

Proposal Summary
Meeting Date: 8/23/2017

Neumann Family Services
Request # 115354

Project Title:	New Opportunity Center
Duration:	12 months
Request Date:	6/12/2017
Request Amount:	\$100,000
Recommended Amount:	\$100,000
Program Area:	Human Services\Jobs program (not E)
Population Served:	Developmentally Disabled, Mentally Ill
Type of Support:	Salary Support
Grantee Location:	Chicago, IL
Primary Contact:	Mr. Joe Moag

Project Abstract

The proposal is to open a new community-based program site to serve 50 individuals with I/DD and mental illness. Services would be provided through a clubhouse model, delivering employment and healthcare programming.

Organizational Background

Neumann Family Services (Neumann) was founded nearly 70 years ago by a group of parents who were unable to access services from the Chicago Public Schools for their children with developmental disabilities. Over the years, the agency has grown from an organization focused on educating youth with developmental disabilities to one that specializes in serving the needs of adults with a dual diagnosis of intellectual/developmental disabilities and mental illness (I/DD-MI). Neumann provides day training, employment services, healthcare and residential services to advance its mission to help persons with a dual diagnosis of I/DD-MI progress towards the greatest degree of independence, self-sufficiency, and self-fulfillment that is possible.

Annual Revenue Sources

Grants	1%	Government	85%	Earned Income	12%
Fees	1%	Private Support	1%	Other	%

Finances

	Budget	Actual (unaudited)	Actual
	06/30/2018	06/30/2017	06/30/2016
Revenues	\$14,876,376	\$13,795,474	\$14,688,231
Expenses	14,633,278	13,775,112	14,555,488

Surplus (Deficit)	243,098	20,362	132,743
Net Assets	--	\$356,225	\$335,863

Program Description

Currently, Neumann's programming is provided at one large facility located in Chicago's Ravenswood neighborhood on the north side of the City. Programs are under-differentiated by subpopulation as adults with ASD (21%), seniors (25%) and adults with either a dual diagnosis of I/DD and mental illness (I/DD-MI) or a primary diagnosis of mental health (78%) all receive essentially the same day programming delivered through traditional developmental training and psychosocial rehabilitation services. In order to improve quality of life outcomes for its members, Neumann plans to increase programming differentiation to address the specific strengths and choices of the different subpopulations that the agency serves.

Those served by Neumann who live in CILAs (the majority of the 260 members currently served) are transported by vans, and those who live in the community (generally with their families) are either transported by their families or commute via public transportation to Neumann's facility. Members are mainly spread across the north and northwest sides of the city of Chicago. This results in extensive amounts of time that members spend simply coming and going to the agency, time that should be spent engaged in meaningful programming. Furthermore, the costs for all of this transportation that the agency incurs are extensive – over \$650,000 in FY2017.

These two issues – day programming that is undifferentiated by service models that align with the strengths and choices of those being served, and the extensive inefficiencies caused by the logistics of current day programming delivery – are being addressed by moving from a single centralized day programming delivery site to multiple sites (at least six expected to be opened by May 2018), each of which will deliver programming tailored to the choices and strengths of specific subpopulations that the agency serves, in locations that are in proximity to where people being served live.

The first of these centers which is the subject of this proposal is slated to open by August 30 of this year. It will be located at 4436 W. Diversey in Chicago's Hermosa neighborhood. Neumann has leased three adjacent storefronts located in close proximity to a cluster of 6 Neumann CILAs and nearby another cluster of 4 CILAs. Additionally, 20 members live in non-Neumann residences in the area. Fifty members living in these residences and CILAs would receive services at the new location, significantly reducing resources that are currently being wasted on long distance daily transportation. All fifty will begin their day at the Center. Half will then spend their mornings in the community engaged in various activities while the other half engage in activities at the Center. In the afternoons, the two groups will reverse. The following activities will take place at or through the new Opportunity Center:

- (1) Day Framing: Each morning, members will gather as a group and discuss the day's activities with one another and Center staff and plan out their participation in those activities.
- (2) Center Operations: Members work with the Site Coordinator to support the daily operations of the Center. Some will prepare and serve daily meals, some will conduct janitorial duties, and some will support maintenance activities. Members are paid a minimum wage and are encouraged to switch duties within the Team to expand the jobs skills that they learn.

