



United Way  
of Greater McHenry County

# Programs Manual

November 19, 2008

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### **1.0 - Purpose**

The purpose of this document is to identify and describe each of the human service programs that United Way of Greater McHenry County (UWGMC) is presently willing to consider funding during its annual agency allocations cycle; and to describe the process for adding programs to, or removing them from, the manual.

The purpose of a program description is to provide both UWGMC and the agency(s) offering the program common grounds for understanding and assessing a program in terms of its objective(s), key service elements, targeted clientele, and service volume measurements.

### **2.0 - Who May Request Allocation of Funds for a Listed Program**

Any United Way of Greater McHenry County member agency may request funding for any program listed and described in this manual.

UWGMC may choose to provide funds for the same program to more than one member agency when the client bases of each agency differ. It is up to each member agency to demonstrate that no duplication of service to the same client base will occur, that its program is efficient and effective, and that the community's best interests are served if UWGMC chooses to fund more than one provider of a listed program.

### **3.0 - Programs Eligible for Consideration for an Annual Allocation of United Way Funds**

UWGMC's Allocations Committee will only consider funding programs that have been listed and described in this manual prior to the start of the annual allocations consideration cycle.

Absence of a program from this manual at the time an annual allocations cycle begins should not be interpreted to mean that UWGMC will not be willing to consider funding the program in subsequent allocations cycles after it is proposed and accepted for inclusion in this manual.

UWGMC's Agency Relations Committee is responsible for determining which programs to include in the manual as eligible for consideration for funding. The role of the Allocations Committee is to determine whether, and to what extent, currently listed programs will be funded. This split responsibility enables UWGMC to reasonably deliberate whether or not it wants to consider funding a program apart from the time it decides whether to actually fund a listed program.

No new program will be considered or approved for inclusion in this manual unless the program, as described and presented:

1. Is clearly consistent in all respects with the program related standards expressed in Section II-E and F, and Section III-B of the United Way of Greater McHenry County Agency Relations Manual,  
  
and
2. The program fulfills each of the following additional criteria:
  - The service provided utilizes the support of paid agency staff responsible for managing and administering the program.
  - The service provided is a distinct, formally structured part of the agency's operation with a distinct set of policies and procedures related to the program service.
  - The service provided represents a primary objective of the agency in its own right, rather than being subsidiary or ancillary to other objectives or services.
  - The service is operated and administered by the agency itself and is not provided under separate cooperating auspices by another agency.

- The service provided is, in the sole judgment of UWGMC, one that:
  - a. addresses an important community need; and
  - b. would not be unduly controversial to the people and organizations from which UWGMC seeks financial contributions and assistance in raising and allocating such funds to member agencies.

#### **4.0 - Process for Adding a Program to the Manual**

The Agency Relations Committee may consider including new program descriptions in this manual during its annual activity cycle occurring during the middle of each calendar year.

New program proposals may be initiated by any of the following entities:

- An existing UWGMC member agency;
- A prospective member agency at the same time it submits a complete application for member agency status;
- UWGMC itself. However, if the new program is approved, UWGMC will negotiate with an existing member agency to actually provide the program and seek funding for it. UWGMC is not a direct service provider, nor does it compete with its member agencies for program funds.

Persons wishing to develop and submit a new program description for inclusion in this manual are urged to contact the UWGMC executive director for advice and assistance in preparing the written proposal that will go to the Agency Relations Committee.

New program proposals should be submitted to UWGMC's Agency Relations Committee not later than August 1. **Note:** New program proposals from prospective member agencies should arrive by the July 1 deadline date for new member agency applications.

New program proposals shall include only:

1. A transmittal letter not to exceed one page in length;
2. A concisely written program description, not to exceed one-half page in length, addressing each of the following:
  - Program Name
  - Program Objective(s)
  - Program Components
  - Targeted Clientele
  - Service Measurement Basis (see Service Measurement Definitions Section)
    - Primary measurement
    - Secondary measurement
3. A concise written narrative statement, not to exceed five pages, including documentation, addressing any or all of the following issues as the proposer elects:
  - evidence of existing unmet need for the program;
  - evidence of demand for the program;
  - evidence of existing client and/or community financial support for the program over and above the level of support that would be sought from UWGMC;
  - statement as to whether or not the program, and/or its targeted clientele, would duplicate services already available to McHenry County residents;
  - statement confirming that the program is consistent with related program criteria expressed above and in the United Way of Greater McHenry County Agency Relations Manual.

4. A program and units of service budget - presented on UWGMC's budget Form 2, a copy of which is included at the end of this narrative.

The Agency Relations Committee will consider each new program proposal. The committee may request staff to acquire more information or may elect to interview agency representatives before making a decision.

The Agency Relations Committee will decide whether or not to add a program to the manual and will forward its recommendation to the UWGMC Board of Directors for ratification at or before the last scheduled board meeting of the calendar year.

There shall be no right of appeal if the proposal is denied.

When a new program is approved for inclusion in this manual, the manual will be updated and reissued to all member agencies not later than the date when annual allocation request kits are next mailed to member agencies.

#### **5.0 - Process for Revising a Currently Listed Program**

Programs change over time in terms of their scope, components, client focus, and appropriate measures of service volume. Because the purpose of the written program description is to provide the member agency and United Way a common basis for viewing and assessing the program, it is important that program descriptions be updated when a program has changed significantly.

Responsibility for ensuring that a program description is accurate rests with the member agency(s) receiving UWGMC funds for the program. It is up to the agency to initiate change in descriptions to ensure they are up to date.

All the agency needs to do to update the program description is to edit the existing description and send it to UWGMC with a brief explanation of why the changes are being suggested. Suggested changes should reach UWGMC by August 1 to allow staff and the Agency Relations Committee time to consider and incorporate them into the manual before it is published for distribution to member agencies at the start of the next annual allocations cycle.

