

TAZWOOD COMMUNITY SERVICES, INC.

2019

COMMUNITY ACTION PLAN



Tazewell & Woodford Counties

Tazwood Community Services, Inc. is organized for the purpose of reducing the causes and alleviating the effects of poverty in Tazewell and Woodford Counties.

A non-profit organization, Tazwood Community Services, Inc. will be available to eligible individuals without regards to race, color, creed, disability, age or sex.

TAZEWELL/WOODFORD COUNTIES

COMMUNITY ACTION PLAN

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FY 2019

PREPARED BY:

TAZWOOD COMMUNITY SERVICES, INC.

2109 SOUTH MAIN STREET

MORTON, IL 61550

(309) 266-9941 OR (309) 694-4391

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STAFF

Cindy Bergstrand	Executive Director
Ann Mudd	Community Services Manager
	EO\AA Officer
Lindsey Nance	Fiscal Officer/Weatherization Specialist
Steve Jacobs	Weatherization Assessor
Josh Neumann	Weatherization Housing Specialist
Randy Bateman	Weatherization Housing Specialist
Tauleen Graves-Morris	LIHEAP Coordinator
Krista Bailey	Processing Specialist
Callie Mammen	Secretary

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TAZEWELL/WOODFORD COUNTIES

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2019 Community Action Plan

1. COMMUNITY ACTION PLAN SUMMARY

In April 1983, the Human Services Division of Tri-County Regional Planning Commission (now known as Tazwood Community Services, Inc.) received approval from the Illinois Department of Commerce and Community Affairs (DCCA) to administer the Community Services Block Grant (CSBG) programs for Tazewell and Woodford Counties. The purpose of the CSBG program is to provide a range of services that will have a measurable and potentially major impact on the causes and effects of poverty in the county.

As part of the grant application for the CSBG program, a Community Action Plan (CAP) for the agencies service area is to be submitted to the Illinois Department of Commerce and Economic Opportunity prior to receipt of CSBG funds.

TCS also is the administering agency for the Low Income Home Energy Assistance Program, the Illinois Home Weatherization Assistance Program.

The 2018 CAP is required to be an updated CAP. The CAP is a product of continuing interaction between TCS's Board of Directors, TCS staff, the social service community and most importantly the population served. The CAP is the planning guide for the CSBG program.

The process of preparing for the CAP, the staff at Tazwood Community Services, Inc. (TCS) has involved many Board Members, persons in the community, agencies and customers both directly and indirectly. A survey is given to all board and staff members. The results of this survey is on pages 57 to 60. A separate survey is mailed and emailed to over 100 community stakeholders. Results of this survey can be found on pages 60 to 65. A customer survey is handed out or sent to current and former TCS customers. These results can be found on pages 66 to 74.

The customer population is involved on a daily basis with staff through phone calls, intake process, information and referral, community events and workshops and classes.

TCS also analyzes data available from the census, state and local resources and customer demographics for parts of the CAP.

TCS's 15 member Board of Directors meets quarterly (more frequent, if needed) at which time they receive financial updates, funding reports, program updates and outcome reports for each of the grants.

TCS also coordinates the Tazewell/Woodford Counties Service Providers organization. The Service Providers is a group of Service Providers, which promote efficient, professional provisions of social services to residents in the service area. Means to this end include mutual education,

facilitated communications, and provisions of opportunities for professional networking. The Service Providers meet quarterly to hear presentations from local service providers and programs they offer, plus brief program status reports from other agencies in the area. The Service Providers also network on what other types of programs they feel are needed to serve the needs of the low-income population.

TCS also works with different area service providers such as the Salvation Army's in Pekin and Peoria, the United Way, Tazewell/Woodford Head Start, Tazewell and Woodford Health Departments, local Department of Human Services, area homeless shelters and food pantries.

Each of TCS's different programs coordinates separately with area pharmacies, dentists, optometrist, audiologist, utility companies, property owners and contractors.

The Community Services Manager served on the Governing Board for the Heart of Illinois Homeless Continuum of Care for 5 years, is on the Executive Council for the Tri-County Interagency Council, is a Board Member for the Tazewell County Area Project, and sits on the Rust Transitional Center Advisory Board and the Richland Advisory Board.

Updated brochures are printed annually and handed out to area service providers. A new website and Facebook page was created to keep customers updated on services. The Executive Director and Program Managers speak to area groups informing them of all of the agencies programs.

The Board of Directors looks at the needs of the surveys. The goal of the Board with the CSBG program is to help persons help themselves become more self-sufficient.

By providing rent/deposit services to persons who have had an emergency situation, whether it be homelessness, domestic violence, medical emergency or change in income, this program will look at the whole emergency situation, assess the need, refer to other agencies for broader services and help with housing where needed.

The Employment Support Program will help persons employed or in school full time with minor car repairs to keep them employed. This program can also help with Summer Camp Assistance for parents who are working full time and have nowhere for their children to go during the summer. This program will also work with the local Workforce Innovation and Opportunity Act to provide assistance with specialized required items for their customers to help them with services such as specialized items needed to start a training program, a internship or a new job.

The Dental/Optical/Prescription/Hearing Aid Program will help persons with either preventative services or corrective services.

The Senior Prescription Program will help seniors in need of medications, which can help them stay in their homes and not become nursing home bound. TCS is seeing seniors who face either going without their medication or going without food. With the Senior Prescription Program, TCS hopes to lessen the burden of making that decision.

Although there is a special concern to broaden the scope of efforts to persons who fall between the cracks of these programs, some agencies in the area that receive donations can help those people in a one time real emergency that are not eligible for other programs.

2. NEEDS ASSESSMENT

Tazewood Community Services, Inc. conducts an annual community wide needs assessment for the Community Action Plan. The needs assessment includes updated demographic information as well as information gathered from the needs assessment surveys and the annual point in time homeless count done by the Heart of Illinois Homeless Continuum of Care.

Tazewell is located in Central Illinois along the Illinois River adjacent to Peoria. Tazewell County combines city assets and the quiet countryside of rural living. Tazewell County encompasses 658 square miles, 78% of the county being farmland. Tazewell County is the 15th largest county in Illinois.

Woodford County is located in rural Central Illinois with the Illinois River and Peoria to the west and the cities of Bloomington and Normal to the southwest. Woodford County is 543 square miles with the bulk of the county consisting of prairieland. Woodford County is the 38th largest county in Illinois. Maps of each county are on pages 54 and 55.

Population:

According to the U.S. Census Bureau, the estimated population for 2016 in Tazewell County was 135,400. Six percent of persons were under the age of 5, 23.10% under 18 and 17% are age 65 and over. Ninety-six percent are white, 1.2% black or African American, .2% American Indian and Alaska Native, .9% Asian, 1.4% two or more races, and 1.7% Hispanic or Latino.

There are 54,612 household in Tazewell County, average household size is 2.55. Median value of owner-occupied housing units \$137,200.

In Woodford County, the estimated population is 39,123. Six percent of persons are under age of 5, 25% under 18 and 16.3% are age 65 and over. Ninety-seven% white, .6% black or African American, .0% American Indian and Alaska Native, .8% Asian, 1.4% two or more races, 1.7% Hispanic or Latino. There are 14,489 households in Woodford County with an average household size of 2.69. Median value of owner-occupied housing units \$158,200

POPULATION FOR TAZEVELL AND WOODFORD COUNTIES

	Illinois	Percent	Tazewell	Percent	Woodford	Percent
	12,851,684		135,400		39,123	
Male	6,310,460	49.1%	66,832	49.4%	19,428	49.7%
Female	6,541,224	50.9%	68,568	50.6%	19,695	50.3%

Source: 2012-2016 American Community Survey-5year Estimate

POPULATION BY AGE GROUP TAZEVELL AND WOODFORD COUNTIES

Age Group	State of Illinois	Tazewell	Woodford
Under 18	2,922,719	30,307	9,263
18- 64	8,005,990	79,926	22,934
65+	1,872,830	24,152	6,943

Source: 2012-2016 American Community Survey-5year Estimate K200104

POPULATION BY RACE FOR TAZEVELL AND WOODFORD COUNTIES

Race	Illinois	Percent	Tazewell	Percent	Woodford	Percent
White	9,270,907	72.1%	129,963	96%	37,882	96.8%
Black	1,837,612	14.3%	1,630	1.2%	215	.6%
Asian	655,799	5.1%	1,258	.9%	306	.8%
American Indian	29,399	.2%	242	.2%	14	0%
Native Hawaiian	4,186	.0%	50	0%	0	0%
Some other race	753,559	5.9%	491	.4%	156	.4%
Two or more races	300,222	2.3%	1,776	1.3%	550	1.4%
Hispanic or Latino	2,136,471	16.6%	2,995	2.2%	667	1.7%

Source: 2012-2016 American Community Survey-5year Estimate - K200104

Number of Households

State of Illinois	Tazewell County	Woodford County
4,802,124	54,612	14,489

Source: 2012-2016 American Community Survey-5 year Estimate - B08208

Number of Families

	State of Illinois	Tazewell County	Woodford County
# of Families	3,122,597	37,309	10,700
Married	2,299,549	30,097	8,869
Male, no wife in household	220,351	1,834	636
Female, no husband in household	602,697	5,378	1,195
Female, no husband in household below poverty	39.5%	28.2%	41.9%

Source: 2012-2016 American Community Survey-5 year Estimate – S1101

Poverty:

According to the American Community Survey there were 10,485 persons below the poverty guidelines in Tazewell County, which is 8.4% of the population. In Woodford County, there were 2,942 persons below the poverty guidelines, which is 6.6% of the population. In Tazewell County, 9.8% of children 17 and under live below the poverty guideline. In Woodford County, 12.8% of children 17 and under are below poverty.

According Report on Illinois Poverty by Heartland Alliance, Tazewell County is on the State watch list , with the well being index score of 4 out of 8 points possible. Woodford County is not on the watch list, with the well being index score of 2 out of 8 points.

Number of People in Poverty

State of Illinois	Tazewell County	Woodford County
1,702,210	11,019	2,664

Source: 2012-2016 American Community Survey-5-year Estimate

Poverty Rate

State of Illinois	Tazewell County	Woodford County
13.6%	8.4%	7%

Source: 2012-2016 American Community Survey-5-year Estimate

Child Poverty Rate

State of Illinois	Tazewell County	Woodford County
19.1%	12.2%	9%

Source: 2012-2016 American Community Survey-5year Estimate

Children in Extreme Poverty (below 50% of poverty level)

State of Illinois	Tazewell County	Woodford County
8.6%	4.9%	4.7%

Source : Illinois Kids County Data Center

POPULATION AND POVERTY IN THE LARGE CITIES

Tazewell County

Location	Population	Total Number of Families	Percent Below Poverty	Female Householder, No Male Present Below Poverty
Pekin	32,267	8,660	8.4%	24.3%
Washington	15,999	4,620	3.2%	10.6%
East Peoria	22,635	6,223	5.6%	23.7%
Morton	16,799	4,709	3.1%	22.9%

Source: 2012-2016 American Community Survey-5-year Estimate - S1701 S1702

Woodford County

Location	Population	Total Number of Families	Percent Below Poverty	Female Householder, No Male Present Below Poverty
Eureka	5,195	1,358	8.96%	15.5%
Metamora	3,536	940	8.7%	46.2%
El Paso	2,660	709	13.3%	38.8%
Minonk	2,093	551	3.4%	22.6%

Source: 2012-2016 American Community Survey-5-year Estimate - S1701 S1702

Grandchildren under 18 years living with a Grandparent Householder by age of Grandchild

	State of Illinois	Tazewell County	Woodford County
Total	208,883	1,874	338
Under 6 years	99,689	912	142
6 to 11 years	64,343	540	104
12 to 17 years	47,851	422	92

Source: 2012-2016 American Community Survey-5-year Estimate - B10001

The chart below shows the breakout of poverty for families.

**Percent of Families and People Whose Income in the Past 12 Months is
Below the Poverty Level**

	State of Illinois	Tazewell County	Woodford County
All Families	10.2%	5.3%	5.9%
With related children under 18 years	16.2%	8.9%	9.7%
With related children under 5 years only	16.1%	14.9%	6.8%
Married couple families	4.6%	2.2%	1.9%
With related children under 18 years	5.4%	3.4%	2.7%
With related children under 5 years only	5.5%	14.9%	6.8%
Families with female householder, no husband present	29.4%	22.2%	29.5%
With related children under 18 years	39.5%	28.2%	41.9%
With related children under 5 years only	45.8%	37.7%	54.1%
All People	14%	7.9%	7.7%
Under 18	19.5%	9.8%	12.8
Related children under 18 years	19.3%	9.2%	12.1%
Related children under 5 years	21.7%	11.2%	16.8%
Related children 5 to 17 years	18.4%	8.5%	12.8%
18 years and over	12.3%	7.4%	6%
18 to 64 years	13%	7.9%	6.7%
65 years and over	8.8%	5.5%	3.2%

Source: 2012-2016 American Community Survey-5-year Estimate -DP03

Income:

According to the U.S. Census Bureau's Quick Facts, the 2016 median household income in Tazewell County is \$60,178 and \$68,040. The median household income in both counties are larger than the median household income for Illinois, which is \$59,196.

Median Household Income

State of Illinois	Tazewell County	Woodford County
\$59,196	\$60,178	\$68,040

Source: U.S. Census Bureau's Quick Facts

The chart below shows that the median income in males in Woodford County are higher than the State average, except for graduate or professional degree.

This chart also shows that female median income is lower than the State average, except for in females with a high school degree and a professional degree in Woodford County.