(3) Community Engagement: a continuum of activities designed to teach members about work and how to identify their interests in work, to develop work skill sets, and to find community-based employment:

- (a) Community Exploration. Members will work with Job Coaches to create Exploration Plans that identify areas of member interests that reflect activities in the community. Coaches and members will then explore those interests in the community (at least twice a week for each member so engaged). For example, if a member is interested in animals, visits to a zoo will be planned.
- (b) Volunteering. Members will be encouraged to volunteer at local community organizations to learn self-transportation (going to and from their volunteer activities) and develop skill sets related to employment while engaging as independent people in the larger community.
- (c) Transitional Jobs. Working as part of the Operations Team at the Center, and working with Neumann Neighbors (Neumann's social enterprise which provides janitorial, light maintenance, grounds keeping, etc. through contracts with external organizations), members will work at Transitional Jobs, being paid minimum wage. These jobs provide a variety of duties allowing members to be building their skill sets while performing actual work in the community.
- (d) Competitive Employment. Members will work with Neumann's Job Developer to identify areas of employment interest. The Job Developer engages with area employers to identify those who are interested in hiring qualified members for open positions. The Job Developer then "matches" job openings to qualified members. Once a placement has been made, members receive ongoing support through a peer-led weekly Job Club, through transportation assistance if needed, and through specialized job skills coaching at the Center if needed.

(4) Independence Education: Members will engage in daily education sessions on personal finances (wage income, getting banked, budgeting, etc.), community resources (learning about their neighborhoods and what is available to them including healthy leisure and entertainment options), and housing (tenancy rights and responsibilities, maintenance, etc.). Members will be encouraged to utilize the Center's kitchen and cleaning facilities to learn these skills for usage in their residencies.

(5) Health & Wellness Activities: Neumann's current on-site clinic will become a mobile clinic, servicing this and other centers as they come online on a weekly basis. Healthcare services are based on annual physical and mental health assessments performed by staff RNs, contacted primary care physicians, and psychiatrists and psychologists. These assessment lead to the creation of individualized coordinated care plans that guide healthcare interventions. Interventions include onsite services (peer group sessions, one-on-one therapy, medicinal management, blood draws, wound care, dental care, ophthalmology, podiatry) and off-site specialty care as needed. Medical and behavioral staff will provide on-call care in addition to weekly care as needed.

(6) Community Nights: One night each quarter the Center will hold a Community Night wherein people living in the community (25 per event) will be invited to come to the Center and interact with members (25 per event) around an entertaining or educational event. This will include movie nights, game nights, art nights, and fix-it/repair nights (where members assist professional appliance repair people to help community members fix broken appliances, etc.). The goal of these events is to help members - and the Center itself - integrate into the community.

Expected Outcome

Objective (1): Increase the amount of meaningful time members spend in the community

- (a) 80% of members will actively engage in Community Exploration and will identify employment interests that they wish to pursue
- (b) 80% of members will participate in community-based volunteer activities, with 75% of those reporting increased confidence in engaging in the larger community and 50% reporting expanded job skills
- (c) 100% of members will engage in community-based physical activities, with 75% of those reporting that they wish to expand such activities

Objective (2): Deliver programming that improves the employment of the adults with I/DD-MI

- (a) 80% of members will attain Transitional Jobs and retain those jobs for at least 90 days
- (b) 50% of members will attain community-based competitive employment and retain that employment for at least 90 days

Program Budget

Grant funds would provide support for seven staff roles:

- Full support of 0.8 FTE Job coaches (\$25,600 or 26% of request)
- Partial support of 5.33 FTE Instructors (\$20,200 or 20% of request)
- Partial support of 1 FTE Site Coordinator (\$20,000 or 20% of request)
- Partial support of 0.23 FTE Primary Care Services Team including Health Services Manager, Nurse (\$15,200 or 15% of request)
- Partial support of 2.2 FTE Case Managers (\$10,000 or 10% of request)
- Full support of 0.2 FTE Job developer (\$9,000 or 9% of request)