#### **6.0 - Removal of Programs from the Manual**

A program will automatically be removed from this manual when any one of the following events occur:

- No request to allocate funds to the program has been received from a member agency for three consecutive years.
- UWGMC concludes that it is no longer willing to fund the program.

There shall be no right of appeal of UWGMC's decision to remove a program from this manual, the effect of which is to bar requisition funds for the program over the near term. The appropriate method of seeking to restore a program to the manual is to submit a proposal to the Agency Relations Committee consistent with the previously described process for adding a new program to the manual in Section 4.0.

## **7.0 - Explanation of Service Measurements**

**Staff Hour:** One hour of professional time spent providing the service.

Explanation: Measurement includes professional time spent on: program components listed under the functional service, case logs, case consultation, collateral contracts, travel time to and from the client's home, and service scheduling preparation and follow-up.

The service does not include time spent on management functions, i.e. bookkeeping, statistical computation, staff training, fund raising, public relations, staff evaluation, nor any other activities that do not involve the actual delivery of service.

**Day of Attendance:** Amount of time, defined below, that client attends program.

Explanation: Day Care: 1 day = 8 hours  
Day Programming: 1 day = 6 hours

Since programs may vary in length and clients' attendance will vary, the following examples should be followed: a child attends a day care program 3 hours one day and 5 hours the next;  $3 + 5 = 8$  and, therefore, one day.

**Care Segment:** Before and After School Day Care is measured in care segments rather than hours. If a child participates in the program either before school only, or after school only, the child has received one care segment that day. If a child participates both before and after school two care segments have been provided that day.

**Night of Care:** Overnight stay of one client in a facility.

**Volunteers Placed:** Unduplicated number of persons actually placed as volunteers with other agencies.

Explanation: A person who is placed with two or more agencies in the same fiscal year can only be counted as one volunteer placed.

**Clients Served:** Unduplicated number of clients who receive the service in a fiscal year.

Explanation: In group services, no matter how many types of activities or groups a person participates in during the fiscal year, he/she may only be counted once.

Agency Name:  
 Program Name:  
 Primary Units of Service Definition:  
 Secondary Units of Service Definition:  
 Agency Fiscal Year Begins:

Program Number:  
  
 and Ends:

<b>INCOME &amp; EXPENSES</b>	Last Fiscal Year	This Fiscal Year	Next Fiscal Year
<b>PROGRAM INCOME</b>	Actual	Projected	Proposed
1 Allocation from United Way of McHenry County			
2 Funds from Other United Ways			
3 Program Service Fees			
4 Grants and Fees from Other Organizations			
5 Legacies, Bequests, and Memorial Gifts			
6 Agency Fund-Raising and Contributions			
7 Sales of Materials			
8 Other Income			
<b>9 Total Program Income (Add Lines 1 through 8)</b>	\$0.00	\$0.00	\$0.00
<b>PROGRAM EXPENSES</b>			
10 Salaries			
11 Employee Benefits			
12 Payroll Taxes			
13 Professional Fees			
14 Supplies			
15 Telephone			
16 Postage and Shipping			
17 Occupancy			
18 Rental and Maintenance of Equipment			
19 Printing and Publications			
20 Travel			
21 Conferences, Conventions and Meetings			
22 Specific Assistance to Individuals			
23 Membership Dues			
24 Insurance			
25 Other (Identify)			
26 Other (Identify)			
27 Depreciation of Buildings and Equipment			
28 Miscellaneous			
<b>29 Total Direct Program Expenses (Add Lines 10 through 28)</b>	\$0.00	\$0.00	\$0.00
30 Allocated Management, General, and Fund-Raising Expense			
<b>31 Total Program Expense (Add 29 and 30)</b>	\$0.00	\$0.00	\$0.00
32 Program Surplus (Deficit) (Subtract Line 31 from Line 9)	\$0.00	\$0.00	\$0.00
33 Primary Units of Service Total			
<b>34 Cost per Primary Unit (Divide Line 31 by Line 33)</b>	#DIV/o!	#DIV/o!	#DIV/o!
35 Secondary Units of Service Total			
<b>36 Cost per Secondary Unit (Divide Line 31 by Line 35)</b>	#DIV/o!	#DIV/o!	#DIV/o!
<b>37 Capital Expenditures Allocated to This Program</b>			
38 Value of Waived Fees			
39 Is there a waiting list for this program?			
40 How many people are on the waiting list?			
41 How long will a person placed on the waiting list normally have to wait for service?			
42 Do you have a fee for service schedule for this program scaled to ability to pay?			
43 When were fees last reviewed? When were fees last adjusted?			
44 Does the revenue, expense and unit of service data reported above cover: McHenry County Only? or Entire geographic region covered by agency?			

### Ao6 - Head Start

**Objective:** Provide a comprehensive interdisciplinary pre-school program to children from low-income families to enhance their social competence and foster growth and development.

#### **Program**

- Components:**
- a. Education program to meet each child's individual needs including screening and assessment, and provision of appropriate personal development activities through a learning environment in the child's home or classroom.
  - b. Health Services to provide preventive health and early intervention care including medical, dental, mental health, and nutrition services.
  - c. Social Services to assess family needs and resolve needs through direct service or referral.
  - d. Parent Involvement program to support and enhance the parental role as the principal influence in their child's education and development.
  - e. Special Services to children with specific special needs directly, contractually, or through coordinated arrangements.
  - f. Transportation Services to enable each child to benefit from daily program participation.

**Clientele:** Children between the ages of three and five, meeting income guidelines established by the Federal government.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of days of attendance for all clients.

### A10 - Day Care

**Objective:** To provide a supervised day program that encourages the continued development of the child during the parent's absence.

