0.00	0.0%
1900 - Accum. Depreciation - Prop&Eq	-9,184.33	-4,425.56	-4,758.77	107.53%
Total Fixed Assets	<u>14,609.52</u>	<u>19,368.29</u>	<u>-4,758.77</u>	<u>-24.57%</u>
TOTAL ASSETS	<u><u>103,327.88</u></u>	<u><u>152,380.09</u></u>	<u><u>-49,052.21</u></u>	<u><u>-32.19%</u></u>
LIABILITIES & EQUITY				
Liabilities				
Current Liabilities				
Accounts Payable				
2000 - Accounts Payable	0.00	1,716.35	-1,716.35	-100.0%
Total Accounts Payable	<u>0.00</u>	<u>1,716.35</u>	<u>-1,716.35</u>	<u>-100.0%</u>
Credit Cards				
2020 - CitiBank	0.00	1,193.18	-1,193.18	-100.0%
2030 - Advanta Bank Corp	0.00	283.98	-283.98	-100.0%
Total Credit Cards	<u>0.00</u>	<u>1,477.16</u>	<u>-1,477.16</u>	<u>-100.0%</u>
Other Current Liabilities				
Payroll Liabilities				
2330 - Federal Payroll Taxes Payable	3,700.50	2,796.24	904.26	32.34%
2350 - State Payroll Taxes Payable	473.76	286.26	187.50	65.5%
2360 - SUTA Payable	1,130.50	330.08	800.42	242.49%
Total Payroll Liabilities	<u>5,304.76</u>	<u>3,412.58</u>	<u>1,892.18</u>	<u>55.45%</u>
2010 - Line of Credit	0.00	43,000.00	-43,000.00	-100.0%
2099 - Refundable Advance	0.00	52,120.69	-52,120.69	-100.0%
Total Other Current Liabilities	<u>5,304.76</u>	<u>98,533.27</u>	<u>-93,228.51</u>	<u>-94.62%</u>

Alliance to End Homelessness in Suburban Cook County
Statement of Financial Position
As of January 31, 2009

	<u>Jan 31, 09</u>	<u>Jan 31, 08</u>	<u>\$ Change</u>	<u>% Change</u>
Total Current Liabilities	<u>5,304.76</u>	<u>101,726.78</u>	<u>-96,422.02</u>	<u>-94.79%</u>
Total Liabilities	<u>5,304.76</u>	<u>101,726.78</u>	<u>-96,422.02</u>	<u>-94.79%</u>
Equity				
Unrestricted Net Asset	99,889.57	53,087.93	46,801.64	88.16%
Net Income	<u>-1,866.45</u>	<u>-2,434.62</u>	<u>568.17</u>	<u>-23.34%</u>
Total Equity	<u>98,023.12</u>	<u>50,653.31</u>	<u>47,369.81</u>	<u>93.52%</u>
TOTAL LIABILITIES & EQUITY	<u><u>103,327.88</u></u>	<u><u>152,380.09</u></u>	<u><u>-49,052.21</u></u>	<u><u>-32.19%</u></u>

Alliance to End Homelessness in Suburban Cook County
Statement of Financial Income Expense
January 2008 and January 2009