Median Earning in the Past 12 Months (in 2015 Inflation-Adjusted by Dollars) by Educational Attainment for Population 25 Years and Over.

	State of Illinois	Tazewell County	Woodford County
Total:	\$39,672	\$38,298	\$40,920
Less than high school graduates	\$21,829	\$20,750	\$22,206
High school graduate or equivalency	\$29,619	\$30,544	\$34,815
Some college or associate's degree	\$35,469	\$36,285	\$36,411
Bachelor's degree	\$52,862	\$54,863	\$55,011
Graduate or professional degree	\$70,220	\$62,438	\$68,508
Male:	\$46,707	\$49,326	\$51,792
Less than high school graduates	\$25,853	\$21,018	\$30,515
High school graduate or equivalency	\$35,699	\$39,517	\$41,343
Some college or associate's degree	\$43,898	\$47,756	\$51,476
Bachelor's degree	\$65,828	\$71,215	\$72,490
Graduate or professional degree	\$87,583	\$88,339	\$82,798
Female:	\$17,085	\$29,533	\$30,105
Less than high school graduates	\$22,757	\$17,692	\$10,147
High school graduate or equivalency	\$22,396	\$23,422	\$22,951
Some college or associate's degree	\$28,859	\$27,412	\$25,795
Bachelor's degree	\$43,652	\$41,465	\$39,821
Graduate or professional degree	\$59,301	\$47,102	\$60,400

Source: 2012-2016 American Community Survey-5-year Estimate -S2001

The chart below shows what type of incomes people in each county have. This chart shows that both counties have a higher percent of persons living on Social Security and retirement than the State.

Means of income in the past 12 months

	State of Illinois	Tazewell County	Woodford County
Population 16 and above	10,206,768	107,626	30,647
All Households			
With earnings	78.7%	76.6%	78.5%
With Social Security income	27.9%	31.5%	31.9%
With SSI income	4.7%	4%	3.5%
With TANF income	2.5%	1.6%	.9%
With retirement income	17.1%	25.6%	24.8%

Source: 2012-2016 American Community Survey-5 year Estimate - DO03

This chart shows that 16.8% of families in Tazewell County and 18.9% in Woodford County are single unemployed women households.

Employment Characteristics of Families

	State of Illinois	Tazewell County	Woodford County
Families	3,122,597	37,309	10,707
Married couple families	2,299,549	30,097	8,869
Both husband and wife in labor force	54.6%	53.2%	52%
Husband in labor force, wife not in labor force	21.5%	18.2%	21.6%
Wife in labor force, husband not in labor force	7.6%	7.4%	8.3%
Both husband & wife not in labor force	15.7%	20.9%	17.7%
Other families	823,048	7,212	1,831
Female householder, no husband present	73.2%	74.6%	65.3%
In labor force	53.1%	57.8%	46.4%
Not in labor force	20.1%	16.8%	18.9%
Male householder, no female present	26.8%	25.4%	34.7%
In labor force	21.3%	20.1%	28.9%
Not in labor force	5.5%	5.3%	5.8%

Source: 2012-2016 American Community Survey-5-year Estimate -S2302

The Unemployment Rate in Tazewell County for June of 2018 was 4.8 which is ranked 43rd in the state. In June 2014, the unemployment rate was 5.5% and ranked 48th.

Woodford Unemployment Rates for June 2018 was 5%, which is ranked 89th in the state. In June 2014 the unemployment rate was 4.6% and ranked 93rd.

Below shows the break out of unemployment rates for the past 7 years with the labor force number, the number employed, number unemployed and the unemployment rates for both Tazewell and Woodford Counties. The unemployment rate for 2017 is the lowest since 2010. Also note that there has been a decrease in the labor force in both counties since 2010.

Tazewell County

Year	Labor Force	# Employed	# Unemployed	Unemployment Rate
2010	71,662	64,560	7,102	9.9%
2011	71,516	65,587	5,929	8.3%
2012	71,484	66,183	5,301	7.4%
2013	69,381	63,361	6,020	8.7%
2014	68,011	63,468	4,543	6.7%
2015	67,541	63,281	4,260	6.3%
2016	66,635	61,460	4,175	6.4%
2017	64,033	60,655	3,378	5.3%

Woodford County

Year	Labor Force	# Employed	# Unemployed	Unemployment Rate
2010	20,349	18,778	1,571	7.7%
2011	20,514	19,178	1,336	6.5%
2012	20,052	19,291	1,229	6.0%
2013	20,021	18,584	1,437	7.2%
2014	19,758	18,673	1,085	5.5%
2015	19,619	18,621	998	5.1%
2016	19,314	18,265	1,049	5.4%
2017	18,837	18,025	812	4.3%

In 2016, there was an average of 171 households receiving TANF cash grants with 361 recipients in Tazewell County and 114 households with 43 recipients in Woodford County. There was an average of 8,799 households in Tazewell County receiving SNAP benefits with 17,419 recipients. In Woodford County, there was an average 209 SNAP cases with 1,253 persons receiving SNAP benefits.

SNAP – Household Recipients

	State of Illinois	Tazewell County	Woodford County
Households Receiving SNAP	13.3%	9.7%	6.1%
Married Couples	25.4%	26.3%	26.6%
Female Householders, No Husband Present	28.1%	34.3%	43.3%
With One or More Persons with a Disability	39.7%	44.7%	43.2%

Source: 2012-2016 American Community Survey-5-year Estimate

Food and Nutrition:

(Source: Illinois Poverty Data Report, Department of Human Services and Local Health Departments)

There is a slight problem in the area with food and nutrition, but there are agencies to help fight this problem. The major program administered by the Department of Human Services is the Supplement Nutrition Assistance Program. The table below shows the households receiving SNAP benefits. We are seeing an increasing number of younger parents who do not know how to cook and use “junk food” as a meal. The Cooperative Extension Services in both counties help persons with nutrition sessions, meal preparing, shopping tips and gardening. They are also working with young children on how to prepare simple meals and gardening in hope to better prepare them for the future.

CHILD FOOD INSECURITY RATE

State of Illinois	Tazewell County	Woodford County
17.3%	17.4%	16.7%

Source: Report on Illinois Poverty – February 2018

According to the Department of Healthcare and Family Services, in 2017 there were 26,987 persons in Tazewell County 4,901 persons in Woodford County enrolled in the state medical program.

	Tazewell County	Woodford County
Children	11,656	1,929
Adults with a Disability	2,286	334
Affordable Care Act	5,608	693
Other Adults	6,126	888
Seniors	1,168	228
Partial Benefits	143	19

According to the US Census Bureau 5-year estimates, there are 7,238 uninsured persons in Tazewell County and 1,714 persons in Woodford County with no insurance.

Health Insurance			
	State of Illinois	Tazewell County	Woodford County
Total-Non-Institutionalized	12,671,738	132,943	38,567
Uninsured	1,233,486	7,238	1,714
One Type Insurance Only	7,153,421	80,837	24,881
Employer Based Health Insurance	6,345,505	74,424	22,126
Direct Purchase Health Insurance	757,833	5,907	2,602
TRICARE/Military Insurance	50,083	506	153
Medicare Coverage	2,477,843	20,797	4,906
Illinois Medicaid Coverage	539,939	4,867	1,340
VA Health Care	1,909,202	15,681	3,492
Two or More Types of Coverage	28,702	249	74

Source: 2012-2016 American Community Survey-5-year Estimate

Selected Characteristics of Uninsured

	State of Illinois	Tazewell County	Woodford County
Uninsured	1,233,486	7,238	1,714
18-24 years	16.2%	11.2%	10.4%
25-34 years	17.9%	10.4%	8.1%
35-44 years	15%	6.7%	3.8%
45-54 years	12.1%	7.4%	5.8%
55-64 years	9.5%	6.3%	5.5%
65-74 years	1.3%	.1%	.1%
75 years and older	.1%	.1%	0%
Male	11.2%	6%	4.9%
Female	8.4%	4.9%	3.9%
Less than High School Education	25.3%	7.5%	7.6%
High School Graduate	14.3%	8.4%	4.6%
Some College	9.9%	5.8%	5.6%
Bachelor degree or higher	4.8%	2.2%	1.9%
Employed	11.2%	6.4%	4.2%
Unemployed	32.1%	29.7%	32.8%

Source: 2012-2016 American Community Survey-5year Estimate

Low Income Students 2017-18

School District – Tazewell County	Percent Enrolled
Creve Coeur	75%
Deer Creek-Mackinaw	25%
Delavan	34%
District 50	59%
East Peoria 86	49%
East Peoria 309	50%
Morton	16%
North Pekin-Marquette Heights	50%
Pekin 108	59%
Pekin 303	45%
Rankin	30%
Robein	30%
South Pekin	67%
Tremont	13%
Washington 308	25%
Washington 52	25%

School District – Woodford County	Percent Enrolled
Eureka	23%
Fieldcrest	47%
Germantown Hills	14%
Low Point – Washburn	51%
Metamora	19%
Riverview	46%
Roanoke – Benson	29%

Source: Illinois Board of Education -District Report Card

Other programs in the area, such as the Women, Infants and Children (WIC) ran by the local health departments; help pregnant women and small children with milk, cereal, formula, etc. In 2017 there were 1,209 families in Tazewell County receiving WIC benefits and 344 families in Woodford County receiving WIC benefits. In addition, there are many food pantries that help mostly with canned goods, breads, cereals, etc.

According to our service area, Food Pantries are serving an average of 70 -100 families of month, some pantries in the area are serving over 200 families a month. Many local food pantries are not able to keep their shelves stocked for a full month, due to the amount of new families coming in. The Peoria Area Food Bank, which services over 120 pantries in 8 counties, including Tazewell and Woodford, reported a 35% to 50% increase in the number of families needing assistance from pantries. Some of the people who are looking for assistance with food are families that have donated to the pantries in the past. In the past year, many churches have combined to open up small pantries to help area residents. Many of these food pantries supply non-perishable food items to customers, plus when available, meats, fruits and non-food items. They also expect their services to have a moderate to sharp increase within the next 12 months, due to the rising cost of living, the recent budget cuts and proposed changed laws for SNAP benefits.

Child Support:

(Source: Office of Attorney General)
latest available

In FY 2015, there were 4,981 open child support cases, 4,571 cases with established order in Tazewell County. There was \$10,912,133 collected that were applied to current support orders.

In Woodford County, there were 413 open child support cases and 516 cases with orders established. There was \$895,294 collected for current support orders.

All services are provided free of charge for anyone, regardless of income through The Department of Child Support Enforcement. Services include, establishment of orders, enforcement of orders and modification of orders. Collection remedies include Federal and State offset, driver's license suspension, hunting and fishing license suspension, passport denials and persona and real estate property liens.

Tazwood Community Services, Inc. asks each CSBG customer who is not receiving child support if they would like a child support application. Many of the single parents who we see have child support orders in force, but are not receiving any payments.

Social Security/SSI Benefits:

(Source: Social Security Administration)
(latest statistics available)

According to the Social Security website, there are a total of 1,811 persons receiving SSI in Tazewell County as of December 2017. Sixty-nine were aged (over 55), 1,742 were blind or disabled. Two-hundred fifty-four person were under the age of 18, 1,338 were age 18 – 64 and 219 were over the age of 65. There were 614 persons receiving SSI and OASDI (Old Age, Survivor or Disabled Insurance).

In Woodford County, there were 241 receiving SSI as of December 2017. Eleven were aged (over 55). Two hundred thirty persons were blind or disabled. There were 45 persons under the age of 18, 171 were age 18 – 64 and 25 were age 65 or older. There were 69 persons receiving SSI and OASDI.

As of December 2017, there were a total of 21,485 persons receiving Social Security Retirement benefits in Tazewell County. Of these, 1,280 were spouses and 305 were children drawing off of a spouse or parent. In Woodford County, there were 7,890 persons receiving retirement benefits. Of these 330 were spouses and 560 were children.

Disability Characteristics

	State of Illinois	Tazewell County	Woodford County
Total civilian non-institutionalized	13,671,738	132,943	38,567
With a disability	10.9%	11.3%	9.5%
Male	10.5%	10.8%	9.2%
Female	11.2%	11.7%	9.8%
5 years and under	.7%	.5%	.5%
5-17 years	4.4%	4.9%	2.5%
18-34 years	4.7%	5.2%	4.6%
35-64 years	10.8%	9.8%	9%
65-74 years	24%	23%	19.8%
74 years and older	49%	44.6%	41.7%

Source: 2012-2016 American Community Survey-5 year Estimate – S1801

Medicare:

(Center for Medicare and Medicaid Services)

In Tazewell County, there are 27,729 persons receiving Medicare. In Woodford County, there are 6,361 persons receiving Medicare.

Housing:

(Source: National Low-Income Housing Coalition)

The status of low-income housing in Tazewell and Woodford Counties is a sad story according to the National Low Income Housing Coalition. The 2018 fair market rent for these two counties was \$549 for an efficiency apartment, \$610 for a one-bedroom home, \$778 a month for a two-bedroom home, \$994 for a three bedroom and \$1,128 for a four bedroom. A person must work 73 hours a week at a minimum wage job (based on \$8.25 an hour) to be able to afford a two-bedroom home. This person may receive a small amount of food stamps if they have children, but by the time they pay rent, utilities and a few basic living expenses they do not have any extra money. A standard monthly Supplemental Security Income (SSI) payment for an individual is \$750 in Illinois. If SSI is an individual's sole source of income, \$247 in monthly rent is affordable. This report shows that 24% of residents in Tazewell County and 18% of residents in Woodford County were severely rent burdened. This is the main reason we are seeing so many families homeless or living with more than one family in a house. According to the Report on Illinois Poverty, an hourly wage of \$14.90 is needed to afford the Fair Market Rent for a two-bedroom house.