Prior Grants

Last Grant Date: 2/2/2017
Last Grant Amount: \$15,000.00
Number of Prior Grants: 7
Total Amount Granted: \$209,000

Recommendation

An Immediate Outcome of our Disabilities Impact Plan is that “grantees must discern the drivers of increased quality of life of program participants and facilitate their efforts to increase it.” Since the fall of 2013, CFI has funded multiple organizations to develop and launch variations of smaller-scale programs. These programs have met an emerging need in the disabilities population for more customized, community-integrated offerings. Neumann is embarking on an aggressive effort to transform their delivery of services from a single, large facility to multiple, smaller locations.

The entire transformation will be premised on the sale of the organization’s current location which is being actively marketed for sale. This first community site will serve as a model for the development of other locations which may unfold in coming months.

This is a transition we fully support and the grant award would enable Neumann to launch a new site with programming conforming to current and emerging expectations. We recommend its approval.

Neumann Family Services
Page 5 of 5

<i>Neumann Family Services</i>			
<i>New Opportunity Center</i>			
<i>7/12/2017</i>			
<i>Total Project Budget</i>			
<u>Revenue</u>	<u>Funds Needed</u>	<u>Funds Requested</u>	<u>Funds Committed</u>
Coleman Foundation - Grant	\$100,000	\$100,000	-
Private donations/grants:			
Siragusa Family Foundation	10,000	10,000	-
Montgomery Ward Foundation	5,000	-	5,000
Fred Brunner Foundation	5,000	5,000	-
Longbrake Family Foundation	38,000	-	38,000
Organizational contribution	34,448	-	34,448
Medicaid	796,306	796,306	-
SNAP	40,000	40,000	-
Illinois Dept. of Human Services	35,124	35,124	-
Revenue Total	\$1,063,878	\$986,430	\$77,448
<u>Expense</u>	<u>Project Budget</u>	<u>Coleman Funds</u>	<u>Other Sources</u>
<i>Personnel</i>			
Site Coordinator	39,000	20,000	19,000
Instructors	202,500	20,200	182,300
Foodservice Coordinator	7,200	-	7,200
Career Svcs Mgr./Job Developer	9,000	9,000	-
Job Coach	25,600	25,600	-
Clinical Supervisor	12,000	-	12,000
Behavioral Care Spec.	14,000	-	14,000
Therapists	30,000	-	30,000
Art Therapist	3,800	-	3,800
Case Managers	85,490	10,000	75,490
Health Svcs. Manager	12,000	9,200	2,800
Nurse	14,000	6,000	8,000
Medical Clerk	7,200	-	7,200
Medical Case Manager	14,400	-	14,400
One on One DSP	47,708	-	47,708
Driver	13,287	-	13,287
Housekeeping	5,808	-	5,808
Recruiter	3,333	-	3,333
<i>Subtotal Salary</i>	\$546,326		
Fringe	136,582	-	136,581
<i>Subtotal Salary & Fringe</i>	\$682,908	\$100,000	\$582,907
<i>Other Direct Expenses</i>			
Food	40,000	-	40,000
Rent	60,000	-	60,000
Utilities	10,800	-	10,800
Transport	21,600	-	21,600
Office Supplies	6,120	-	6,120
Maintenance	2,400	-	2,400
<i>Other Direct Expense Subtotal</i>	\$140,920	-	\$140,920
<i>Subtotal Direct Expenses</i>	\$823,828	-	\$823,828
Overhead	140,051	-	140,051
<i>Total Direct And Indirect</i>	\$963,878	-	\$963,878
<i>Capital:</i>		-	
Furnishings	46,000	-	46,000
IT Equipment	10,000	-	10,000
Bathroom Rehab	16,000	-	16,000
HVAC	15,000	-	15,000
Professional Services	13,000	-	13,000
TOTAL EXPENSE:	\$1,063,878	\$100,000	\$963,878