#### **Program**

- Components:**
- a. Screening and assessment to evaluate appropriate type of program for the child.
  - b. Employment of professional childcare and early childhood development specialist to instruct and supervise day programming.
  - c. Existence of adequate space, equipment and support staff equal to State requirements for the licensed number of slots.
  - d. Consultation with parents to assess impact of educational and recreational activities on the child.
  - e. Transportation to and from the facility may be provided for those families who do not have the means to transport the child.

**Clientele:** Preschool children of working parents, low income and single parent families where the parent(s) is in training, an education program or employed.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of days of attendance for all clients.

### **A11 - Before & After School Day Care**

**Objective:** To allow residents of McHenry County who would otherwise be unable to participate, a chance to work and know their kids are being well taken care of.

#### **Program**

**Components:**

- a. Qualification for scholarship assistance by a staff person using a sliding fee scale.
- b. Employment of professional childcare and early childhood development staff to instruct and supervise programming.
- c. Existence of adequate space, equipment and support staff.
- d. Consultation with parents to assess impact of educational and recreational activities on the child.

**Clientele:** School age children whose parents are in training, educational programs or employed and therefore precluded from caring for their children during these hours.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of before school and after school care segments per client, per day.

### **A13 - Summer Day Care (Day Camp)**

**Objective:** Same as A10, but operating during the months that school is closed.

#### **Program**

**Components:** Same as A10.

**Clientele:** Same as A10.

#### **Service**

**Measurements:** Same as A10.

### **A15 - Day Programming (MR-DD-MI) 0-3 Years**

**Objective:** Provide Early Intervention services and support to children 0-3 years old with developmental needs, and their families.

#### **Program**

**Components:**

- a. Screening and diagnostic assessment to determine appropriate services.
- b. Provision of structured intervention services on one-to-one basis and in small groups.
- c. Consultation/individual and group counseling with parents about coping with and understanding problems.
- d. Facilitation of interagency coordination of services to families.

**Clientele:** 0-3 years of age. Handicapped, disabled, mentally ill, or at risk of becoming delayed.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients

### A18 - Day Programming - Frail Elderly Recovery Services

**Objective:** To provide a structured comprehensive program that provides a variety of community support, counseling, therapy and psychiatric services to those experiencing a serious mental illness.

#### **Program**

- Components:**
- a. Determination of services provided is based on comprehensive assessment, clinical judgment, and client choice.
  - b. Development of individual plan responding to those abilities affected.
  - c. Maintenance of each participant of his/her level of functional ability.
  - d. Planned activities to include community support and counseling, therapy or psychiatric services as determined by assessment and treatment plan, and to respond to goals as established for each participant.
  - e. Movement to recovery of serious mental illness for the participant, and support and respite for the family members.
  - f. Transportation to and from the facility as needed.

**Clientele:** Older adults who are experiencing serious mental illness.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of client hours served.

### A19 - Day Programming - Frail Elderly Dementia Services

**Objective:** To provide a structured comprehensive program that provides a variety of health, social, and related support services in a protective setting for those with memory loss.

#### **Program**

- Components:**
- a. Determination of services provided is based on comprehensive assessment of background, occupations held, personality aspects, physical and functional capacity, and client choice.
  - b. Development of individual plan responding to those abilities affected.
  - c. Maintenance of each participant of his/her level of functional ability.
  - d. Planned activities, including a Montessori approach to dementia, Horticultural Therapy, Animal-Assisted Therapy, Music Therapy, or psychiatric services as determined by assessment and treatment plan, to respond to goals as established for each participant.
  - e. Socialization and programmed activities for the participant and support and respite for the family members.
  - f. Transportation to and from the facility as needed.

**Clientele:** Older adults who are experiencing memory loss.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of client hours served.

### A2o - Day Programming - Frail Elderly Adult Day Health

**Objective:** To provide a structured comprehensive program that provides a variety of health, social, and related support services in a protective setting for those who are socially isolated and/or medically frail.

#### **Program**

- Components:**
- a. Individual interview/assessment regarding activities and abilities participant is able to complete.
  - b. Development of individual plan responding to those abilities identified.
  - c. Maintenance of each participant to his/her level of functional ability.
  - d. Planned activities responding to goals as established for each participant.
  - e. Socialization and programmed activities for the participant, and support and respite for the family members.
  - f. Transportation to and from the facility as needed.

**Clientele:** Older adults who are socially isolated and/or medically frail.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of client hours served.

### **B05 - Youth Delinquency Prevention**

**Objective:** Provide youth delinquency prevention services to children and their families.

**Program**

- Components:**
- a. Collaboration with the court system, law enforcement, schools, agencies, churches, and the community at large on delinquency prevention activities for McHenry County youth.
  - b. Group and individual education and counseling to divert juveniles from the criminal justice and social services treatment systems. Types of issues addressed may include, but not be limited to:
    - Anger management
    - Values clarification
    - Parenting skills
    - How to get along with peers appropriately
    - Helping young people disconnect from gangs
  - c. Linkage and referrals to necessary and appropriate services for children who need diversion from the criminal justice and social services systems.

**Clientele:** Children evidencing need for special guidance to help them avoid becoming involved in the juvenile justice system.

**Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients.

### **B10 – Child Abuse Victim Services**

**Objective:** Alleviate the secondary trauma to abuse victims and their non-offending family members which is sometimes associated with the reporting, investigating and/or prosecution of child sexual and severe physical abuse.

**Program**

- Components:** Provide Needs Assessment services and assist with referrals to services needed to enhance the victim's and family's ability to cope with the reporting, investigation and/or prosecution of child sexual and severe physical abuse.
- a. Meet with the victim and non-offending family members during crisis periods to assess needs and provide support (e.g. medical examination, victim sensitive interview, court hearing, etc.)
  - b. Provide relevant information to the victim and non-offending family members on the process of investigation and prosecution.
  - c. Provide case management during the process of investigation and prosecution to ensure the timely and efficient flow of information to the victim and non-offending family members.