Fair Market Rent for 2-bedroom Apartment – 2018

State of Illinois	Tazewell County	Woodford County
\$1,058	\$778	\$778

Source: Report on Illinois Poverty – February 2018

Wage needed to afford 2-bedroom apartment – 2014

State of Illinois	Tazewell County	Woodford County
\$20.87	\$14.90	\$14.90

Source: Report on Illinois Poverty - February 2017

Work hours per week at Illinois minimum wage to afford 2-bedroom at fair market rent.

State of Illinois	Tazewell County	Woodford County
99	73	73

Source: Report on Illinois Poverty – February 2017

Percent Severity Rent Burden Households 2018

State of Illinois	Tazewell County	Woodford County
34%	24%	18%

Source: Report on Illinois Poverty – February 2017

According to the U.S. Census Bureau, there were 58,172 housing units in Tazewell County and 15,344 housing units in Woodford County. Tazewell County has an 94% homeownership rate and the median value of an owner-occupied house is \$137,200. Woodford County has an 94% homeownership rate and the median value of an owner-occupied house is \$158,600.

Occupancy Characteristics

	State of Illinois	Tazewell County	Woodford County
# of Housing Units	5,310,327	58,172	15,344
Occupied	4,802,124	54,612	14,489
Vacant	508,203	3,560	855
Owner Occupied	43,167,081	41,628	11,878
Renter Occupied	1,635,043	12,984	2,611
Single Structure	3,426,556	104,913	28,412
Multi-Unit	1,748,109	8,427	1,247
Mobile Home	134,336	1,219	486
Other	1,326	4	0
Median value of owner occupied	\$174,800	\$137,200	\$158,600

Source: 2012-2016 American Community Survey – 5-year estimates

Subsidized housing in the service area is also grim. Although a few of the subsidized agencies are taking names to be on the waiting list, there could be as long as a three-year wait. Many of the subsidized agencies/apartments only take names at certain times of the month or year and in an emergency situation, there is not time to wait. The turn over in the subsidized housing areas is slow and sometimes almost non-existent.

There are 1,530 subsidized or public housing units in Tazewell and Woodford Counties. Of these, approximately 400 are for elderly and/or disabled. The other 1,130 units are filled. There are waiting lists for all of the area units. Below is a list of the service area subsidized housing and the approximate wait time.

Subsidized Housing

Tazewell County Subsidized Housing

Housing Authority or Apartment Complex	Number of Units	Number on Waiting List	Approximate time on waiting list
Brookmeadows Apts. Pekin	156 Units	132	1 Bdrm 6 - 12 month wait 2 Bdrm 3 - 9 month wait 3 Bdrm 2+ year wait Applications taken daily
Mel Hasty Retirement Center East Peoria	60 Units All elderly/disabled	3	3 Month wait Applications taken daily
Tall Oak Village Washington	132 Units	77 - 1 Bdrm 73 - 2 Bdrm 50 - 3 Bdrm	1 - 2 Year wait 1 Bdrm list closed. Applications taken daily for 2 & 3 Bdrm
Creekwood Apt. Morton	104 Units All elderly/disabled	1	1 Month wait Applications taken daily
Willow Oaks Apt. Pekin	66 Units	50 - 100	4 - 6 Months wait Applications taken daily 9:30 - 11
East Peoria Housing Authority Scattered housing	195 Housing Choice Vouchers	565	Wait times depends on how far down on list they are.
Leisure Acres Phase I Sunnyland	100 Units at Leisure Acres (elderly/disabled)		Housing Choice list closed Leisure Acres applications taken monthly
Leisure Acres Phase II Sunnyland	148 Units All elderly/disabled		1 bdrm 1 - 3 Months wait 2 bdrm 3 - 5 Years wait 1 bdrm accessible 1 - 3 Years
Court Place Apartments Pekin	160 Units 110 elderly/disabled 50 family units	3 elderly 25 disabled 137 family	Elderly 3 months wait Disabled 12 months wait Family 2 years wait Application taken daily

Woodford County Subsidized Housing

Housing Authority or Apartment Complex	Number of Units	Number on Waiting List	Approximate time on waiting list
Maple Lawn Apartments - Eureka	100 Units All elderly/disabled	2	90 Day wait Applications taken daily
Woodford County Housing Authority South Haven Apts. Minonk	24 units All elderly/disabled	6	6 Months wait Applications taken daily
Woodford County Housing Authority Prairie Haven Apts. Metamora	22 Units All elderly/disabled	18	1 – 2 Years wait Applications taken daily
Woodford County Housing Authority Prairieton Apt. Metamora	8 Units	54	1 – 2 Years wait Applications taken daily
Woodford County Housing Authority Rosebud Manor Washburn	10 Units	6	1 Year wait Applications taken daily
Woodford County Housing Authority Pleasant Valley Apts. Eureka	40 Units 20 elderly/disabled	50	Applications taken daily
Woodford County Housing Authority Housing Choice Vouchers	240	90	4 – 6 Months wait for residents of Woodford County Applications taken daily

Homelessness:

Heart of Illinois Homeless Continuum of Care Street Sweep – 1/25/2018

The Heart of Illinois Homeless Continuum of Care (HOIHCOC) conducted their homeless street count, which is required by the Department of Housing and Urban Development every two years. The HOIHCOC does a point in time count each year the 4th week of January. Continuum members, homeless street outreach workers and volunteers went out on the streets the night of January 25, 2018 to see if any homeless persons could be found. Members and volunteers scoured the streets of Peoria, Tazewell, Woodford and Fulton Counties looking under bridges, overpasses, in campgrounds, along the Illinois River, in abandon buildings and places not meant for humans habitation. In Peoria and Pekin, the local police department provided officers to go out with volunteers in some of the “rougher” neighborhoods. On that night and in the days following, 27 homeless families (34 individuals) were found in the community sleeping in cars and abandon buildings. Of these unsheltered persons, 26 were male and 8 were female. Eleven has a serious mental illness, 7 have a substance use disorder and 7 were chronically homeless. (HUD adopted the Federal definition which defines a chronically homeless person as “either (1) an unaccompanied homeless individual with a disabling condition who has been continuously homeless for a year or more, OR (2) an unaccompanied individual with a disabling condition who has had at least four episodes of homelessness in the past three years.”) None of these unsheltered persons were a veteran. These persons were given resources to emergency shelters and agencies who help with homeless services. If the person(s) had no access to transportation, rides were offered to the emergency shelters.

On this same night, there were 253 households (366 individuals) in emergency shelters, transitional housing or safe havens. Of these 253 individuals, 103 of them were children, 190 were male, 176 were female, 141 had a serious mental illness, 53 have a substance abuse disorder and 50 were victims of domestic violence. Forty-six of these persons were defined as chronic homeless.

Resource fairs were held the following day in each county with service providers there to help homeless and low-income individuals with services such as homeless resources, energy assistance, assistance applying for medical and SNAP services, etc. The South Side Office of Concern has a Street Outreach Team that goes to each of the counties and looks for unsheltered persons to offer services, food, clothing, etc.

According to The Heart of Illinois Homeless Continuum of Care, there is not a single cause that results in homelessness. The commonly recognized factors that contribute to homelessness are: Situational - persons or families lose their housing due to a specific emergency, such as natural disaster, job loss or death of primary income earner; Mental Health; Disability; Domestic Violence; Substance Abuse and Incarceration.

The Heart of Illinois Homeless Continuum of Care works to build the community's support and capacity to end homelessness by evolving to a crisis system to prevent homelessness and rapidly return people to stable housing, educating the community, building the capacity to increase the supply and availability of affordable and permanent housing and encouraging partnerships between housing providers and health/behavioral providers to create better resources.

Emergency Shelters/Transitional Housing:

In the HOIHCOC service area (Peoria, Tazewell, Woodford and Fulton Counties) there are a total of 412 beds at emergency shelters and 156 beds in transitional housing. All shelters, as long as an opening will take homeless families from wherever.

Emergency Shelter

Organization	Type of Program		Beds
Dream Center - Peoria	Overnight cot program and family shelter	Women/women with children/men with children	95
Salvation Army – Peoria	Family Shelter	Families	40
Salvation Army – Peoria	Overnight cot program	Men	58
Peoria Rescue Mission – Peoria	Emergency Shelter	Men	80
New Promise Center – Peoria	Women Shelter	Women/Women with children	66
Center for Prevention of Abuse – Peoria	Safe Shelter	Women/women with children fleeing domestic violence	31
Carol House of Hope - Pekin	Safe Shelter	Women/women with children fleeing domestic violence	16
Heart House – Eureka	Women Shelter	Women/Women with children	21
Rust Transitional Center – Pekin	Emergency Shelter	Anyone	35
South Side Office of Concern	Veterans Haven	Single males	12

In Tazewell County, the Rust Transitional Center (RTC) has 26 beds total – 4 family rooms with 14 beds; 6 beds in women's dorm; 6 beds in men's dorm. They also have emergency cots where no one is turned away for winter and during extreme heat. The RTC opened in February 2002 after many years of planning for an emergency shelter. In June of 2016, the RTC closed for remodeling, upgrades and change in staff and reopened in October 2016. At this time, the men's dorm did not

In Tazewell County, the Rust Transitional Center (RTC) has 26 beds total – 4 family rooms with 14 beds; 6 beds in women's dorm; 6 beds in men's dorm. They also have emergency cots where no one is turned away for winter and during extreme heat. The RTC opened in February 2002 after many years of planning for an emergency shelter. In June of 2016, the RTC closed for remodeling, upgrades and change in staff and reopened in October 2016. At this time, the men's dorm did not reopen, due to lack of funding to finish. Due to a need for the men to have a place to stay, funds were raised to reopen the men's dorm for nights only. From January 1, 2017 to December 31, 2017, 170 persons stayed at RTC for a total of 7,399 shelter nights.

The Carol House of Hope in Pekin provides a safe environment for women and children fleeing domestic violence. The Carol House of Hope is a 24-bed domestic violence shelter ran by the Center for Prevention of Abuse in Peoria. Staff provides legal advocacy, case management, individual and group counseling, life skills and parenting classes.

Heart House came to be in 1992 when Woodford County Heartline rented a vacant fraternity house at Eureka College to serve the emergency needs of Woodford County's homeless population and in particular, women who needed a safe place to stay. In 1995, Heart House was financially equipped to move into their own secure facility, built with donated funds of caring and concerned individuals, churches, organizations, and businesses throughout Central Illinois. It is not uncommon that individuals of Heart House are also recipients of Heartline services. Heart House has 6 family rooms with 21 beds. In 2017, Heart House served 21 homeless women, 22 children with 2082 shelter nights.

Joint Transitional Housing - Permanent Supportive Housing

Organization		Beds
Dream Center – Peoria	Women/families	68
Peoria Rescue Ministries – Peoria	Women/Women and children	18
Peoria Rescue Ministries – Peoria	Men	15
General HW Downey Home - Peoria	Veterans	15
South Side Office of Concern Monroe Manor - Peoria	Single Persons	2
South Side Office of Concern Glendale Commons I - Peoria	Single Men & Women/Families with Children	56
South Side Office of Concern Glendale Commons II- Peoria	Single Men & Women/Families with Children	9
South Side Office of Concern HHH- Peoria	Single Men & Women	6
South Side Office of Concern HOI Scattered Sites- Peoria	Single Men & Women/Families with Children	14
South Side Office of Concern Monroe Manor- Peoria	Single Men & Women	2
South Side Office of Concern New Hope - Peoria	Single Men & Women	19
South Side Office of Concern – New Hope IV-Peoria	Single Men	5
South Side Office of Concern – New Hope Vouchers-Peoria	Single Men & Women	30
South Side Office of Concern- New Hope Shelter + Care- Peoria	Single Men & Women	30
South Side Office of Concern- OASIS-Peoria	Single Men & Women	6
Next Step Transitional Housing – Peoria	Women/Women with children	26
U of I College of Medicine- Housing Opportunities for Persons with Aids-Peoria	Single Men & Women/Families with Children	70
Veterans Affairs – Supportive Housing-Peoria	Single Men & Women/Families with Children – Veterans	47

In the HOIHCOC service area, Joint Transitional Housing - Permanent Supportive Housing provides long-term housing assistance with supportive services to assist homeless persons with a disability to live independently.

Veterans Services:

Veteran Status

	State of Illinois	Tazewell County	Woodford County
Civilian population 18 years & over	9,843,811	103,995	29,337
Veterans	6.5%	9.6%	9.3%
Gulf War 9/2001 or later	12.2%	11.7%	11.4%
Gulf War 8/1990 – 8/2001	15.6%	17.3%	18.8%
Vietnam	35.9%	36.7%	34.9%
Korean War	11%	13.6%	12.7%
World War II	6.8%	6.3%	6.4%
Male	93.4%	96%	94.6%
Female	7.1%	4.2%	4.3%
Below poverty in past 12 months	27%	23.9%	20.2%

Source: 2012-2016 American Community Survey-5year Estimate - S2101

The Veterans Assistance Commission in Tazewell and Woodford Counties provide veterans assistance in filing claims to the Veterans Administration and temporary emergency aid.

Salvation Army's Kyle Harrell Veteran Service Center in Peoria provides veterans with a place for congregation and basic services. They help in finding housing for veterans, help with employment applications and life skills. They also provide daily meals for veterans.