	<u>Jan 09</u>	<u>Jan 08</u>	<u>Difference</u>
Income			
4010 - Grant Income			
CDBG 06-062	0.00	14,410.19	-14,410.19
CDBG 07-046	17,380.27	0.00	17,380.27
SHP 2005 YMCA	0.00	4,673.68	-4,673.68
SHP 2009 ADMIN	550.04	0.00	550.04
SHP 2009 Alliance	10,989.96	0.00	10,989.96
Total 4010 - Grant Income	<u>28,920.27</u>	<u>19,083.87</u>	<u>9,836.40</u>
4011 - Donation Income			
401101 - Individual Giving	0.00	100.00	-100.00
401114 - Foundation & Corporate Giving	500.00	500.00	0.00
Total 4011 - Donation Income	<u>500.00</u>	<u>600.00</u>	<u>-100.00</u>
4100 - Interest Income	0.53	14.78	-14.25
4300 - Other Income	0.00	10.13	-10.13
Total Income	<u>29,420.80</u>	<u>19,708.78</u>	<u>9,712.02</u>
Gross Profit	29,420.80	19,708.78	9,712.02
Expense			
6001 - Payroll Expenses			
6000 - Wages Expense	16,624.97	9,708.34	6,916.63
6050 - Employee Benefit Programs Exp	2,464.98	774.71	1,690.27
6100 - Payroll Tax Expense	2,402.32	1,072.77	1,329.55
6001 - Payroll Expenses - Other	0.00	9.96	-9.96
Total 6001 - Payroll Expenses	<u>21,492.27</u>	<u>11,565.78</u>	<u>9,926.49</u>
6010 - Non-Employee Compensation	4,202.00	3,990.00	212.00
6301 - Space Costs			
6300 - Rent or Lease Expense	843.16	948.09	-104.93
6400 - Utilities Expense	921.95	1,097.46	-175.51
6550 - Other Office Expense	0.00	5.00	-5.00
Total 6301 - Space Costs	<u>1,765.11</u>	<u>2,050.55</u>	<u>-285.44</u>
6411 - Operations			
6420 - Travel Expense	832.41	259.63	572.78
6430 - Postage & Delivery	39.04	8.81	30.23
6450 - Office Supplies Expense	143.00	707.21	-564.21
Total 6411 - Operations	<u>1,014.45</u>	<u>975.65</u>	<u>38.80</u>
6460 - Interest Expense	0.00	456.95	-456.95
6680 - Accounting	0.00	509.64	-509.64
6850 - Service Charge Expense	13.92	0.00	13.92
6950 - Insurance Expense	2,799.50	2,594.83	204.67
Total Expense	<u>31,287.25</u>	<u>22,143.40</u>	<u>-748.00</u>
Net Income	<u><u>-1,866.45</u></u>	<u><u>-2,434.62</u></u>	<u><u>8,964.02</u></u>

DRAFT
Alliance to End Homelessness in Suburban Cook County
Executive Committee
February 13, 2009, 1:30pm – 3:00pm

Attendance: Sue Shimon, Theresa Curran, Mark Enenbach, Lynda Schueler, Jennifer Hill, Millicent, Mike Wasserberg and Tom Galassini on telephone conference call
Absent: Dennis Condon

1. Welcome; meeting called to order at 1:35 pm by Sue Shimon.
2. Director's Report – Jennifer
 - A. HMIS Reports - Statements of Work for 2 ART reports (SOW)
 - Alliance is working with Connections for the Homeless in Evanston and Bowman to create reports (i.e. state prevention, IDHS emergency food and shelter reports). This will cost approximately \$11,500 for the Alliance. Promoting to other Continua's implementations will cost about \$500 each. DuPage has expressed some concern about Alliance promoting these reports to "their" system. This has not been seen by the HMIS committee at this point in time. Request from Jennifer that executive committee authorize expenditure if HMIS committee on Tuesday recommends that it move forward; was approved by all executive committee members.
 - B. Chicago Community Trust pass through
 - CCT awarding funds to emergency shelters and homeless prevention agencies and is requesting that the Alliance function as the pass-through agent and subcontracts with the agencies receiving the awards.
 - Motioned by Mark that we accept the grant and its conditions as delineated by the CCT that the Alliance be the pass-through agent; seconded by Teri. Brief discussion followed; all voted (Mike, Millicent and Lynda abstaining) in favor of accepting this requirement
 - C. Suburban/Evanston consolidation
 - Evanston expressed concern about some aspects of the consolidation such as our cap on prevention funds. City of Evanston is saying that the city council needs to sign off on the consolidation.
 - Whether it happens in time for this year's NOFA is still questionable; but appears to be moving forward
3. Approval of Minutes; Motioned by Lynda, Seconded by Mike; all in favor
4. Financial Update – Tom G
 - Mtg in one week to assess January financial statements. Looking at ensuring that CCT grant is accounted for with clarity.
 - Cost comparison to be discussed re: joining Evanston HMIS
5. Committee/Issues:
 - A. HMIS
 - DuPage has submitted a draft MOU, but is requesting that we comply with the existing MOU at this point in time esp. re: signing off on SOW with Bowman
 - Exploring cost comparisons of joining with Evanston versus DuPage
 - B. Continuum of Care Development
 - Received preliminary numbers from Jessica re: point in time count
 - Discussed community plan presentations
 - C. Housing Goals:

- To send out a letter to agencies re: need to brainstorm on how to meet goals of Alliance re: PSH, date for mid-March meeting for all Alliance members to participate in to be determined by Jennifer
- D. Project Review
- Timeline reviewed re: NOFA; some changes on timing of letter to agencies and LOI deadline
- E. Chronic Homelessness
- Harm Reduction Training on March 20th
- F.. Homeless Prevention
- Concerns expressed about the stimulus funds being made available to the County for homeless prevention and how to advise on the plan for these funds
- G. Governance
- Met this past Tuesday. Will be interviewing consulting firms.
- H. Outcome Evaluation
- Presenting a training on their tool
- I. Fundraising
- membership dues issue being taken up by finance committee for further recommendation
6. Other Business
- Jennifer invited all to free workshop on nonprofit management in tough times (see Donors Forum calendar, March 6, to register)
 - Dennis to chair next Board meeting as Sue will be out of town
7. Adjournment at 2:49pm

Next Meeting - Exec Cmte: March 16, 1:30pm – in-person

Respectfully submitted by Theresa Curran

Alliance to End Homelessness - HMIS Committee Meeting
Alliance Office
February 17, 2009 10:00 a.m.
HMIS Committee Minutes

Participants: Ken Schmitt, Jeremy Heyboer, Pam Reed, Marvin Gorss, Peggy Troyer, Michael Wasserberg, Jennifer Hill, Connie Fabbrini, Magalie Oscar

- I. 01/20/09 Minutes – The previous month’s minutes were made available for review.

- II. Review Memo of Understanding (MOU) for the DuPage-Cook-Kane ServicePoint collaboration – Though Jennifer Hill has indicated to DuPage County (Phil Smith) that our Alliance is pursuing collaboration with Evanston on ServicePoint and because DuPage would still be a back-up if the Evanston collaboration did not work out, we did discuss the proposed MOU with DuPage County. The following concerns were raised regarding the proposed MOU:
 - A. There is no timeframe in the MOU for the length of contract, proposed start-up dates, and relationship with current contract for HMIS with DuPage. Three (3) years is noted for no user fees.
 - B. The MOU is not clear about whether the Alliance could designate two (2) trained System Administrator 2 (SA2) staff. DuPage County has indicated that 2 would be allowed but this is not clear in the MOU.
 - C. While the MOU provides for a Steering Committee made up of SA2’s from the Alliance, Kane, and DuPage County, it is not clear what authority it will have in relationship to DuPage County governance over the HMIS system.
 - D. The MOU specifies that the Alliance would pay for 25% of the cost (\$47,940 - Alliance share is \$11,985) for hiring an HMIS Coordinator at DuPage County. This amount of pay indicates that the HMIS Coordinator (the first line of contact for problems/requests from the Alliance) would likely not have high-level technical abilities or knowledge of ServicePoint to deal adequately with our issues arising from HMIS usage.
 - E. The Alliance HMIS staff would like and should be able to deal directly with Bowman, particularly with technical issues. The MOU requires our staff to go through DuPage County, which can mean a significant delay in proceeding for our staff. This MOU suggests that the Alliance would still be in a child-parent relationship with DuPage County.