**Clientele:** Sexual and/or severe physical abuse/assault victims that are between 0-18 years of age and their non-offending family members.

**Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients.

### **B13 – Child Abuse and Neglect Advocacy**

**Objective:** Provide trained community volunteers to work with children involved in juvenile abuse and neglect cases within the juvenile court system of McHenry County.

#### **Program**

- Components:**
- a. Recruit and train volunteers to work directly with abused and neglected children and their families.
  - b. Match volunteers with children needing services.
  - c. Meet with the victim, family members, foster parents and professionals in order to gather factual information and recommend services.
  - d. Provide factual, objective information to the court through written reports.
  - e. Monitor and assess volunteer assignments on a regular basis and provide support and supervision as appropriate.

**Clientele:** Children of abuse and neglect whose open court case is under the jurisdiction of the 22<sup>nd</sup> Circuit Court of McHenry County.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients.

### **B15 - Family & Individual Counseling**

**Objective:** To alleviate the conditions contributing to family and individual stress and dysfunctioning.

#### **Program**

- Components:**
- a. Diagnosis of individual situation and development of treatment plan.
  - b. Capacity to respond to crisis and provide emergency response to explosive situations.
  - c. Professional capacity to treat marital conflict, parent-child relationship problems, impaired social dysfunctioning, emotional problems (short of conditions requiring hospitalization) and life-stress situations.
  - d. Availability of other supportive services such as financial counseling or legal aid.

**Clientele:** All individuals and families in the target area.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients.

### **B16 - Legal Assistance**

**Objective:** Provide legal representation and advice in civil legal manners to low income and elderly clients. The scope of intended available services excludes class action lawsuits, welfare legislation, representation of prisoners, abortion/right to life matters, and competition for fees with the local bar association.

#### **Program**

**Components:**

- a. Employment of Illinois licensed attorneys and attorney-supervised para-professionals to respond to requests for legal aid.
- b. Advise clients concerning civil disputes or other legal problems.
- c. Represent clients in judicial and administrative proceedings.
- d. Provide legal education seminars to clients and community groups on legal issues facing low-income elderly clients (e.g., consumer disputes, governmental programs, housing law, family law, rights of nursing home residents, small estate planning, public aid programs, Medicare, Medicaid, and other miscellaneous areas affecting low income and elderly clients.)

**Clientele:** Low income and elderly residents of McHenry County, Illinois

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients.

### **B17 - Bilingual Outreach**

**Objective:** Foster greater independence and community acceptance by alleviating the conditions that cause stress and dysfunction in families and individuals, with a focus on the local Hispanic community.

#### **Program**

**Components:**

- a. Analyze problem(s) and formulate assistance plan.
- b. Respond to crisis situations and provide emergency assistance or referral as appropriate.
- c. Assist with or find resources for alleviating marital conflict, parent-child relationship problems, school and social dysfunction, emotional problems, and other life-stress situations such as employment, housing, INS issues, etc.
- d. Arrange other supportive services such as financial counseling, legal aid, substance abuse counseling, advocacy to government agencies and other service providers, interpretive services, etc.

**Clientele:** Primarily, but not limited to, Hispanic individuals and families in McHenry County.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients.

### **B21 - Client & Family Support Service**

**Objective:** Provide individually tailored support and services needed by disabled individuals or families; which enable the clients to live independently in the community.

#### **Program**

- Components:**
- a. Assess individuals and/or families to determine needs.
  - b. Develop and implement individually tailored service plans.
  - c. Provide case management services including support and direction, life skills training, advocacy, use of community resources, medication monitoring, and training.
  - d. Provide referral and linkage to entitlements and other supportive services.
  - e. Provide rapid response to emergency or crisis situations.

**Clientele:** Individuals and families with developmental and/or mental disabilities.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients.

### **B30 - Family & Individual Development**

**Objective:** To strengthen family and individual relationships and values through activities that build a healthy body, mind, and spirit.

#### **Program**

- Components:**
- a. Market the availability of agency membership scholarships to local Human Service agencies, working together to determine need.
  - b. Agency staff interview with client and/or family to determine appropriate program participation and membership fee if any.
  - c. Placement in activities.
  - d. Quarterly review with referring agency to assess ongoing client needs.

**Clientele:** McHenry County families and individuals, referred by local Human Service agencies, who are permanently or temporarily afflicted with mental, physical and/or emotional disabilities; or, who are facing permanent or temporary financial hardships.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of scholarships provided.

### **B35 - Financial Management & Budget Counseling**

**Objective:** To teach individuals and families how to handle their finances and manage a budget.

**Program**

- Components:**
- a. Employment of qualified staff to provide financial advice and instructions on budgeting techniques.
  - b. Provision of debt management, auditor coordination and payment scheduling.
  - c. Availability of supportive services such as family counseling or alcoholism and drug treatment.
  - d. Community education on preventing over indebtedness.

**Clientele:** Families or individuals experiencing financial trouble or in danger of bankruptcy.

**Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients.

### **B36 - Housing Counseling & Mortgage Foreclosure Prevention**

**Objective:** Encourage responsible homeownership and prevent mortgage foreclosure.

**Program**

- Components:**
- a. Utilize experienced personnel to provide housing and mortgage foreclosure advice and counseling to potential homeowners and mortgagors who are experiencing trouble with their mortgage loans.
  - b. Provide educational seminars for potential and new homebuyers, addressing all areas of home purchase, applying for and obtaining mortgage loans, maintaining homes in safe and good repair, saving for replacement of appliances and equipment and good household money management skills.
  - c. Form a local "Homebuyers Club" to act as a support group for new homeowners.
  - d. Maintain contact with clients during the foreclosure process to make certain that the paperwork, court requirements and obligations are fulfilled both by the mortgagors and the mortgagees.