Bob Michel VA Outpatient Clinic in Peoria opened in 2011. The Clinic provides services to veterans such as general medicine, neurology, psychiatry, laboratory, preventative health services and traumatic brain injuries services.

General Wayne A. Downing Home for Veterans in Peoria opened a 15-bedroom permanent supportive housing unit for homeless veterans. Goodwill provides and coordinates all services including post traumatic stress syndrome, substance abuse, stress, anxiety and psychological counseling. They also provide budgeting classes, clothing, legal assistance, food, transportation, medical care, job training and placement.

Veteran's Haven in Peoria opened in 2014. The 15 unit adult living center for homeless veterans helps veterans with employment and housing options.

Transportation for Low-Income Population:

In the TCS service area, there are several agencies that provide transportation, especially for those with special needs, such as disabled and seniors. Some of the agencies in the service area that provide transportation are: Maple Lawn Homes, Miller's Senior Center, and We-Care.

For the public there is transportation for all of Woodford County and for Tazewell County, except for Pekin and East Peoria, through We-Care. We-Care provided 86,880 rides in Tazewell County and rural Woodford County from July 1, 2017 to June 30, 2018.

There is no charge for these services except for a donation. Pekin and East Peoria areas have City Link bus lines to certain stops in each city. There is a small fee for transportation through each of these.

As for TCS's customers, if they cannot get to TCS or the scattered intake sites through out the county, the first alternative is to get someone to do a proxy, if there is no one to do a proxy, TCS staff will do a home visit for that person. TCS also schedules intake sites in many of the communities to reach the customer population that does not have transportation.

Child Care:

(Source: Tazewell Woodford Head Start and The Annie E. Casey Foundation, KIDS COUNT Data Center, www.kidscount.org.)

For the 2017-18 school year there were 361 children enrolled in Head Start in Tazewell County and Woodford County. 135 two parent households and 201 one parent household. Sixteen families are receiving TANF benefits, 26 families are receiving SSI, and 160 families are receiving SNAP benefits. There were 62 self-identified homeless children attending Head Start for the 2017-18 school year. Fifteen families completed parenting workshops and 12 families received asset building services.

Four hundred children were enrolled in state funded Pre-Kindergarten in Tazewell County and 120 in Woodford County in the 2015-16 (latest year available) school year. There were 87 licensed day care centers/day care homes in Tazewell County accepting subsidies. In Woodford County there were 44 licensed day care centers/day care homes accepting subsidies. With many of these day cares accepting subsidies, there is a waiting list of approximately 6 months long.

Domestic Violence:

(Source: The Center for Prevention of Abuse)

In FY2018, The Center for Prevention of Abuse assisted with getting 693 orders of protections issued in Tazewell County and Woodford County. They provided 1,468 shelter nights for 48 adults and 35 children as a result of domestic violence victims in Tazewell and Woodford Counties. They served 864 victims of domestic violence with outreach efforts. There were also 112 sexual assault victims and 236 elder abuse customers served by the Center in Tazewell and Woodford Counties. The Center also runs a transitional housing program for victims of domestic violence. Four women with 8 children from Tazewell County received housing through this program.

The Center has seen an increase of over 2,500 shelter nights in FY 2018 than in FY 2017. Staff states that economic stress and substance abuse has driven more people asking for help. There have been times when there are long lines at the Courthouse to file for an order of protection. Some victims have time restraints and have left, which puts them in danger. According to the National Network to End Domestic Violence, abuse is more than three times likely to occur when couples are experiencing high levels of financial strain,

The Center for Prevention of Abuse also provides a 24-hour hotline, a safe shelter, hospital advocacy, court advocacy, crisis intervention counseling, children's services, support groups, therapeutic services, information and referral, elder abuse investigation, nursing home advocacy, money management assistance, prevention education, professional training and family violence intervention. All victim services are free of charge.

The main office of the Center for Prevention of Abuse is in Peoria and in 2012, they joined forces with the House of Hope in Tazewell County to have a domestic violence shelter and services in Tazewell County. The Center also has advocates in both the Tazewell and Woodford County Courthouses to help victims of domestic violence with the paperwork etc., to get an order of protection filed against the abuser. They also provide weekly support groups in each county for women and men who are in a physically or emotionally abusive relationship.

The Center for Prevention of Abuse has been hit hard by budget cuts at both Federal and State level. The Center depends on fundraising and public support to help provide these services.

Child Abuse/Neglect:

(Source: Department of Children and Family Services)

One hundred forty-two children in Tazewell County were in foster care as of May 31, 2018. Woodford County had 33 children in foster care. Two hundred ten children in Tazewell County and 23 children in Woodford County were in relative care and 15 children in Tazewell County were in an institution or group home.

In 2015, (latest statistics available) there were 28 indicated sexual abuse cases in Tazewell County and 7 cases in Woodford County. There were 100 alleged sexual abuse cases in Tazewell County and 24 alleged cases in Woodford County.

There were 420 indicated investigations of child abuse in Tazewell County in 2015 and 26 cases in Woodford County. There were 1,441 alleged abuse/neglect cases in Tazewell County and 241 alleged cases in Woodford County in 2015.

In July 1999, the Tazewell County Children's Advocacy Center opened in response to child abuse. Multidisciplinary teams have coordinated services for child victims and their supportive family members in a safe, comfortable and neutral place for children to be interviewed and receive services. The Advocacy Center has teamed up with the Center for Prevention of Abuse to address the need for prevention education in the community. They provide prevention education and reporter training to underserved elementary schools, preschools and daycare centers in Tazewell and Woodford Counties.

The Center also started providing advocacy services in Woodford County in April 2001. They have opened a satellite center in Woodford County complete with a victim sensitive interview room.

High School Statistics:

(Source: Illinois State Board of Education)

According to the Illinois State Board of Education, the high school enrollment, graduation rate, low-income rate, chronic truancy rate and homeless rates for each school district in Tazewell and Woodford Counties for the 2016-17 school year are as follows. These charts show that in Tazewell County, the low-income graduation rate is below the State graduation rate.

High School Graduation Rate 2016-17

State of Illinois	Tazewell County	Woodford County
89.6%	88.1%	90.5%

Source: Report on Illinois Poverty – February 2018

High School Graduation Rate for Low-Income Students 2017

State of Illinois	Tazewell County	Woodford County
83.6%	78%	72%

Source: Report on Illinois Poverty – February 2018

This chart shows the high school report cards for each of the high schools in TCS's service area. In East Peoria, Pekin and Low-Point Washburn almost half of the students are low-income.

2016-2017 High School Report Card

	Drop out Rate	Graduation Rate	% Low Income	Graduation Rate Economically Disadvantage	Chronic Truancy Rate	% Homeless
STATE	2.1%	87%	50.2%	79.4%	10.8%	2.1%
Tazewell County						
Pekin	2.6%	80.3%	44.7%	68.7%	7.2%	.6%
Washington	.5%	90.4%	21.4%	82.8%	5.2%	.5%
East Peoria	.5%	94.5%	49.9%	92%	3.1%	1.8%
Tremont	.3%	94.6%	10.7%	90.9%	0%	.3%
Delavan	1.5%	85.7%	27%	76.9%	.7%	.7%
Morton	.9%	90.2%	13.4%	66.7%	.4%	.2%
Dee-Mack	.9%	93.2%	23.6%	95.2%	.3%	.3%
Woodford County						
Fieldcrest	2.1%	83.5%	39.2%	64.3%	13.9%	.6%
El Paso- Gridley	.5%	88.2%	30.7%	71.9%	3%	.3%
Low Point- Washburn	2.7%	76.9%	41.7%	54.5%	6.5%	1.3%
Roanoke- Benson	2.4%	91.1%	28.2%	76.9%	4.3%	.6%
Metamora	.6%	95.8%	14.9%	81.6%	4.2%	.3%
Eureka	1.6%	89%	20.3%	70%	3.1%	.6%

Source: Illinois State Board of Education – District Report Cards– District Report Cards

The charts below show the median household income, percent of low income and graduation rate. Morton High School shows 13.4% of students are low income with a graduation rate of 66.7%. Morton's household income is \$38,651, which is the highest median income in the county. Pekin which has 44.7% low income students and a median household income of \$27,511 which is the lowest in the county has a 68.7% graduation rate for low income students. East Peoria has almost half of its student's that are low income, but they have a graduation rate of 92%.

School Tazewell County	Median Income in the Past 12 months	% Low Income	Graduation Rate Economically Disadvantage
Pekin	\$27,511	44.7%	68.7%
Washington	\$33,703	21.4%	82.8%
East Peoria	\$29,577	49.9%	92%
Tremont	\$31,628	10.7%	90.9%
Delavan	\$29,199	27%	76.9%
Morton	\$38,651	13.4%	66.7%
Dee-Mack Deer Creek Mackinaw	\$34,333 \$31,651	23.6%	95.2%

School Woodford County	Median Income in the Past 12 months	% Low Income	Graduation Rate Economically Disadvantage
Fieldcrest – Minonk	\$31,827	39.2%	64.3%
El Paso- Gridley El Paso Gridley	\$27,250	30.7%	71.9%
Low Point-Washburn Low Point Washburn	\$29,881	41.7%	54.5%
Roanoke-Benson Roanoke Benson	\$28,984 \$33,833	28.2%	76.9%
Metamora	\$31,213	14.9%	81.6%
Eureka	\$26,686	20.3%	70%

Source: 2012-2016 American Community Survey-5year Estimate-B19326
Illinois State Board of Education

According to the 2010 Census, 3.5% of Tazewell County residents over the age of 25 and 3.2% of Woodford County residents have less than a 9th grade education. In Tazewell County, 6.7% of persons have no high school diploma and 4.6% persons in Woodford County have no high school diploma or GED.

In Tazewell County, 9.5% of the population has an Associate's Degree, 16.2% have a Bachelor's Degree and 6% have a professional degree. In Woodford County, 9.6% of the population have an Associate's Degree, 17.1% have a Bachelor's Degree and 8% have a professional degree.

**Population 25 Years and older for whom
poverty status is determined**

	State of Illinois	Tazewell County	Woodford County
Income in the past 12 months below poverty level	918,877	5,965	1,483
Male	373,786	2,409	677
Less than high school Graduate	101,616	441	84
High school graduate or equivalent	128,708	1,167	223
Some college, associate's degree	88,871	614	268
Bachelor's degree or higher	54,591	187	110
Female	545,091	3,556	806
Less than high school graduate	133,799	712	67
High school graduate or equivalent	178,251	1,386	285
Some college, associate's degree	161,226	1,209	297
Bachelor's degree or higher	71,815	249	157

Source: 2012-2016 American Community Survey- 5-year Estimate

Woodford County Heartline was founded in 1982 by a group of citizens and pastors as a service organization which acted as a clearing house directing individuals in need of assistance to other service organizations. In 1992, Heartline rented a vacant fraternity house at Eureka College to form Heart House, a homeless shelter for women and families and have office space for Heartline. In 1995, Heartline/Heart House bought it's own property with the help of volunteers and donated funds and built a new building to house the Heartline office and the shelter, which can house 21 individual or 6 families.

In 2017, Heartline provided 1,248 services. Heartline also served 140 families with their "Tree of Hearts" Christmas gifts. The majority of their funding comes from donations and fundraisers with limited resources from the Salvation Army, Red Cross and Tazwood Community Services. Heartline has more than 40 volunteers who help provide these services to Woodford County residents. Heartline also has a community room that is used by other organizations. Heartline and Tazwood work together during the School Supply program to coordinate and hand out book bags, supplies and shoe gift cards.

Heartline does not duplicate any services such as rent, utilities, prescriptions, with the exception of an emergency. Heartline works closely with area agencies to make sure that persons are not getting services from multiple sources.

Meals on Wheels:

We Care, Inc. provided 10,434 home delivered meals to seniors, persons with disabilities and persons recovering from an illness who live in Morton or Rural Tazewell County between in 2016.

Neighborhood House in Peoria provided over 1,200 meals to residents in other areas on Tazewell County.

Maple Lawn Homes in Woodford County provides home delivered meals to residents in Woodford County.

Tables 8 and 9 on pages 58 and 59 shows maps of Tazewell and Woodford Counties. Tazewell County covers 649 square miles and Woodford County is 528 square miles.

CRIME STATISTICS
ARREST COMPARISONS

	Tazewell 2015	Tazewell 2016	Woodford 2015	Woodford 2016
Criminal Homicide	0	1	0	1
Forcible Rape	8	2	2	3
Robbery	6	18	0	0
Aggravated Assault/Battery	196	212	12	13
Burglary	156	176	3	4
Theft	505	517	6	9
Motor Vehicle Theft	21	14	1	0
Arson	0	7	0	1
Domestic Offenses	1,149	1,197	34	39
Hate Offenses	0	1	0	0
Total Drugs Arrest	1,159	1,478	306	174
Controlled Substance Act	156	263	59	55
Hypodermic Syringes & Needles Act	8	24	1	2
Cannabis Control Act	443	499	132	62
Drug Paraphernalia Act	508	650	110	53
Methamphetamine Act	44	46	0	2

Source: Illinois State Police

2016 Uniform Crime Report

2-1-1 PROGRAM

2-1-1 is an abbreviated telephone number is meant to connect individuals with community information and referrals of human, health and social services. It was first introduced in Atlanta, Georgia in 1997 and achieved high levels of success. This service has grown rapidly since then and today serves over 283 million Americans. Much of the success of 2-1-1 comes from the ability to save time and frustration by successfully matching each individual caller with the correct agency based needs.