- III. Review estimate of costs to join collaboration with Evanston’s ServicePoint or for the Alliance to contract with Bowman for its own HMIS system. (see attached)
Peggy Troyer presented to the HMIS Committee a ServicePoint Cost Analysis comparing several options including: 1) continuing collaboration with DuPage; 2) Alliance contracting directly with Bowman either sharing server space with other Bowman clients or the Alliance having its own dedicated server hosted by Bowman; 3) collaborating with Evanston, with 150 licenses for the Alliance, and either sharing server space with other Bowman clients or the Alliance having its own dedicated server hosted by Bowman; or 4) collaborating with Evanston, with 177 licenses for the Alliance (together 201 licenses), either sharing server space with other Bowman clients or the Alliance having its own dedicated server hosted by Bowman. After

reviewing the costs and seeing that the ongoing annual costs would be the least by collaborating with Evanston's HMIS, the following motion was made by Michael Wasserberg and seconded by Pam Reed:

MOTION – The Alliance to End Homelessness in Suburban Cook County HMIS Committee recommends to the Board of Directors of the Alliance to End Homelessness in Suburban Cook County that the Alliance negotiate an Evanston/Alliance collaboration for HMIS.

The motion carried unanimously.

- IV. Review Statements of Work (SOWs) from Bowman to create Illinois Dept. of Human Services "Prevention" and "Emergency Food & Shelter (EFS) and Supportive Housing (SH)" reports in ART. - The Committee reviewed the proposal from Bowman to enable Alliance members who receive Prevention, EFS and/or SH funds from the Illinois Dept. of Human Services (IDHS) to complete the required IDHS reports from ServicePoint. The Alliance Executive Committee has approved/authorized the Alliance to sign the document authorizing Bowman to proceed with Services listed in the SOWs pending review and approval by the Alliance HMIS Committee. The HMIS Committee also agreed with approving the SOWs with Bowman for Prevention, EFS and SH, and the following motion was made by Marvin Gorss and seconded by Maggie Oscar:

MOTION – The Alliance to End Homelessness in Suburban Cook County HMIS Committee moves to approve/authorize the Statements of Work (SOWs) with Bowman Systems for Prevention, Emergency Food and Shelter (EFS) and Supportive Housing (SH).

The motion carried.

- V. Monitoring of Alliance HMIS data
- A. End User Meetings – The next End Users meeting will be scheduled for March. Tentatively scheduled March 25 or 26 from 1:00 p.m. to 3:00 p.m. at the YMCA Network in Alsip.
 - B. Site Visits – Peggy and Jeremy reported that the site visits are going well.
 - C. Data Quality – Peggy and Jeremy are monitoring data quality. They reported that we are not where we want to be yet but that everyone is working hard and being cooperative in completing the task.
 - D. AHAR – Jeremy will be contacting and following-up with agencies that are providing stats for AHAR.
- VI. Training/Consultation
- A. Alliance staff – Peggy and Jeremy will be attending the National Human Services Data Consortium this spring.
- VII. Next Committee meeting – March 17, 2009 at the Alliance office

	<i>One Time Costs</i>	<i>Ongoing / Annual Costs</i>	<i>Total Year One</i>
DuPage Collaboration	\$5,200	\$50,536	\$55,736
Alliance			
Shared Hosting	\$26,400	\$49,493	\$75,893
Dedicated Hosting	\$33,200	\$40,853	\$74,053
Evanston Collaboration - 150 Licenses			
Shared Hosting	\$25,595	\$49,469	\$75,064
Dedicated Hosting	\$28,795	\$38,258	\$67,053
Evanston Collaboration 177 Licenses			
Shared Hosting	\$30,355	\$44,949	\$75,304
Dedicated Hosting	\$35,955	\$39,625	\$75,580

Notes:

This analysis represents the cash outflow during calendar year 2009 associated with each option. Due to differing contract start dates, the Dupage option covers costs through Sept. 2010, the Alliance options cover costs through May 2010, and the Evanston options cover costs through October 2010. Therefore, in addition to startup/setup costs, one time costs for the Evanston options include the costs for the period between the expected migration date, June 1, 2009, and Evanston's next contract renewal date, November 1, 2009, reflecting five additional months of software service compared to the Alliance estimates and one additional month as compared to the DuPage estimate.