**Clientele:** Families or individuals seeking to become homeowners or to preserve their status as mortgagors in good standing and those wishing to remain financially stable so as to secure the level of housing they require and desire. To a lesser extent those families or individuals who are currently unable to obtain rental housing would also be served.

**Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients.

### **B41 - Community Employment Service for Disabled Persons**

**Objective:** Provide an employment option for the individual with disabilities who is capable of maintaining competitive or supported employment in the community.

#### **Program**

- Components:**
- a. Labor market analysis, job development, job placement, and follow-up services provided by placement or supported employment staff.
  - b. Referral for placement services, staffing with the consumer and other interested parties, acceptance for services, and development of an Individualized Written Program Plan.
  - c. Referral for other support services as needed to maintain successful employment.
  - d. Development of natural supports necessary to insure the success of the consumer at the job site.
  - e. Closure of services when the consumer has met their Program Plan goals and a natural support structure is in place.

**Clientele:** Persons with a disability who have the potential for community employment.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients.

### **B42 - Transportation Program for Homeless Persons**

**Objective:** Provide transportation to link homeless people with emergency and transitional shelter, jobs, the day service center, and necessary programs and services in the community.

#### **Program**

- Components:**
- a. Assess client eligibility.
  - b. Recruit, orient, and train drivers.
  - c. Schedule eligible riders.
  - d. Transport clientele.
  - e. Maintain transportation vehicles.
  - f. Maintain documentation and reports of service.

**Clientele:** Persons with a disability who have the potential for community employment.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of miles driven for all clients.

### **B43 - Day Program for Homeless Persons**

**Objective:** Reconnect homeless and near homeless people with the community through provision of a comprehensive day services program.

#### **Program**

- Components:**
- a. Provide client registration and orientation to the services available in the day center program.
  - b. Provide, at a single location, a comprehensive day program including case management, counseling, personal growth and skill building, entitlement services advocacy and representation, job seeking skills training, permanent housing search, showers, laundry, telephone, mail drop, and monitoring and care for children.
  - c. Provide daytime case management services and mental health counseling related to homelessness as well as advocacy to link homeless people with jobs, mental and physical health care, financial and legal assistance, and permanent housing.

**Clientele:** Homeless and near homeless men and women over the age of eighteen and children under the age of eighteen accompanied by a parent or legally responsible adult.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of service days to all clients.

### **B44 - Emergency Shelter for Homeless Persons**

**Objective:** Provide short-term emergency food, shelter and social support services for homeless and near-homeless persons in McHenry County.

#### **Program**

- Components:**
- a. Provide overnight (7 p.m. to 7 a.m.) food and shelter to homeless persons at various churches throughout McHenry County during the months of October through April and on a year round basis at a centralized location.
  - b. Provide registration, initial intake and assessment to emergency overnight guests at the church sites and at the centralized location.
  - c. Provide outreach and case-finding to link emergency shelter guests to day services.
  - d. Train and orient community volunteers needed to operate the evening church sites and other programs.

**Clientele:** Homeless men and women over the age of eighteen and children under the age of eighteen accompanied by a parent or legally responsible adult.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of emergency shelter nights of care to all clients.

### **B45 - Transitional Housing Services for Homeless Persons**

**Objective:** Help people make the transition from homelessness to self-sufficiency.

**Program**

- Components:**
- a. Provide interim shelter, food, and clothing for individuals and families without homes and seeking to return to self-sufficiency.
  - b. Provide comprehensive social services support such as: case management, counseling, personal growth and skill building, development of personal objectives, job and permanent housing search, basic provisions for personal cleanliness, telephone and mail drop access, activity planning, advocacy to link homeless people with jobs, mental and physical health care, financial and legal assistance, and permanent housing.
  - c. Ensure that clients acquire basic knowledge and habits essential to obtaining and holding employment (GED, tutoring, job behavior counseling, etc.).

**Clientele:** Homeless persons and families apparently willing and desiring to achieve self-sufficiency.

**Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of nights of care for all clients.

### **B55 - Alcohol & Drug Counseling/Outreach**

**Objective:** To provide assistance to individuals (their families) dependent on alcohol or drugs.

**Program**

- Components:**
- a. Employment of professionals trained in alcohol and drug counseling techniques.
  - b. Group and individual therapies.
  - c. Provision for maintaining individuals from returning to dependence on abusive substances.
  - d. Availability of job training and rehabilitation services.
  - e. Access to support groups and self-help groups.

**Clientele:** Anyone dependent on alcohol or drugs.

**Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients.

### **B6o – Domestic Violence Victim Support Services**

**Objective:** To intervene and respond to domestic violence crises, protect victims and family members who live in violent homes, and prevent, diminish or stop family violence.

#### **Program**

- Components:**
- a. 24-hour crisis intervention and support.
  - b. Individual and group counseling for adult victims.
  - c. Child care for adults receiving services.
  - d. Court services and advocacy including assistance with orders of protection, presence in courtrooms for domestic violence cases, and follow-up court contact with victims.
  - e. Review reports from nine major jurisdictions.
  - f. Ride along with police officers, respond to calls, and conduct countywide and individual training for police officers.
  - g. Provide Illinois Coalition Against Domestic Violence approved 40-hour training for agency staff, volunteers and community members.

**Clientele:** Adults who witness or experience domestic violence.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients.

### **B61 – Domestic Violence Children’s Services**

**Objective:** To intervene and respond to crises, protect children who witness/experience violence in their homes, and prevent, diminish or stop violence in children’s families.