2-1-1 was introduced to the Heart of Illinois (Peoria, Tazewell, Woodford, Stark, Marshall and Putnam Counties) in 2013. The Heart of Illinois area now has completely free, anonymous and confidential access to this service 24/7/365. The 2-1-1 program can provide individuals assistance with the following needs:

- Basic Human Needs – Food, Clothing, Shelter, Rent and Utility Assistance
- Physical and Mental Health - Healthcare, Counseling, Substance Abuse Prevention and Rehabilitation.
- Employment – Education, Job Training, Transportation
- Elderly and Disabled – Home Healthcare, Transportation Assistance, Meals
- Children and Families – Childcare, After-School Programs, Tutoring, Mentoring, Protective Services

Much of the success of 2-1-1 is a result of its simplicity. It is easy to remember, free and confidential. Most importantly, it provides the community efficient access to important information.

The 2-1-1 program in the Heart of Illinois region is the result of collaboration between the Heart of Illinois United Way and Advanced Medical Transport.

The 2-1-1 program has been administered through AMT's 9-1-1 call center. The call center has been cross-trained to offer 2-1-1 assistance when needed. The call center is operated in a state-of-the-art facility that is built to withstand an F5 rated tornado, has redundant phone lines and emergency power, and has a self-contained HVAC system should disaster strike.

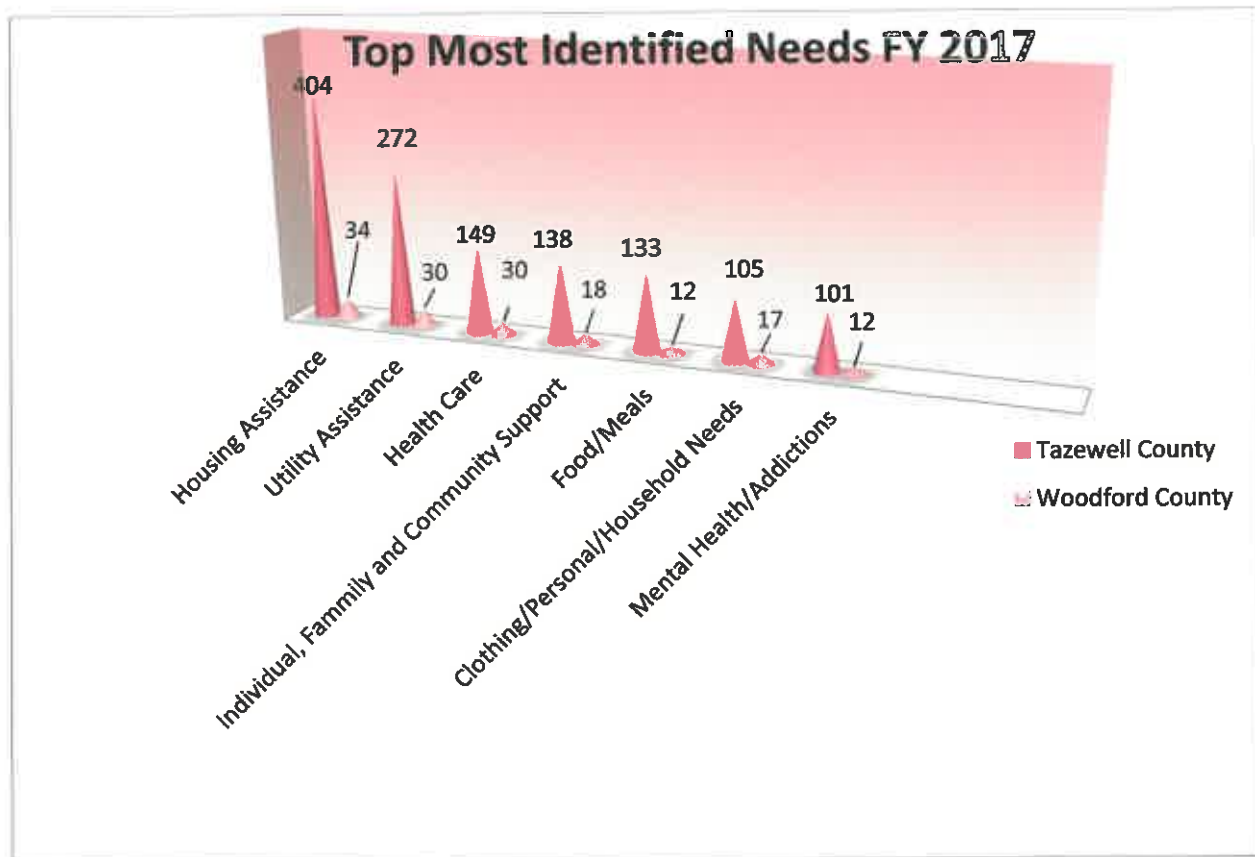
2-1-1 provides many benefits to the community. This service connects individuals to the agencies that can assist them in meeting basic health and human needs. By achieving these short-term, basic needs, individuals in the community have the opportunity to attain a happier, better life for themselves.

2-1-1 is also a coordinated intake number for the Heart of Illinois Homeless Continuum of Care. If a person or family is homeless, they can call 2-1-1 and be assessed for what needs they have and be put on the HOICOC's list for any openings in a transitional housing program or permanent supportive housing unit. They are prioritized by need and if a HOICOC provider has an available unit, they will call the homeless person/family to start the process to get them into the unit.

While 2-1-1 can link individuals with agencies to help resolve their short-term problems, 2-1-1 can also provide insights into the long-term trends of the community. Data collected through 2-1-1 can help identify social and health trends within the community. By identifying these trends, the various agencies in the community can better anticipate demand for certain services.

This shift in anticipated demand allow agencies to reallocate their resources to better serve, and possibly prevent, unfavorable outcomes within the community.

The following chart shows the needs of the community from 2017.



Source: Heart of Illinois United Way - 211

The 2-1-1 program has already had a significant impact on the Heart of Illinois area. This program has been able to efficiently connect individuals in the community to specific agencies that will be able to help solve their problems. Moreover, this service has been able to generate data than can help the Heart of Illinois United Way identify strategic trend.

Source: 211

Low-Income Home Energy Assistance Program/LIHEAP:

In FY18, Tazwood served 3,759 households in Tazewell County and Woodford County in the Low-Income Home Energy Assistance Program, with \$2,116,970.92 funds sent to utility vendors for heating bill during the winter months.

Illinois Home Weatherization Assistance Program/IHWAP:

In FY 18, Tazwood weatherized 24 homes in Tazewell and Woodford Counties. Through the Emergency Furnace Program, Tazwood repaired or replaced 18 furnaces in Tazewell and Woodford Counties.

Community Services Block Grant:

The 2017 Community Services Block grant served 915 persons with 2,929 services. Tazwood helped 32 families with either a rent payment to prevent eviction or a 1st month rent payment for homeless families. Thirty-six families' water bills were paid to prevent disconnection. The prescription program helped 5 seniors receive medication and 11 persons under the age 60 with medications. Twenty persons were helped with car repairs to help them get to work or school. Twelve children between the ages of 6 and 13 were able to attend summer camp through local day camps so their parents could work. Five people received scholarships to help them continue their education. Thirty-five children from low-income neighborhoods were able to attend the Center for Youth and Family Solutions 2-week summer camp providing positive activities that taught social, cultural, educational and emotional development. Fifteen people received the needed dental work to help maintain their health. Seven people received eye exams and glasses that they needed and 7 seniors received hearing exams and hearing aids. Tazwood was able to help 330 children with book bags, school supplies and Payless gift cards to start they new school year out. Tazwood also supplemented 12 local food pantries with CSBG funds to help serve over 1,500 families with food and items needed to survive.

In 2018 Tazwood partnered with the Tazewell County Health Department, Tazewell Woodford Head Start, The Center for Youth and Family Solutions, South Side Office of Concern, Pekin Housing Authority and Woodford County Heartline and held 19 classes. The following is a list of classes held:

- Raising of America – 43 participants from local service providers
- 4H and free things to do with your children – 11 participants
- Breakfast for Dinner and Prairie State Legal Services program – 10 participants
- Homemade pet food from pantry items – 8 participants
- Woodford County Health Department and Tazwood services – 24 participants
- Cooking with Ease – 24 participants
- Preparing your home for winter – 20 participants
- Tenant/Landlord Education – 11 participants
- Pathway to Home Ownership – 3 participants
- Preparing your home for winter – 16 participants
- Kids in the Kitchen
 - Taco Salad and Homemade Salsa – 12 children
 - Breakfast Casseroles – 17 children
 - Easy Snacks- 13 children
- Circle of Security parenting classes (6 classes) – 7 participants – 3 families participated in all 3 classes
- Credit Smart – 8 participants
- Credit Building/Credit Fraud – 4 participants
- Resume writing/Job interview skills – 6 participants
- Tenant Education – 8 participants
- Cleaning Classes – Pekin Housing Authority residents
 - Class 1 – 15 participants
 - Class 2 – 17 participants

Two resource fairs were also held in 2017, with 13 vendors participating and 83 customers attending.

3. DESCRIPTION OF THE SERVICE DELIVERY SYSTEM

The Service Delivery System in Tazewell and Woodford Counties targeted towards the low-income customers consist of, news releases at the beginning of each program and throughout the year as needed. Service Providers in the service area, along with other providers in close lying areas are informed of each program and what type of funding is available. At every Tazewell/Woodford County Service Providers meeting, the providers are informed of what each program status is, what funding is available for each program and if funding is not available, when the new program will start. The purpose of these quarterly meetings is to bring social service organizations together to create a referral network. The Community Services Manager attends area meetings or sits on committees, such as the Heart of Illinois Homeless Continuum of Care, All Our Kids Network, Rust Transitional Center, Tri-County Interagency Council and Tazewell Community Area Project. Updates on programs and services available are given at each meeting. Brochures are given to providers to keep in their offices for their customers. TCS feels by updating service providers, customers can be informed of the programs and if funding is available. Customers can also be informed if there are other resources available.

The Community Services Manager also did "Energy Presentations" to five Head Start parent groups, Heartline meetings on energy saving tips and programs available at Tazwood. Parents were given "handouts on energy saving tips and programs available. These "Energy Presentations" were also done for the Tazewell/Woodford County Service Providers.

TCS makes sure that there is accessibility to all of their programs. Customers may either call or come into the office to get information on programs or to set up an appointment. If a customer calls, the staff will talk with the customer and see what type of assistance is needed. A customer is informed of what type of help that TCS can give or is referred to another agency if no help is available. The staff will set up an appointment and let the customer know what information to bring with them. Customers have commented that it helps to know what they are to bring with them to their first appointment to make the application process faster. Some agencies do not inform their customers of items needed and then they have to make two or three trips back before they are approved for the service.

TCS also sets up intake sites throughout the year in different communities in our service area. If there is not a way for a customer to get to TCS's office or intake site, a proxy could be done by a friend or relative. If there is not any possible way for one of the above procedures to be done, TCS staff will set up a time and do a home-visit with that customer.

In 2018, TCS held two resource fairs for families in low income parts of the service area. In 2018, Tazwood also created a FaceBook to keep persons updated on programs and funding. A website is administered by a TCS staff person, and can be updated as needed.

A Social Service directory is available on TCS's website and can be printed off.

Past administration of the programs have been effective, therefore, TCS will continue to administer their programs in the same manner.

4. LINKAGES

As mentioned in the previous section, surveys are used to help identify the needs of low-income persons in the service area. Through these surveys, TCS's Board of Directors and staff can analyze the responses of customers and other providers to help identify the needs of the low-income population in our service area. TCS Board and staff then try to come up with new programs to help meet these un-met needs in our service area.

The 2008 CAP showed a need for activities for children during the summer. TCS paired up with Center for Youth and Family Solutions to help with their summer camp program in two of the lowest income areas in Tazewell County since 2008. Each camp was two weeks long and provided activities such as swimming, go-karts, movies, bowling etc. Due to cost, many of these families are not able to enjoy these summer activities. There is no cost for the camp, transportation or activities. The camp also teaches social, cultural, educational and emotional development.

In 2010, through ARRA funds, Tazwood started a Summer Camp Assistance program for children of parents who are working or attending school full time. Over 60 children were able to attend various summer camps the past summers, while their parents worked or went to school. Flyers were given to local summer camp providers, schools, as well as placed in low-income housing projects and area service providers were emailed flyers to distribute to eligible families. Since 2011, Tazwood requested to use Category D funds to continue the Employment Support Program. Through this program, TCS can pay for car repairs, day care assistance and summer camp assistance for parents who are working or going to school full time. So far in 2018, 8 families were served by this program. Thirteen children were able to attend summer camp through the Pekin Park District, 21st Century Camp and Camp of Champions while their parents were working.

The Dental/Optical and Footwear Program were started a few years ago. Through past survey responses, a major need listed by customers was the need for dental and optical services. In 1992, TCS started the Dental Program and added the Optical Program in 1995. These programs were run on a trial basis and have tripled in funding. Current surveys still show that there is a need for these programs with the possibility for expansion. In 2006, the Tazewell County Health Department opened up a new Dental Center serving patients from age 3 ½ and up. The clinic provides basic examination, restorative and educational services. Service fees are based on a sliding scale according to the customer's ability to pay. Clinic services are designed for low-income families. No one will be refused services because of inability to pay. Public Aid medical cards will be accepted as payment in full, with the exception of those services denied or not normally covered by public aid. The Dental Center also provides dental sealant to Medicaid eligible children and children who are eligible for the free lunch program. In 2017, the Center provided 15,304 services to 10,699 customers. Tazwood works with the Dental Center to provide payment for work not covered by the medical card, for persons not receiving the medical card or for referrals made out by the Dental Center for work that cannot be done at their clinic. Tazwood also coordinates with two other dental providers in Peoria, who take the medical card, to provide payments for services not covered. In 1994, TCS started the Footwear Program with Payless Shoe Source after seeing a need for footwear especially during the winter months and the beginning of the school year. TCS buys gift cards from Payless to be given to income eligible persons.