The Evanston Collaboration options with 177 licenses include the purchase of an additional 27 licenses, putting the total for the collaboration over 200 (201), which results in a reduction of per license fees for shared server hosting service and annual license maintenance.

Alliance and Evanston options do not include Community Point (online referral database) or CallPoint modules, Premium disaster and recovery, VPN and XML support (for ongoing data transfer), and software escrow.

Bowman has agreed to apply the per license fees prepaid as part of the DuPage collaboration for June - Sept 2009 to either an Alliance or Evanston implementation.

<i>ServicePoint</i>	<i>DuPage</i>		<i>Alliance</i>		<i>Evanston</i>				
<i>Items</i>	<i>One Time</i>	<i>Ongoing/ Annual</i>	<i>One Time Cost</i>	<i>Ongoing / Annual</i>	<i>One Time Cost</i>	<i>Ongoing/ Annual</i>	<i>One Time Cost</i>	<i>Ongoing/ Annual</i>	<i>Comments</i>
<i># Licenses (% of total)</i>	<i>150 Lic. (40%)</i>		<i>150 Lic. (100%)</i>		<i>150 Licenses (86%)</i>		<i>177 Licenses (88%)</i>		
Software									
<i>Enterprise Software License</i>			\$11,000						Software license for ServicePoint (one license) Includes ClientPoint, ResourcePoint, ShelterPoint, SkanPoint, Audit & Provider Reports, and ReportWriter.
<i>S/W Escrow (opt)</i>		\$520							Conditional Access to SP programming code
<i>User Licenses</i>							\$5,400		Purchase 27 licenses @ \$200
<i>Software Maintenance, Enhancement & Customer Support</i>		\$12,000	(\$4,000)	\$13,500	\$1,625	\$13,500	\$1,900	\$14,160	One time cost numbers reflect costs for June-Oct. 2009 reduced by amounts paid under old contract to be applied to new contract, except for Alliance column, where June-Oct is included in ongoing costs. \$80-\$90 per license/year
<i>CommunityPoint</i>		\$6,103							40% DuPage \$3000 Cost - Hosting and Support
<i>CallPoint Module</i>		\$2,000							40% DuPage \$5000 Cost
System Security									
<i>Encryption Licenses</i>					\$1,200		\$2,550		Database Encryption provides an additional level of security. One time cost at \$50 for additional Alliance licenses and for existing Evanston licenses. \$12.00/license/year for support.
<i>Encryption Support</i>		\$1,800	(\$600)	\$1,800	\$270	\$2,088	\$405	\$2,412	
<i>SSL Certificates</i>		\$160		\$500		\$344		\$352	This certificate ensures secure transmission of data over the internet. (Required)
<i>AIRS Taxonomy</i>		\$160		\$500		\$344		\$352	A national standard service classification (Required)
System Training									
<i>Training Site License and Support</i>		\$1,200		\$3,000	\$1,250	\$3,000	\$1,250	\$3,000	An implementation specific site for training purposes-- including software updates in concert with the production site. Includes 8 hrs/yr customer support
Reporting									
<i>Regular Ad Hoc Reporting Licenses</i>		\$960		\$960		\$960		\$960	Allows users to create and save their own ServicePoint-based reports. \$160/license/yr * Count 6
<i>Report Writer Viewer License</i>		\$2,000		\$2,000		\$2,000		\$2,000	Allows users to view reports that have already been generated by Ad Hoc Reporting users. \$80 per license/yr * Count 25
<i>Bandwidth Fee</i>		\$233		\$233		\$233		\$233	Annual Bandwidth charge per user. \$7.50 per license/yr * Count 31

