# Soak Park

### E.C.H.O. Phase 1 Update

Vanessa Matheny, Community Services Administrator Neighborhood Services

### Phase 1







### **Referral Source**

70





### Oak Park <sup>3</sup>

# Primary Support Need



Oak Park 4

### **Initial Resident Contact**



### Rolling 5-day average of calls



Oak Park 5

### **Initial Resident Contact**



Oak Park 6

### Repeat Engagement

60







# Police Department Referral

### • Resident A:

- Family experiencing challenges related to a youth's behavioral health with a family dispute.
  - Care Coordinator contacted the mom to assess the situation and explore services.
    - Behavior concerns
    - Need youth-focused activities

# Fire Department Referral



### • Resident B:

- Resident experiencing dementia-related challenges, initially reported as missing
  - Power of Attorney (POA)
  - Obtain a dementia identification
    - Free or low-cost dementia ID bracelets through MedicAlert and American Medical ID
    - Support from the resident's physician
    - Oak Park Township Senior Services for caregiver support for caregiver burnout.
    - Senior support services through the Veterans Administration (VA).

# **Unhoused Resident Referral**

### • Unhoused Resident:

- Resident came to the Village as a walk-in referral
  - Presented with the following needs:
    - Financial assistance
    - Housing Assistance
    - Insurance Assistance
    - Case Management
    - Food Insecurity
    - Children assistance (medical/dental)
    - Job Placement
    - Childcare

# Community Engagement

- Business District Community Support
  - Panhandling Campaign
- Weekly District Cleanings
- Street Outreach coordination with unhoused
- Resident engagement within 48 hours of referral

### Key Takeaways & Next Steps

- Network and Referrals
- Housing Assistance
- Volume of Calls
- State of Illinois CESSA



# or beneficial of the second se

### Questions?