The 2013 CAP showed a need for assisting families with their water bills. The Board of Directors looked at the need and started a Water Bill Assistance Program for households who are in threat of having their water shut off. Since the start of the Water Bill Assistance program 150 families have had help preventing their water from being shut off.

The 2013 CAP also showed a need for help with hearing aids. After contacting local providers of hearing aids, the Board and staff started a Hearing Aid Program to assist with the cost of hearing aids. Since the Hearing Aid program started in 2013, 25 persons have received hearing aids.

In 2016, TCS held 3 resource fairs throughout the service area to let families know what types of services are available in the service area. Sixty-three families attended these resource fairs learning of the services that may be able to help their families.

In 2017, TCS coordinated with Heartline in Eureka and the South Side Office of Concern's Richland Neighborhood Initiative to hold workshops and classes in for families. Monthly classes are held on a variety of topics, such as simple meals, tenant education, homebuying and available services. TCS is also working with the Pekin Housing Authority to start holding classes for their residents. Turn-out for these classes have tripled since they started in the summer.

Through coordinating the Tazewell/Woodford Counties Service Providers, TCS and other agencies in the area find out about different programs and services available in the area by speakers, discussions and networking.

These meetings not only help TCS, but other agencies in the area to identify where the gaps are in the area and what services are provided and where services are needed.

Although every families needs are different, TCS and other service providers try to develop new programs to meet the majority of the needs in the low-income population. The use of Information and Referral through the CSBG program is used with almost every customer that encounters TCS. Referrals are made to the LIHEAP and IHWAP programs and information is given to customers through brochures or direct contact with other staff on these programs. Customers are also referred to outside agencies such as the Department of Human Services, Food Pantries, Salvation Army, Heartline, Townships, Local Housing Authorities, etc.

If TCS does not have knowledge of any programs for a customer, TCS will give the 2-1-1 information number was set up through the United Way and Advance Medical Transport as part of an information hotline in the Peoria Area. They also have a 211hoi.org website with information on services in Peoria, Tazewell, Woodford, Marshall, Stark and Putnam counties.

TCS coordinates with the local Hospitals and Pharmacies for the Emergency Prescription Program to serve the needs of persons who are being released from the hospital who need prescriptions.

In 2013, the Pekin Public Library contacted TCS about doing an updated version of their Social Service Directory (which due to time and expense, has not been updated since 2009). Pekin Public Library compiled all the changes and updates and released a new directory for TCS. The directory published in 2014 and sent to local providers. The directory is also on TCS and the Pekin Public

Library's websites. Follow up is done on TCS customers who have received rental/deposit assistance or car repairs. If a customer has not kept up with their rent payments or if they have been evicted for other reason, a red flag is put in the customers case file and questioned if they return for rent.. Follow up is also done if there is an outside report on the customer either from another agency or person. In some cases, through contact with other agencies, TCS can monitor how a customer is doing. The Community Services Manager works closely with some agencies and landlords and keeps in contact on how a customer is doing, especially in emergency situations. Also in working with some of the same customers each year in all the TCS programs, TCS can see how customers are doing. Some customers will stop by and let staff know of their progress. The only continuous follow up done through the CSBG Program is with the Scholarship.

5. COORDINATION

The CSBG funding under this act will be coordinated internally with LIHEAP, IHWAP and all CSBG programs. Referrals, outreach efforts and other program elements will be coordinated among all of the TCS's programs to maximize comprehensiveness and efficiency of services. TCS intake workers will provide information regarding these programs to low-income participants.

Externally, TCS staff coordinates with service agencies that provide a range of services. Tazewell and Woodford Health Department's, Tazewell/Woodford Head Start, Salvation Army's in Pekin and Peoria, Social Security Offices, Local Homeless Shelters, Food Pantries, Housing Authorities, Utility Companies, United Way Offices, HOI 211 line, etc.

Coordination is also done with the CSBG program with local Pharmacies and Hospitals in the Prescription Programs, local Dentist, Optometrist and Audiologist with the Dental-Optical-Hearing Aid Program, Payless Shoe Source with the Footwear Program, Food Pantries with the Supplemental Food Pantry Program, Landlords, Housing Authorities and Homeless Shelters with the Housing Assistance Program, local day cares and summer camp providers for child care and local automotive repair shops with the Employment Support Program. TCS also coordinates with Illinois Central College and other local Colleges and Universities for the Scholarship Program.

Coordination is done between Tazewell, The Center for Youth and Family Solutions, University of Illinois Extension, local merchants and neighborhoods to provide educational, recreational and social activities for the Tazewell Community Area Program's Summer Camp.

Coordination is done with Heartline in Woodford County, Tazewell/Woodford Head Start, Pekin Housing Authority and the Richland Initiative in Tazewell County to hold workshops and classes for residents in the community on topics such as simple cooking, tenant education, homebuying and credit repair.

TCS held resource fairs throughout the service area to let families know of the resources available. TCS coordinated with the Fondulac Park District in East Peoria, and Tazewell Woodford Head Start for space to hold these events. Some agencies provided a game for the children to play and

win a small prize. Agencies handed out information and items for adults and a meal was provided. Door prizes were also given out. A total of 13 agencies attended these events and 85 families received information.

TCS coordinates the Tazewell/Woodford County Service Providers organization with CSBG funds. This organization is used for outreach, information and networking.

TCS staff also gives presentations throughout the year to local agencies and informational customer meetings. TCS also has participated in many health fairs, family days and homeless informational days. Brochures are distributed to local agencies, churches and schools throughout the year. Flyers are put in rural areas, such as grocery stores, laundry mats, trailer parks and school fairs.

TCS staff is involved with various committees throughout the service area, such as, the Rust Transitional Center, the Heart of Illinois Continuum of Care, the Tri-County Interagency Council, the AOK/All Our Kids Network and The Tazewell Community Area Project and The Friends of Richland Youth. The Community Services Manager served on the Governing Board for the Heart of Illinois Continuum of Care for 5 years and the Executive Council for the Tri-County Interagency Council and a board member of the Tazewell Community Area Project and an advisory member for the Rust Transitional Center and the Richland Neighborhood Initiative. The Community Services Manager in the past has been the Co-Chair of the Street Sweep Committee for the Continuum, which involved the planning and execution of the 1st Annual Homeless Street Sweep for the Continuum service area (which includes, Peoria, Tazewell, Woodford and Fulton Counties).

Immediately following the November 2013 tornados that hit three communities in Tazewell County, approximately 60 agencies/groups, including TCS met to begin coordinating the future needs of the residents affected by the tornados.

When a family has a needs arise, they work with a case manager from the LTR presents those needs to the group of LTR members at a monthly meeting. This group connects those with needs to those organizations with resources. They work as a team using a central database to avoid duplication.

Tazwood Community Services, Inc. is coordinating with Career Link, the local WIOA office, to provide support services with CSBG funding for their customers to help them with their job training or schooling needs. TCS and the regional WIOA met in 2017 to discuss negotiations, needs and guidelines for this program. TCS will be holding a LIHEAP intake and resource day at the WIOA office in the Fall of 2018 to coordinate agency services.

6. INNOVATIVE COMMUNITY AND NEIGHBORHOOD BASED INITIATIVES:

In 2017, the Tazewell Community Area Project (TCAP) partnered with the Junior League of Peoria to do a Kids in the Kitchen class once a month with the children in the Richland Neighborhood after-school program. The goal of the Junior Leagues' Kids in the Kitchen initiative, is to promote child health and wellness by empowering children and youth to make healthy lifestyle choices, therefore preventing obesity and its associated health risks. TCSI partners with this group through the workshop and classes program.

The children in the Richland Neighborhood are often tasked with the responsibility for cooking meals for themselves and others in their family. It is estimated that 80% of the families in this neighborhood is low-income.

Once a month, Junior League volunteers work one on one with the children preparing and cooking a healthy meal. Ingredients are also given to the students to cook the dish at home. The students were given a survey at the beginning of the program to see what foods the students liked and the volunteers planned classes on these meals, focusing on using ingredients that can be purchased with the link card or items received from food pantries.

These interactive classes do every step in recipe, assembly line style, from cooking meat and cracking eggs to checking food temperature and cleaning dishes.

In December, the children learned to cook a breakfast casserole. With the ingredients that were sent home with the children, some of the children prepared a breakfast casserole with the recipe they learned on Christmas morning.

The Junior League received a donation to purchase each family a crock pot and TCSI bought each family an electric skillet.

During the summer months, when the after-school program was not running, the Junior League held classes once a week during the summer camp program. The children were assigned groups, came to camp early on the planned day and cooked the children and volunteers either breakfast or lunch.

7. YOUTH PROGRAMMING

Tazwood Community Services, Inc. is addressing needs of the low-income youth by providing school supplies and shoes to children starting the new school year. This program helps low-income students start the new school year off with new school supplies, book bags and shoes. Backpacks filled with basic schools supplies and gift cards to Payless Shoe Source for \$50.00 were give to eligible K – 12 students in Tazewell and Woodford Counties. Many mothers have stated that they would have to use hand-me-down book bags and shoes for the children, since they could not afford the average of \$30.00 for school supplies and \$30.00 - \$50.00 for school shoes. Mothers have also stated that with the help of TCS providing shoes and supplies, they were able to buy the children a few new school clothes to start the school year with the money that they saved on not buying the shoes and supplies. This has helped the children start the new year off by building their self-esteem by feeling like the other students with new clothes, shoes and supplies.

Tazwood also coordinated with The Center for Youth and Family Solutions' Tazewell Community Area Project (TCAP) and with local Summer Camp providers to provide funds for the Summer Camp for low-income children. These camps help strengthen the community by providing positive activities for young people. The camp provides social, cultural, educational and emotional development for these children to carry with them throughout their life. These camps also keep many children who are too old for day care off the streets and out of trouble by providing positive activities and mentors.

Tazwood also in runs the Housing Assistance program, which helps provide families with a one-month rent payment to either prevent homelessness or if the family is homeless provide a first month rent to help move into a new home. This program helps children stay either in their home and school that they are use to, or help them get out of a shelter, family or friends house and give them their own place.

Most of the programs ran by TCS somewhat involve community coordination and collaboration in meeting the needs of youth. The Housing Assistance program provides children with a roof over their head, LIHEAP provides heat and electricity for families, the Employment Support Program helps parents with needed car repairs or day care to help keep them employed, which in turn helps parents provide for their families. The Dental and Optical program helps children with needed dental work or an eye exam and glasses. With all of these programs, TCS coordinates with local landlords, utility companies, dentist and Bard Optical. TCS also coordinates with local stores, churches and civic organizations for the school supply program.

8. OUTCOME MEASURES:

Tazwood Community Services, Inc. and their Board of Directors have established Outcome Measures through the goals set for each work program. These goals are now required by the Department of Commerce and Economic Opportunity as part of the application process for the CSBG programs. The following National Goals have been chosen for TCS's 2019 CSBG Program.

National CSBG Goal # 1: Individuals and families with low incomes are stable and achieve economic security.

National CSBG Goal # 2: Communities where people with low incomes live are healthy and offer economic opportunity.

National CSBG Goal # 3: People with low-incomes are engaged and active in building opportunities in communities.

KEY FINDINGS

The problems listed below were received from responses from the Board, Staff, Community Stake holders and Customer Surveys.

02.021 – School Supplies

Problem Statement: Getting financial assistance with school supplies. - Customer

Problem Statement: Getting clothing and shoes. - Customer

National CSBG Goal # 1: Individuals and families with low incomes are stable and achieve economic security.

Outcome Measure: 02.04.B-Youth (1st – 8th grade) who are achieving at basic grade level (academic, social and other school success skills.)

Outcome Measure: 02.04.C-Youth (9th – 12th grade) who are achieving at basic grade level (academic, social and other school success skills.)

02.031 – Extra-curricular Programs

Problem Statement: There are some affordable youth (ages 5 / 17) activities or after school programs available in your community. – Board & Staff

Problem Statement: There are few affordable youth (ages 5 / 17) activities or after school programs available in your community. – Board & Staff

Problem Statement: Youth need mentoring and learning. – Board & Staff

Problem Statement: There are an insufficient number of child and youth activities available in your community. – Community Stakeholders

Problem Statement: Youth in our community need information, education, guidance, and/or assistance with mentoring/leadership/volunteering. – Community Stakeholders

Problem Statement: Getting assistance with school or club activities – Customer

National CSBG Goal # 1: Individuals and families with low incomes are stable and achieve economic security.

Outcome Measure: 02.03B – Youth (1st-8th grade) who demonstrate improved positive approaches toward learning including improved attention skills.

Outcome Measure: 02.04.B – Youth (1st – 8th grade) who are achieving basic grade level (academic, social and other school success skills)

Outcome Measure: 02.04C – Youth (9th – 12th grade) who are achieving at basic grade level (academic, social and other school success skills)

Outcome Measure: 05.01 – Individuals who demonstrate increased nutrition skills (e.g. cooking, shopping and growing food)

Outcome Measure: 05.03 - Individuals who demonstrated improved mental and behavioral health and well-being.