<i>ServicePoint</i>	<i>DuPage</i>		<i>Alliance</i>		<i>Evanston</i>				<i>Comments</i>
	<i>One Time</i>	<i>Ongoing/ Annual</i>	<i>One Time Cost</i>	<i>Ongoing / Annual</i>	<i>One Time Cost</i>	<i>Ongoing/ Annual</i>	<i>One Time Cost</i>	<i>Ongoing/ Annual</i>	
<i># Licenses (% of total)</i>	<i>150 Lic. (40%)</i>		<i>150 Lic. (100%)</i>		<i>150 Licenses (86%)</i>		<i>177 Licenses (88%)</i>		
<i>Customization Services</i>									
<i>Data Migration</i>	\$1,200		\$10,000		\$10,000		\$10,000		\$125.00 per hour for actual time expended on project (DuPage cost is to restructure existing data hierarchy)
<i>VPN Support</i>		\$136							\$125.00 per hour for actual time expended on project
<i>XML Tool Support</i>		\$800							Utility for data conversion/integration (8 hrs support/yr)
<i>Premium Disaster and Recovery (optional)</i>		\$3,120							Emergency support line access 24/7; downtime not to exceed 4 hours; hourly off-site backups via VPN; use of remote aux. server in the event of a client server failure.
<i>Personnel Cost</i>									
	\$4,000	\$12,000							Contribution to DuPage staffing
<i>Totals w/o Server Costs</i>	\$5,200	\$43,192	\$16,400	\$22,493	\$14,345	\$22,469	\$21,505	\$23,469	

<i>Dedicated Server Hosting Service</i>									
<i>Server Costs (2)</i>			\$6,000		\$6,000		\$6,000		Purchase and ship servers and server software; extend support contract on existing Alliance server
<i>Server Setup</i>			\$800		\$800		\$800		Cost to set up dedicated server
<i>Hosting Startup Costs</i>			\$10,000						Cost to set up new implementation
<i>Hosting Service Fee</i>		\$7,344		\$18,360	\$7,650	\$15,790	\$7,650	\$16,157	\$1530/mo; one time cost to cover June-Oct '09
<i>Total Dedicated Hosting</i>	\$0	\$7,344	\$16,800	\$18,360	\$14,450	\$15,790	\$14,450	\$16,157	
	\$5,200	\$50,536	\$33,200	\$40,853	\$28,795	\$38,258	\$35,955	\$39,625	
<i>Grand Total Dedicated</i>	\$55,736		\$74,053		\$67,053		\$75,580		

<i>Shared Server Hosting Service</i>									
<i>Hosting Startup Costs</i>			\$10,000						
<i>Hosting Service Fee</i>				\$27,000	\$11,250	\$27,000	\$8,850	\$21,480	\$10-\$15 /month per license, one time cost June-Oct '09
<i>Total Shared Hosting</i>			\$10,000	\$27,000	\$11,250	\$27,000	\$8,850	\$21,480	
			\$26,400	\$49,493	\$25,595	\$49,469	\$30,355	\$44,949	
<i>Grand Total Shared</i>			\$75,893		\$75,064		\$75,304		

ALLIANCE TO END HOMELESSNESS
HOMELESS PREVENTION COMMITTEE MINUTES
February 18, 2009

MEMBERS PRESENT: Tracy Banks, Brian McManaman, Millicent Ntiamoah, Paul Selden, Mary Schurder

STAFF PRESENT: Jennifer Hill, Jessica Aleksy

GUEST: John Bartlett, Metropolitan Tenants Organization (MTO)

John explained the work of the Metropolitan Tenants Org. Based in Chicago, they have been working for tenant rights for 25 years. Have Renters Rights hotline (773/292-4988 from 1-5 p.m.) and receive 10,000 calls per year, many forwarded from 311. Give information on rental law and also provide referrals to attorneys for help. Are looking to expand their services to suburban Cook and have begun collaboration with Interfaith Housing, Winnetka. Jennifer will pursue ways to include MTO in Alliance activities.