#### **Program**

- Components:**
- a. 24-hour crisis intervention and response to children.
  - b. Provide individual and group counseling and advocacy for children.
  - c. Provide prevention and education programs in pre-schools, grade schools, high schools and colleges that help children and adolescents identify and prevent abusive behavior.
  - d. Provide legal advocacy and Orders of Protection for child clients who need the protection of the court.
  - e. Provide case management so services for all family members work best to prevent, diminish, or stop domestic violence.
  - f. Provide advocacy, linkage and referral to other social service agencies, child psychiatrists, and mental health therapists specializing in children who have experienced trauma.

**Clientele:** Children who witness/experience domestic violence or are at-risk of domestic violence.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients.

### **B62 – Mental Health Therapy for Domestic Violence Victims**

**Objective:** To help those who suffer from past emotional, physical or sexual abuse to experience a sense of relief, gratitude and an enhanced sense of their abilities to cope in a healthy manner.

#### **Program**

- Components:**
- a. Individual mental health therapy.
  - b. Group mental health therapy.
  - c. Case management services.

**Clientele:** Individuals who experienced emotional, physical or sexual abuse in the past and who have trouble coping in their current lives because of past trauma.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients.

### **B63 – Partner Abuse Intervention Program**

**Objective:** To provide intervention and education for adults and adolescents who perpetrate or are at risk of perpetrating violence in their families that provides non-violent behavior choices, negotiating skills, and parenting skills.

#### **Program**

- Components:**
- a. Individual assessment, evaluation, and a 24-week group intervention and education program for groups of men, women, parents and adolescents.
  - b. 4-hour educational seminar for men.

**Clientele:** Adults and adolescents who perpetrate or are at risk of perpetrating violence in their families.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients.

### **B64 – Emergency Shelter for Victims of Domestic Violence**

**Objective:** Provide secure emergency shelter for women and their minor children who must flee their home due to a domestic violence crisis.

#### **Program**

- Components:**
- a. Provide a totally secure shelter.
  - b. Provide this shelter for a period of sixty to ninety days along with food, clothing and support services.
  - c. Allow for a twenty-four hour every day crisis intervention, registration, intake, and assessment of all new shelter residents.
  - d. Provide individual and group counseling/advocacy along with linkages to domestic violence support services such as court advocacy, bilingual/bicultural services, entitlements, social service programs, and community outreach and referral.

**Clientele:** Female adult victims of domestic violence, their female minor children and their male children up to the age of thirteen.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of nights of shelter care provided.



### B7o – Animal Assisted Youth Services

**Objective:** Provide non-traditional learning activities and opportunities to the at-risk and developmentally disabled youth of McHenry County.

#### **Program**

- Components:**
- a. Collaborate with schools, agencies, the court system and the community at large to identify required services.
  - b. Support and enhance parent/child relationships in at-risk families.
  - c. Continually evaluate the services being provided and make adjustments as necessary to ensure the children and their families are getting the help they need.

**Clientele:** Challenged and at-risk youth between the ages of three and twenty-one, developmentally disabled young adults and the families of all clients.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients.

### C10 – Primary and Secondary Health Care Services

**Objective:** To provide primary and specialty health care services to the uninsured or underinsured population of McHenry County.

**Program**

- Components:**
- a. Provide health care services through the life span including adult health care, pediatric and women’s health care.
  - b. Provide wellness exams, school physicals, immunizations, disease diagnosis and treatment, chronic disease management, screenings and prevention of disease.
  - c. Pharmaceutical services to eligible patients.
  - d. Referral and linkages to other services.

**Clientele:** Any uninsured or underinsured resident of McHenry County.

**Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of patient visits.

### C20 - Hospice Services

**Objective:** To institute a comprehensive program of care for the terminal ill individual while providing support for the family.

**Program**

- Components:**
- a. A coordinated team approach to care that stresses pain control and symptom management.
  - b. Regular home visits by members of the hospice team, including nurses, home health aides, social workers, and trained volunteers.
  - c. Coordination of all aspects of care related to the terminal illness, including medical equipment, supplies and medications.
  - d. On-call availability of hospice services 24 hours a day, seven days a week.
  - e. Spiritual support through coordination with the family’s own clergy or the hospice chaplain.
  - f. Coordination with community hospitals and nursing homes to provide inpatient hospice care when necessary.
  - g. Provision of educational programs on grief and care of the dying.

**Clientele:** Anyone suffering from a terminal illness and the person’s family.

**Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of patient days of hospice care to all clients.

### C21 - Bereavement Services

**Objective:** To provide support to individuals in the community who have experienced the death of family member or loved one.

#### **Program**

- Components:**
- a. Bereavement follow-up with families for one year after the death of a loved one.
  - b. Provision and coordination of grief support groups for any member of the community who has experienced the death of a loved one.
  - c. Provision of literature, videos, and educational materials and programs related to grief and bereavement for the community.
  - d. Recruitment, screening, training, and supervision of volunteers to provide bereavement support to individuals and families who have experienced the death of a loved one.
  - e. The provision of educational programs in schools, churches and the workplace related to grief and bereavement.
  - f. Provision of referral to counseling services and community resources for individuals experiencing complicated grief.

**Clientele:** Any individual who has experienced the death of a loved one.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff and volunteer hours of service to all clients.

### C30 - Physician Referral Service

**Objective:** Provide access to health care to Medicaid eligible clients.

#### **Program**

- Components:**
- a. Organize, staff, and maintain telephone-based referral system.
  - b. Screen prospective clients for Medicaid eligibility.
  - c. Refer Medicaid eligible clients to primary care doctors and specialists.
  - d. Make referrals to other health care resources (i.e. optometrists, dentists, chiropractors, etc.) for Medicaid.
  - e. Clarification of Medicaid benefits and procedures to confused clients.
  - f. Client management, evaluation and monitoring to prevent abuse and alleviate problems.
  - g. Make billing service and billing training available to participating physicians' offices.