02.061 – Educational Financial Aid Assistance

Problem Statement: Lack of education is a problem for getting or keeping a job. – Board & Staff

Problem Statement: Education is a great challenge low-income are currently facing. Board & Staff and Community Stakeholders

Problem Statement: Low-income households need assistance with education in order to achieve or maintain self-sufficiency. Board & Staff

Problem Statement: Getting financial assistance to complete my education. - Customer

National CSBG Goal # 1: Individuals and families with low incomes are stable and achieve economic security.

Outcome Measure: 02.11 – Individuals who made progress to a post secondary education.

04.011 – Housing Payment Assistance

Problem Statement: Housing is a great challenge low-income are currently facing. - Board & Staff and Community Stakeholders

Problem Statement: Low-income households need assistance with housing in order to achieve or maintain self-sufficiency. - Board & Staff and Community Stakeholders

Problem Statement: Low-income families need information, education, guidance and/or assistance with rent reimbursement claims. - Board & Staff

Problem Statement: There are an insufficient number of emergency shelters available in my community. - Community Stakeholders

Problem Statement: Finding affordable housing that fits my family's needs. - Customer

Problem Statement: Getting financial assistance with rent payments. – Customer

Problem Statement: Getting financial assistance with rent deposit payments. - Customer

National CSBG Goal # 1: Individuals and families with low incomes are stable and achieve economic security.

Outcome Measure: 04.02 – Households who obtained safe affordable housing.

Outcome Measure: 04.05 – Households who avoided eviction.

04.031 – Utility Payment Assistance

Problem Statement: Energy/Utility assistance is a great challenge low-income are currently facing. – Board & Staff and Community Stakeholders

Problem Statement: Low-income households need assistance with energy/utility assistance in order to achieve or maintain self-sufficiency. - Board & Staff and Community Stakeholders

Problem Statement: Seniors in our community needs assistance with energy/utility cost in order to remain in their homes. – Board & Staff and Community Stakeholders

Problem Statement: Low-income families need information, education, guidance and/or assistance with home energy/utility cost issues. - Board & Staff and Community Stakeholders

Problem Statement: Getting financial assistance with my utility bills. – Customers

National CSBG Goal # 1: Individuals and families with low incomes are stable and achieve economic security.

Outcome Measures: 03.01 – Individuals who achieved and maintained capacity to meet basic needs for 90 days.

Outcome Measures: 04.08 – Households with improved energy efficiency and/or energy burden reduction in their homes.

05.011 – Health Services, Screenings and Assessments

Problem Statement: Seniors in my community need assistance with managing medications in order to remain in their homes. – Board & Staff and Community Stakeholders

Problem Statement: Getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc. – Customer

Problem Statement: Getting financial assistance for medicine and prescriptions. – Customer

National CSBG Goal # 1: Individuals and families with low incomes are stable and achieve economic security.

Outcome Measure: 05.02 – Individuals who demonstrate improved physical health and well-being.

05.061 - Dental Services, Screenings and Assessments

Problem Statement: Dental care access is a great challenge low-income are currently facing. – Board & Staff and Community Stakeholders

Problem Statement: There are inadequate levels of dental services available for low-income people in my community. – Community Stakeholders

Problem Statement: Finding a dentist willing to accept Medicaid. – Customer

Problem Statement: Getting financial assistance for regular dental checkups. – Customer

National CSBG Goal # 1: Individuals and families with low incomes are stable and achieve economic security.

Outcome Measure: 05.02 – Individuals who demonstrate improved physical health and well-being.

05.071 – Nutrition and Food/Meals

Problem Statement: Getting food from food pantries, food banks or food shelves. – Customer

Problem Statement: Getting personal care items, such as soap, diapers, toilet paper, etc. – Customer

Problem Statement: Getting emergency food assistance. - Customer

National CSBG Goal # 1: Individuals and families with low incomes are stable and achieve economic security.

Outcome Measure: 05.02 – Individuals who demonstrate improved physical health and well-being.

05.081 – Family Skills Development

Problem Statement: People need better communication, people/customer job skills. – Board & Staff and Community Stakeholders

Problem Statement: There are few affordable after youth activities/after school programs available in my community. - Board & Staff and Community Stakeholders

Problem Statement: Low-income households need assistance with financial planning Stakeholders

Problem Statement: Low-income households need assistance with parenting education in order to achieve or maintain self-sufficiency. - Board & Staff and Community Stakeholders

Problem Statement: Youth need assistance in after school supervision, mentoring and learning, affordable activities, tutoring and volunteering. - Board & Staff and Community Stakeholders

Problem Statement: Of the following, with which of these do you believe low-income families need information, education, guidance, and/or assistance? -Board & Staff and Community Stakeholders

checking and savings accounts
payday loans
budgeting or money management issues
filing tax returns (EITC)
credit card debt
payday loans
budgeting or money management issues
landlord/tenant issues

credit cards
car title loans (**not** a car purchase loan)
financial credit issues
checking and savings accounts
credit repair
car title loans (**not** a car purchase loan)
obtaining loans

Problem Statement: Finding before and after school program. – Customer

Problem Statement: Learning how to discipline my children more effectively. – Customer

Problem Statement: Learning how to deal with bullying or violent behavior of my children's friends. – Customer

Problem Statement: Learning how to help my children cope with stress, depression, or emotional issues. – Customer

Problem Statement: Learning how to set goals and plan for my family. – Customer

National CSBG Goal # 1: Individuals and families with low incomes are stable and achieve economic security.

Outcome Measure: 05.03 – Individuals who demonstrate improved mental and behavior health and well-being.

Outcome Measure: 05.04 – Individuals who improve skills related to the adult role of parents/caregiver.

Outcome Measure: 05.05 – Parent/caregivers who demonstrate increased sensitivity and responsiveness in their interactions with their children.

06.000 – Civic engagement and Community Involvement Strategies.

All of the survey (board & staff, community stakeholders and customer) questions show a need to get the resources out to the communities. (see survey answers)

National CSBG Goal #2: Communities where people with low incomes live are health and offer economic opportunity.

National CSBG Goal #3: People with low-incomes are engaged and active in building opportunities in communities.

Outcome Measure: 03.06.A –Percent increase of people with low incomes who support the CSBG Eligible Entity's delivery of service and/or implementation of strategies to address conditions of poverty in the identified community

Outcome Measure: C2.06.B - Percent increase of donated resources to support the CSBG Eligible Entity's delivery of services and/or implementation of strategies to address conditions of poverty in the identified community.

07.031- Referrals

All of the survey (board & staff, community stakeholders and customer) questions show a need for referrals of services in the communities. (see survey answers)

National CSBG Goal # 1: Individuals and families with low incomes are stable and achieve economic security.

Outcome Measure: 06.01.C – Community Action program participants who gained other skills, knowledge and abilities to enhance their ability to engage.

07.041 – Transportation Services

Problem Statement: Having dependable transportation to and from work. – Customer

Problem Statement: Getting financial assistance to make car repairs. – Customer

National CSBG Goal # 1: Individuals and families with low incomes are stable and achieve economic security.

Outcome Measure: 03.08 - Individuals engaged with the Community Action Agency who report improved financial well-being.

07.051 – Childcare

Problem Statement: Needing childcare is a problem for people getting or keeping a job?
Board & Staff and Community Stakeholders

Problem Statement: There is an insufficient number of child care programs for low-income families in our community. – Board & Staff and Community Stakeholders

Problem Statement: Childcare is a great challenge for low-income people in our community. – Board & Staff and Community Stakeholders

Problem Statement: Low-income households need assistance with child care in order to achieve or maintain self-sufficiency. - Board & staff and Community Stakeholders

Problem Statement: Finding child care in a convenient location. – Customer

Problem Statement: Finding affordable day care. – Customer

National CSBG Goal # 1: Individuals and families with low incomes are stable and achieve economic security.

Outcome Measure: 03.08-Individuals engaged with the Community Action Agency who report improved financial well-being.

10.1 Training and Technical Assistance provided for Agency Development

Problem Statement: Agency needs to meet the new standards for the CSBG program.

CSBG Goal: CSBG eligible Entity Capacity Building

Outcome Measure: 00.02 – Hours of Agency Staff in capacity building activities.

Outcome Measure: 00.03 – Number of volunteer hours donated to agency.

TCS staff will work closely with other agencies in the Housing Assistance Program and Employment Support Program, to give more Case Management and follow-up. The Scholarship Program, Footwear/Clothing Voucher Program, Dental/Optical Program and Supplemental Food Pantry Programs will be ran the same way they have in the past. TCS would also like to do the School Supply Program again in the fall of 2018, due to the needs assessment survey and the amount of request for school supplies. The Board is also looking at the best way to utilize CSBG funds and request donations to help with this program again for the new school year. TCS is looking at combining funds (if available) with The Center for Youth and Family Solutions to expand on their day camps next summer in additional low-income areas to provide educational programs such as energy savings, nutrition and health programs for the children of these neighborhoods.

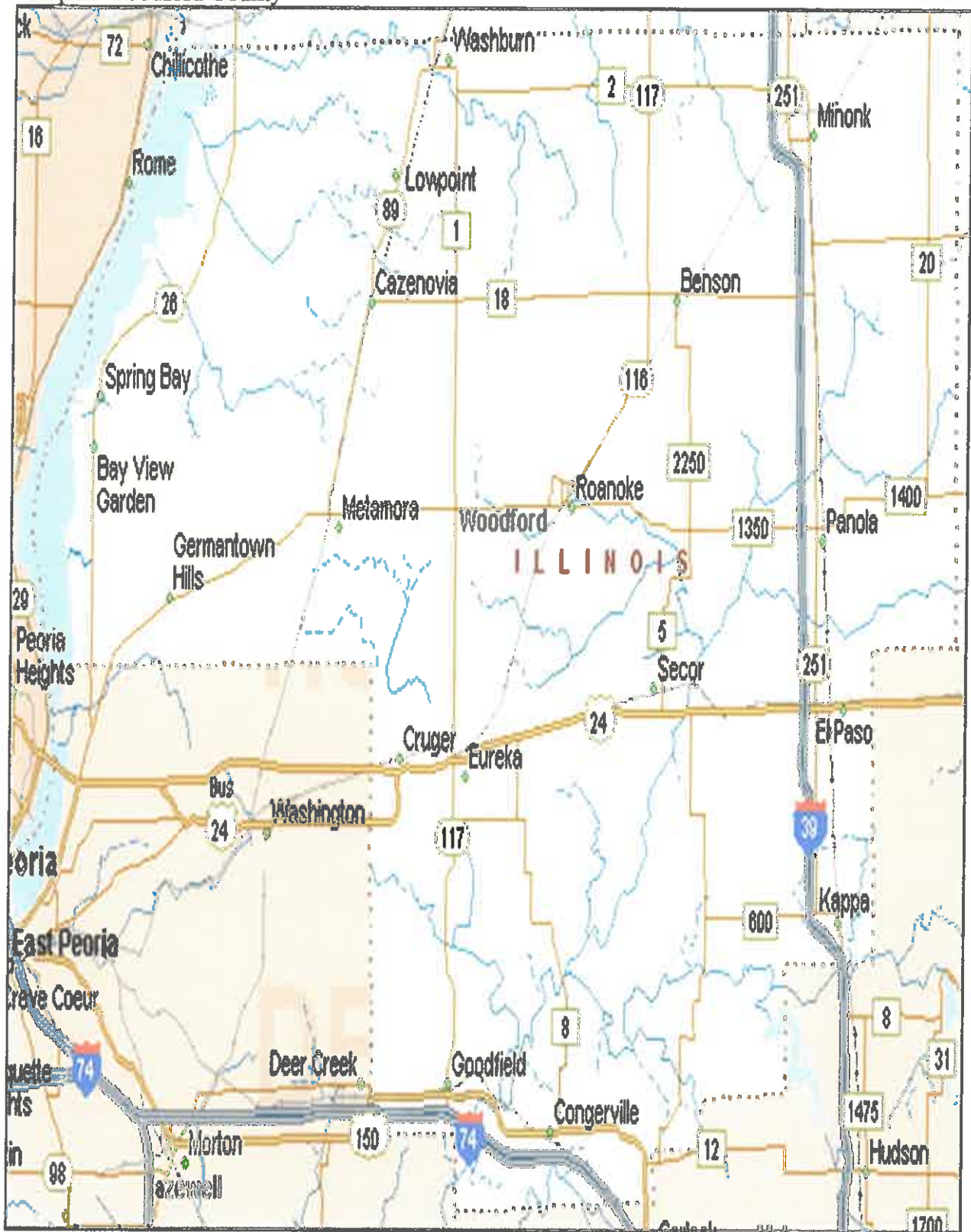
TCS's Board of Directors is looking at the CSBG programs and will be changing some of the guidelines to find ways to help persons become more self-sufficient rather than just giving them a temporary fix to their problems and to try to extend funding for as long as possible. TCS staff and Board is also looking at providing more classes/workshops for both adults and teens, such as budgeting, parenting, cooking, energy saving tips, simple home and vehicle maintenance, guide to college classes, etc., at local housing authorities and community centers. An overview of the top needs of the staff/board survey, community stakeholder survey and the customer survey are listed below to show the needs for these programs.

With these CSBG Services, the LIHEAP and Weatherization Programs, TCS expects to serve over 5,000 low income persons directly in the 2018-2019 programs. Tazwood and the Board of Directors knows that these programs cannot completely wipe out the problems of poverty but with the help of these programs, the agency hopes to make an impact on persons living in poverty and in turn customers will learn to help themselves.

Map of Tazewell County



Map of Woodford County



APPENDICES

Needs Assessment Results – Board of Directors & Staff

Please answer each question by checking the appropriate box or boxes. If a question does not apply to you, please leave it blank. "Community" is defined as the neighborhood and/or city in which you live.