Lengthy discussion on new call center survey. Edited survey and created a log for all CBSA agencies to track 1 week of activity to be used to compile better estimate of call volume. CBSA chairs are to distribute survey and call logs to all providers, to be returned to the Alliance office by an April deadline.

FY2010 IDHS application for renewal of Prevention funding is due. Discussed current funding cap policy of \$1500 maximum per household. Paul reported that the Evanston continuum has no cap, only the statutory rules, and that this is a problem in their merger discussions. No change in Cook policy is recommended at this time.

Committee reviewed application criteria; bankers and allocations each will remain the same as FY2009:

- Catholic Charities (West CBSA), South Suburban Council on Homelessness (South CBSA), The Center of Concern & Connections for the Homeless (North CBSA). The committee recommends maintaining the same funding allocation formula to the CBSAs (36% south, 29% west, 35% north).

Jennifer will complete Section I and needs banker statistics for 2010 projections. Section II will be due to Alliance by March 4. It is unlikely that there will be any additional money for case management.

Next committee meeting is scheduled for Wed. March 18, 2009 at 10 a.m. at the Alliance office.

Mary Schurder, committee co-chair



Suburban Cook County Call Center -AGENCY SURVEY-

The Alliance's Prevention Committee is looking to determine the need for and feasibility of a suburban Cook County Call Center. We are asking that all agency directors fill out the following survey and return it to the Alliance Office (1107 S. Mannheim Road, Suite 304, Westchester, IL 60154 or via email to jessica@suburbancook.org) by April 13th. Please call Dennis Condon at 708.481.6078 or Mary Schurder at 847.823.0453 with any questions. ***Thank you in advance for your cooperation!***

Please complete:

Agency Name: _____
 Contact Person's Name: _____
 Phone Number: (_____) _____ - _____, ext. _____

Estimated weekly incoming calls/messages:

- Please ask your intake worker(s) to complete call log that will be emailed to your agency. Intake workers should read the directions and definitions carefully. Once the one-week call log is complete, please transfer the call log totals below:

Week Start Date: _____
 Week End Date: _____

Calls	Source			Assistance Sought				Type	
Total Calls in 1 Week	Homeless Household	At-Risk Household	Unknown	Housing	Prevention	Other	Unknown	Assisted In-House	Referred for Assistance

Please answer questions 2-5 as completely as possible:

- Do your intake worker(s) currently track incoming calls and messages?

Yes No

If yes, please briefly describe that tracking system:

- Please list the top 3 reasons that persons call your agency.

1. _____
2. _____
3. _____

- Please tell us a little more about the person(s) responsible for answering / returning calls:

How many people are responsible for answering / returning calls: _____

How many hours a day are spent answering / returning calls: _____

What is the estimated weekly cost of staffing for this purpose: \$ _____

Please briefly describe how these persons are trained for Information & Referral:

5. Please briefly describe the greatest challenges that your agency faces answering / returning your current call volume in the space below. (For example: Do calls go unanswered? Are calls difficult to return? Is it very costly? Are callers ineligible? Etc.)

Please answer questions 6-12 based on your level of agreement: the left-most column represents “Strongly Disagree” and the right-most column represents “Strongly Agree”.

<u>Statements (as they relate to your agency)</u>	Strongly Disagree	Disagree	Don't Know	Agree	Strongly Agree
6. A call center would decrease current weekly call volume.	1	2	3	4	5
7. A call center would decrease time answering / returning calls.	1	2	3	4	5
8. A call center would decrease the number of redirected calls.	1	2	3	4	5
9. My agency would want to participate in a call center.	1	2	3	4	5
<u>Statements (as they relate to callers in your region)</u>	Strongly Disagree	Disagree	Don't Know	Agree	Strongly Agree
10. A call center would help callers get information faster.	1	2	3	4	5
11. A call center would help callers get more accurate information.	1	2	3	4	5
12. A call center would be beneficial to the callers in my region.	1	2	3	4	5

13. In your best estimate, which of the following options seems best suited to your agency’s needs, as they relate to the whole of the suburban Cook County continuum. (Please note that all “Estimated Cost” values are *estimates only* and should not serve as the sole basis of your decision.)