**Clientele:** All Medicaid eligible public aid recipients residing in McHenry County.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of referrals made to all clients.

### C65 - Physical Therapy Services

**Objective:** Provide physical rehabilitation program which may include exercises, safety teaching, and other restorative services provided by professional physical therapists.

**Clientele:** Disabled and ill individuals who require physical therapy.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).

Secondary: Number of staff hours of service to all clients.

### C66 - Speech Therapy Services

**Objective:** Provide speech rehabilitation program which may include exercises, teaching and other restorative services provided by professional speech therapists.

**Clientele:** Disabled and ill individuals who require speech therapy.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).

Secondary: Number of staff hours of service to all clients.

### C67 - Occupational Therapy Services

**Objective:** Provide occupational rehabilitation program which may include safety instruction, teaching, exercises and other rehabilitative services provided by a staff professional occupational therapist.

**Clientele:** Disabled and ill individuals who require occupational therapy.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).

Secondary: Number of staff hours of service to all clients.

### C68 - Home Health Services

**Objective:** Provide intermittent health care services to patients in their home or other place of residence.

#### **Program**

- Components:**
- a. Provision of physician ordered skilled nursing care such as injections, dressing changes, patient and family teaching and care management by a professional nurse utilizing a plan of care.
  - b. Provision of personal care such as bathing, dressing, grooming, food preparation, and assistance with exercise program by a certified home health aide under the supervision of a professional nurse.

**Clientele:** Homebound ill and disabled individuals in the community.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).

Secondary: Number of staff hours of service to all clients.

### D11 - Youth Companion Program

**Objective:** Provide one-on-one adult support to youths to assist in values clarification and development, provide guidance in addressing the challenges of personal growth, and provide alternatives to current or potential problem behavior and activity.

#### **Program**

- Components:**
- a. Plan and conduct community outreach effort to identify youths who might particularly benefit from an adult companion and support match.
  - b. Analyze a potential child-match's social environment to identify goals that an adult match might help resolve.
  - c. Plan and conduct a continuing program to identify and recruit potential volunteer adult matches.
  - d. Thoroughly investigate and assess suitability of adult volunteers who would serve as matches.
  - e. Train and match volunteer adults with waiting youths.
  - f. Monitor and assess individual matches and their results on a regular basis and provide follow-up guidance and support to match participants as appropriate.
  - g. Seek out and develop affordable accessibility to community resources and activities that can help match participants fulfill their needs and objectives.

**Clientele:** McHenry County youths typically within the age 4 to 17 range evidencing need for additional individual adult companionship, guidance and support, particularly youths from families where circumstances may preclude the parent or guardian from adequately fulfilling the parental role.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients.

### D12 - Senior Companion Program

**Objective:** A preventive program whereby senior citizens visit and "check-in" with frail elderly that enables the frail elderly to remain in their home and the community.

#### **Program**

- Components:**
- a. Trained seniors to visit in the home on various schedules suited to the needs of the frail elderly.
  - b. Employment of professionals to schedule and supervise senior companions, develop and follow-up on items of concern.
  - c. Availability of social worker to counsel and provide casework management.

**Clientele:** Frail elderly in need of regular visitation and follow-up in the service area.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients.

### D50 - Comprehensive Group Services - Youth

**Objective:** To provide the opportunity to youths for growth and improvement of social and personal skills and attitudes.

#### **Program**

- Components:**
- a. Program development and supervision by professionals who are trained to work with groups and promote maximum functioning of individuals in a group setting.
  - b. Provide appropriate indoor and outdoor facilities for conducting group activities with adequate equipment and supplies.
  - c. Planned programming for definite enrollment that responds to interest and needs of the community.
  - d. Development of leadership, awareness, and creativity, including volunteer opportunities and peer support within the program structure.
  - e. Recruitment, training, and supervision of volunteers to organize and lead groups, plan group activities and be responsible for group membership and participation.

**Clientele:** All youth in service area.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients.

**NOTE:** This category is to be used primarily by Scouting Councils, "Y"s, Camp Fire, and other agencies providing service through the grouping of youth such as Scout Troops and Indian Guide units.

### D55 - Seniors Nutrition Program

**Objective:** Provide Older Americans, 60 years of age and older, with low cost nutritionally sound meals and to promote better health among the older segment of our population through improved nutrition, thus reducing the isolation of old age and offering the Older American the opportunity to live their remaining years in dignity.

#### **Program**

- Components:**
- a. Provide and deliver a low cost nutritious meal each day to homebound seniors. This will promote health and allow the seniors to stay in their own home as an alternative to nursing home care.
  - b. Provide daily contact with homebound seniors giving them and their family security in knowing someone will check on their well being during the day.
  - c. Provide a low cost nutritious meal each day in a congregate setting, reducing isolation and promoting wellness through education, activities, and socialization for Older Americans.

**Clientele:** Anyone 60 years of age or older in McHenry County.

#### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients.

## D6o - Comprehensive Senior Services - Individual

**Objective:** To assist elderly individuals in maintaining a residence in the community with dignity, self-respect, and as much independence as possible.

### **Program**

- Components:**
- a. Case coordination of one-to-one services under the direction of professionals who are trained in dealing with practical problems of elderly individuals.
  - b. Information and referral to appropriate community resources with follow-up to determine satisfactory response and advocacy on a case-by-case basis.
  - c. Provision of necessary services such as health screening, housing assistance, elder abuse protection, and legal aid or, ensure their availability through linkages with other community services.
  - d. Assistance with filing official forms such as income tax, property tax and rent relief, energy assistance, food stamps, public aid and other benefits, as well as advocacy on a case-by case basis.
  - e. Provision of in-home services such as chore/housekeeping, homemaker, companion, friendly visiting, and telephone reassurance.
  - f. Employment service to assist with income maintenance including re-entry counseling and guidance, job development, job listings, and referrals.
  - g. Provision of transportation for those who cannot use mass public transportation, such as: ownership or leases of a para-transit vehicle with central planning and scheduling; subsidized taxi-cab service; a service corps of volunteers using their own vehicles with central planning and scheduling.
  - h. Recruitment, training, and supervision of volunteers who provide direct service.