- Option 1: No centralized call center
Description: Each agency handles their own prevention calls, messages, intake, etc.
Estimated Cost: Current staffing costs (start-up cost: none)

- Option 2: 800# with a live person answering calls
Description: All suburban Cook County prevention calls are taken by operators who do basic intake and referral to the appropriate agencies in each region
Estimated Cost: \$120,000 - \$300,000 yearly (start-up cost: TBD)

- Option 3: 800# with no live person answering calls
Description: All suburban Cook County prevention calls are routed through a digital system (by zip code) and referred out to the appropriate agencies in each region
Estimated Cost: \$6,000 - \$12,000 yearly (start-up cost: \$2,000 - \$5,000)

- Other: If other, please describe in the space below:

14. Please provide any additional information that you feel may be helpful in the space below. (For example: Do you have any questions? Do you have any concerns? Do you have any suggestions? Etc.)

Estimated Weekly Call Volume

DIRECTIONS:

Please read the following directions carefully before beginning.

1. Please complete the following call log for all incoming calls and phone messages requesting ANY assistance over the course of a ONE WEEK work period. (You do not need to track general inquiries - i.e., volunteers, donors, reporters, students, etc.)

2. The call log should be completed in this Excel template, as the spreadsheet is set up to determine totals for you.

3. Each intake worker should complete their own call log during the course of the week.

4. Additional data lines can be added if the number of calls exceeds the spaces provided. These additional data lines should be added above data line #148 of the Call Log to maintain auto-totals.

4. Call log totals (data line #150 of the Call Log) should be transferred to the space provided on the Agency Survey (Question #1).

DEFINITIONS:

Please read the following definitions carefully before using the call log to ensure consistency.

1. **Homeless Household:** Person(s) is/are currently homeless - i.e., sleeping in a location not meant for human habitation or in an Emergency Shelter, TH Program, or Safe Haven.

2. **At-Risk Household:** Person(s) is/are currently housed (including those that are doubled-up), but are at a high risk of becoming homeless due to their current housing situation.

3. **Housing:** Person(s) was/were helped directly or referred to another agency for help with housing issues - i.e., Emergency Shelter, TH Program, PSH Program or Safe Haven

4. **Prevention:** Person(s) was/were helped directly or referred to another agency for help with homelessness prevention issues - i.e., security deposit assistance, rental /mortgage assistance, utility assistance, or foreclosure/eviction

5. **Other:** Person/Persons was/were helped directly or referred to another agency for help with other issues - i.e., food, clothing, medical/dental service, unemployment, etc.

Please continue to the "CALL LOG" tab to complete the call log.

Outcome and Evaluation Committee

Monday, February 2, 2009

Alliance Office

1107 S. Mannheim Road, Westchester, IL 60454

Present:

Magalie Oscar, Co-Chair, Catholic Charities

Courtney Suchor, Co-Chair, the Sanctuary

Jessica Aleksy, Alliance

Jennifer Wood, YMCA

Kathie Cunningham, Catholic Charities

Jennifer Hill, Alliance

The committee made final formatting edits to the tool and selected documents to be used as best practice examples. We then went through the document and discussed the training in detail, focusing our attention on what sections may be confusing to the participants.

The training for the tool will take place from 12:30 PM to 1:30 PM following the February 27th Alliance Board of Director's Meeting. The location is 1717 Rand Road, Catholic Charities in Des Plaines.

Presenters will have one more planning meeting prior to the training.

Next Meeting is:

Monday, March 2nd, 1:30 PM at the Alliance Office at 1107 S. Mannheim Road in Westchester.