**Clientele:** All elderly in the service area.

### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients.

## D65 – Volunteer Services for Seniors

**Objective:** To provide volunteers to help seniors in need of assistance to stay in their residence in order to maintain independence, dignity, and self respect.

### **Program**

- Components:**
- a. Provision of in-home services such as chores/housekeeping, friendly visiting, and telephone reassurance.
  - b. Provision of light yard work such as fall and spring clean up, bush trimming, snow removal and gutter cleaning (single level homes).
  - c. Provision of minor home repairs such as painting, repairing leaky faucets, repairing wheel chair ramps, or other minor repairs as requested.
  - d. Provision of transportation for those who no longer drive who either have no public transportation in their area or have difficulty utilizing public transportation. This is accomplished through the use of a volunteer service corps using their own vehicles with central planning and scheduling.
  - e. Provision of shopping or running errands provided by a volunteer service corps using their own vehicles with central planning and scheduling.
  - f. Assistance with business such as balancing a check book, or referrals to professionals.
  - g. Provision of respite services provided by a volunteer service corps.
  - h. Loans of durable medical equipment.
  - i. Care giver support group.

**Clientele:** Seniors, 60 years of age or older, living at home in McHenry County.

### **Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients.

### **E15 - Community & Neighborhood Center Services**

**Objective:** To provide a focal point for community and neighborhood involvement.

**Program**

- Components:**
- a. Provision of adequate facilities and staff to promote community participation at the center.
  - b. Provision of programming and events that respond to community interests and needs, including recruitment of volunteers to aid in programming and providing activities.
  - c. Provision for communication, public relations and information around programs and services offered by other community based services.
  - d. Consultation/coordination of community resources around an open and concerted effort at communication and conflict resolution.
  - e. Promotion of full and equal utilization of community resources by all community residents.
  - f. Promote open access to all community services and facilities including housing, employment, transportation, education and general information.

**Clientele:** All residents in service area.

**Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of staff hours of service to all clients.

### **E20 - Community Emergency Assistance**

**Objective:** To respond to emergency situations that leave families and individuals without basic essentials for survival.

**Program**

- Components:**
- a. 24-hour response system.
  - b. Provision of monetary resources.
  - c. Provision of basic essentials for survival.
  - d. Information and referral service and linkages with all community services.

**Clientele:** Families and individuals at risk of or already involved in a situation leaving them homeless and unable to respond without help.

**Service**

**Measurements:** Primary: Number of clients served (unduplicated count).  
Secondary: Number of emergency situations.

### **E65 - Services to Members of the Armed Forces (U.S.O.)**

**Objective:** Provide morale, travel support, emergency, and related individual services at U.S.O. facilities around the world.

**Clientele:** Members of the Armed Forces of the United States.

**Service**

**Measurements:** Number of clients served (unduplicated count).

### **F Series - Special Projects**

Programs and projects classified under this F Series are viewed and treated by United Way of Greater McHenry County (UWGMC) as “special projects.” Such programs typically display most, if not all, of the following characteristics:

1. Program purpose and scope have been defined by UWGMC, or jointly with the organization selected by UWGMC to manage the program on a day to day basis.
2. The purpose of the program is either to:
  - a. Enhance or expand availability of other local human service programs in the community, or;
  - b. Develop, test, or establish on a trial basis a human service program addressing what UWGMC perceives as a critical local human service need not previously fully addressed on its own initiative by a UWGMC member agency.
3. Program content, scope methods, target clientele, staffing, cost, and funding have been negotiated by UWGMC and the program operator.
4. Rather than being funded by UWGMC at the request of a member agency, United Way has selected the organization it wishes to manage the activity. The provider may or may not be a United Way member agency.

### **Fo1 - McHenry County Human Services Directory**

**Objective:** Improve awareness and utilization of local human service providers by workers and residents in McHenry County.

**Program**

**Components:**

- a. Compile and maintain a comprehensive data base of local service providers, including but not necessarily limited to organizations that would be difficult to find in a commercially prepared directory.
- b. Publish and distribute biennially a McHenry County Human Service Directory.

**Clientele:** Distribution of the directory focuses on local organizations and individuals often approached for guidance and help by individuals needing human services, such as: schools and human service agencies and their counselors; churches and clergy; physicians and attorneys in family practice, police departments and other local government units, area employers, and personnel managers, et al.

**Service**

**Measurements:** The project is funded on a two-year cycle based on historical and budgeted costs and agency performing the project for United Way expects to incur to perform the program's two major components.

### F03 - Volunteer Center of McHenry County

**Objective:** Provide volunteer manpower for community service agencies and reduce labor costs funded by United Way and agencies utilizing volunteers.

#### **Program**

- Components:**
- a. Perform community public relations, develop and distribute information materials, and recruit prospective volunteers.
  - b. Coordinate and communicate with community service agencies on the need for volunteers and arrangement of adequate training.
  - c. Follow-up with individual volunteers and agencies to ensure adequate support services and a satisfying volunteer experience.
  - d. Augment agency supervision through schedule and role clarification for volunteers.

**Clientele:** McHenry County residents willing and able to serve in volunteer positions.

#### **Service**

**Measurements:** Primary: Number of volunteers placed with other agencies (unduplicated count).  
Secondary: Number of volunteers recruited and trained.