1. What county do you live in?

Tazewell	84%
Woodford	16%

2. What is your position with the community action agency? select all that apply:

board member	58%	staff	42%
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2a. How many years have you served in this capacity?

0-2	21%
3-5	21%
6-10	26%
11-15	0%
16-20	11%
21-25	5%
26-30	11%
over 30	5%

3. Are there full-time living wage employment opportunities available in your community?

there are many opportunities	11%
there are some opportunities	47%
there are few opportunities	32%
there are not any opportunities	5%
unsure	0%

3a. Why do you believe people have problems getting or keeping a job? select all that apply:

jobs are not available	26%
physical or mental disabilities	32%
health issues	16%
language barriers	0%
need better technical job skills	32%
substance abuse issues	58%
lack of education	53%
transportation	68%
need child care	63%
need better communication, people/customer job skills	26%
other	

4. Are there child care programs for low-income families available in your community?

there are many programs	0%
there are some programs	37%
there are few programs	32%
there are not any programs	11%
unsure	21%

5. Are pre-school programs (including Head Start programs) for low-income families available in your community?

there are many programs	5%
there are some programs	63%
there are few programs	21%
there are not any programs	5%

6. Are affordable youth (ages 5 to 17) activities or after school programs available in your community?

there are many activities/programs	5%
there are some activities/programs	63%
there are few activities/programs	21%
unsure	5%

7. In your community, in which areas do you believe youth (ages 12 to 17) need assistance?
select all that apply:

after school supervision	68%	school attendance	32%
birth control	21%	teen parenting	21%
obesity	47%	learning disabilities	37%
behavior disorders	58%	tutoring	37%
mentoring and learning	79%	finding employment	42%
gang participation	0%	volunteering	26%
sexually transmitted diseases	11%	substance abuse/tobacco	47%
affordable school/community activities	53%	none of these apply	0%

8. Do you believe the schools in your community meet the educational needs of the children they serve?

in almost all cases	16%
in most cases	74%
in some cases	10%
in a few cases	0%
not at all	0%
unsure	0%

9. Are non-medical emergency services available in your community?

YES	47%
NO	16%
unsure	37%

10. Are emergency shelters available in your community?

YES	47%
NO	37%
unsure	16%

11. Are medical services available for low-income people in your community?

YES	68%
NO	16%
unsure	16%

12. Are dental services available for low-income people in your community?

YES	63%
NO	16%
unsure	21%

13. Are wellness (nutrition, exercise, etc.) programs available for low-income people in your community?

YES	37%
NO	37%
unsure	26%

14. Are the homes in your community in good repair? select one:

Most are	58%
Some are	42%
Few are	0%
None are	0%

15. What public transportation options are available in your community? select all that apply:

cab or taxi	63%
regional transit bus	26%
municipal bus	37%
trolley	0%
none	16%

16. Which of the following issues do you believe are the greatest challenges low-income households are currently facing? select all that apply:

education	63%	child care	68%
living wage employment	84%	mental health services	63%
job training	68%	teen pregnancy	11%
family/child abuse	21%	medical care access	16%
housing	68%	substance abuse	68%
language barriers	0%	dental care access	37%
budgeting	68%	transportation	53%
health food selection	37%	health care costs	58%
parenting	47%	family violence	32%
special needs children	0%	credit card debt	37%
chronic illness	16%	energy/utility costs	63%
none apply	0%		

17. Which of the following areas do you believe low-income households need assistance with in order to achieve or maintain self-sufficiency? select all that apply:

employment	89%	mental health	42%
medical care	26%	substance abuse treatment	68%
job training	79%	education	53%
family/child abuse	21%	financial planning	68%
housing	63%	transportation	58%
language barriers	5%	parenting education	37%
child care	68%	legal issues	5%
family planning	16%	energy/utility costs	53%
none apply	5%		

18. Which of the following areas do you believe the elderly (seniors) in your community need assistance with in order to remain in their home? select all that apply:

housework	47%	yard work/snow removal	68%
home repairs	84%	energy/utility costs	68%
managing medications	53%	grocery shopping	53%
preparing meals	21%	laundry	11%
financial assistance	58%	tax preparation/legal issues	21%
access to transportation	63%		

19. Of the following, with which of these do you believe low-income families need information, education, guidance, and/or assistance?

checking and savings accounts	68%
credit cards	84%
payday loans	79%
car <u>title</u> loans (not a car purchase loan)	78%
budgeting or money management issues	63%
financial credit issues	47%
filing tax returns (EITC)	47%
obtaining loans	53%
property tax exemptions	63%
rent reimbursement claims	53%
home energy/utility cost issues	100%

Needs Assessment Results – Community Stakeholders

Please answer each question by checking the appropriate box or boxes. If a question does not apply to you, please leave it blank. "Community" is defined as the neighborhood and/or city in which you live.

1 What county do you serve?

Tazewell	69%
Woodford	15%
Other	16%

2. What community stakeholder group do you belong to? select the one that best describes your group:

county government	8%	educational institution	0%
service organization	38%	police	0%
city government	0%	health care provider	3%
public/private housing	0%	judicial	0%
Board of Supervisors	0%	faith based	8%
neighborhood association	0%	private business	0%

3. Are there full-time living wage employment (\$15 per hour or higher) opportunities available in your community?

there are an <u>insufficient</u> number of opportunities	77%
there are a <u>sufficient</u> number of opportunities	15%
there are an <u>excessive</u> number of opportunities	8%
there are not any opportunities	0%
unsure	0%

4. Why do you believe people have problems getting or keeping a full-time living wage job?
select all that apply:

jobs are not available	31%
physical or mental disabilities	0%
need better communication, people/customer job skills	0%
language barriers	0%
need better technical job skills	31%
health issues	0%
need child care	15%
lack of education	15%
transportation	15%
substance abuse issues	8%
other	0%

5. Are child care programs (during the day, Monday through Friday) for low-income families available in your community?

there are an <u>insufficient</u> number available	46%
there are a <u>sufficient</u> number available	0%
there are an <u>excessive</u> number available	0%
there are not any available	46%
unsure	8%

6. Are child care programs (evenings, nights, and weekends) for low-income families available in your community?

there are an <u>insufficient</u> number available	46%
there are a <u>sufficient</u> number available	54%
there are an <u>excessive</u> number available	0%
there are not any available	0%
unsure	0%

7. Are pre-school programs (including Head Start programs) for low-income families available in your community?

there are an <u>insufficient</u> number available	85%
there are a <u>sufficient</u> number available	15%
there are an <u>excessive</u> number available	0%
there are not any available	0%
unsure	0%

8. Are affordable child and youth (ages 5 to 17) activities or after school programs available in your community?

there are an <u>insufficient</u> number available	85%
there are a <u>sufficient</u> number available	15%
there are an <u>excessive</u> number available	0%
there are not any available	0%
unsure	

9. In your community, in which areas do you believe youth (ages 12 to 17) need information, education, guidance, and/or assistance? select all that apply:

after school supervision	85%	school attendance	54%
birth control	69%	affordable school/community activities	62%
learning disabilities	20%	behavior disorders	54%
tutoring	69%	mentoring/leadership/volunteering	85%
finding employment	69%	gang participation	1%
obesity	44%	sexually transmitted diseases	31%
substance abuse/tobacco	85%	teen parenting	69%
mental health	69%	physical health issues	46%
dental issues	69%	none apply	0%

10. Are there adequate levels of non-medical emergency services available in your community?

YES	46%	NO	27%	unsure	27%
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11. Are there a sufficient number of emergency shelters available in your community?

YES	15%	NO	69%	unsure	15%
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12. Are there adequate levels of medical services available for low-income people in your community?

YES	38%	NO	54%	unsure	8%
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13. Are there adequate levels of dental services available for low-income people in your community?

YES	0%	NO	85%	unsure	15%
-----	----	----	-----	--------	-----

14. Are there adequate levels of wellness (nutrition, exercise, etc.) programs available for low-income people in your community?

YES	5%	NO	77%	unsure	15%
-----	----	----	-----	--------	-----

15. Are there adequate levels of public transportation options (cabs, taxis, buses, trolleys, etc.) available in your community?

YES	15%	NO	85%	unsure	0%
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16. Are the homes in your community in good repair?

most are	20%	some are	62%	few are	15%	unsure	13%
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17. Which of the following issues do you believe are the greatest challenges low-income families and individuals are currently facing? select all that apply:

education	54%	child care	46%
living wage employment	85%	mental health services	62%
job training	77%	teen pregnancy	31%
family/child abuse	46%	medical care access	46%
housing	62%	substance abuse	77%
language barriers	20%	dental care access	62%
budgeting	62%	transportation	77%
health food selection	31%	health care costs	38%
parenting	46%	family violence	46%
special needs children	31%	credit card debt	38%
child support	20%	chronic illness	38%
energy/utility costs	54%	financial literacy/planning	69%
legal issues/services	46%	none apply	0%

18. Which of the following areas do you believe low-income families and individuals need assistance with in order to achieve or maintain self-sufficiency? select all that apply:

employment	92%	mental health	85%
substance abuse treatment	69%	medical care	77%
job training	92%	literacy	46%
financial literacy/planning	62%	family/child abuse	31%
housing	69%	transportation	77%
energy/utility costs	62%	language barriers	8%
child care	62%	legal issues/services	20%
family planning	20%	none apply	0%

19. Which of the following areas do you believe the elderly (seniors) in your community need assistance with in order to remain in their home? select all that apply:

housework	85%	yard work/snow removal	77%
home repairs	100%	energy/utility costs	92%
managing medications	77%	grocery shopping	77%
preparing meals	77%	laundry	62%
financial assistance	62%	tax preparation/legal issues	62%
access to transportation	85%	none apply	0%

20. Of the following, which of these do you believe low-income families and individuals need information, education, guidance, and/or assistance:

checking and savings accounts	69%
credit card debt	62%
credit repair	69%
payday loans	77%
car <u>title</u> loans (not a car purchase loan)	77%
budgeting or money management issues	85%
filing tax returns (Earned Income Tax Credit)	54%
obtaining loans	38%
property tax exemptions	31%
rent reimbursement claims	46%
home energy/utility cost issues	77%
landlord/tenant issues	85%

On a scale of 1 to 5 (1=poor/poorly, 3=fine/adequate, and 5=excellent), please rate the following:

21.

How would you rate your relationship with Tazwood Community Services, Inc. in your community?

1	0%	2	0%	3	0%	4	15%	5	77%
no relationship		8%							

22. How well is Tazwood Community Services , Inc. in your community meeting the needs of low-income families and individuals?

1	0%	2	0%	3	8%	4	38%	5	46%
no relationship		8%							

23. What do you believe causes poverty?

Lack of Education
 Lack of Resources
 Mental Health Issues
 Available Jobs
 Day Care
 Transportation

24. What community improvement initiative would you like your community to address?

- Transportation
- Youth Activities
- Mental Health Issues
- Adult Education
- Housing
- Poverty

25. If you had \$1,000,000 to solve a community issue, what would you solve?

- Youth Programs
- Substance Abuse
- Job training for living wage jobs
- Financial literacy
- Landlord tenant issues
- Resources to address mental health
- "No Child Hungry"
- Adult education
- School dropouts
- Neighborhood meetings
- Demolition of abandon buildings
- Rebuilding of green area
- Education to single parents
- Living wage jobs
- Eliminate food deserts
- Public transportation
- Mental health
- Programs to keep families together
- Housing

Need Assessment – Customer

1. What county do you live in?
Tazewell 82% Woodford 9%
2. What is your household's zip code?
Pekin Washington East Peoria Eureka Morton Creve Coeur Spring Bay
Delavan Mackinaw Washburn Roanoke Minonk Hopedale
3. Are you a male or female?
Male 18% Female 64%
4. Are you aged 55 or over?
YES 32% NO 56%
5. Are you married or living with a partner?
YES 30% NO 58%
6. **EMPLOYMENT:** Which employment needs could you use help with (select all that apply)...

Getting training for the job that I want	12%	
Getting an education for the job that I want	10%	
Finding a permanent full-time job that will support me or my family		16%
Knowing what jobs are available	10%	
Learning how to interview for a job	2%	
Learning how to write a resume	8%	
Learning how to fill out job applications	2%	
Learning computer skills to apply for jobs	8%	
Obtaining appropriate clothing for my job	12%	
Obtaining equipment (e.g. tools) for my job	8%	
7. **EDUCATION:** Which education needs could you or a family member use help with (select all that apply)...

Obtaining a high school diploma or GED/HSED	8%
Obtaining a two-year college degree	10%
Obtaining a four-year college or university degree	14%
Choosing a career	6%
Choosing a technical school program	2%
Learning how to use a computer	4%
Learning or improving communication or language skills	10%
Learning English (as a second language)	0%
Getting financial assistance to complete my education	22%
Completing college aid forms (including FAFSA forms)	8%

8. FINANCIAL AND LEGAL ISSUES: Which financial and/or legal needs could you or your family use help with (select all that apply)...

Budgeting and managing money	14%	
Opening a checking or savings account	0%	
Filling out tax forms	14%	
Understanding credit scores	6%	
Solving problems with a credit card or loan company	6%	
Solving problems with utility or telephone company	6%	
Solving problems with payday loans	4%	
Solving bank foreclosure/bankruptcy/repossession problems or issues	0%	
Solving divorce problems or issues	4%	
Solving child custody problems or issues	8%	
Solving child support problems or issues	0%	
Solving restraining order problems or issues	0%	
Getting protection in domestic violence situations	2%	
Getting legal assistance with deportation or immigration issues	0%	
Getting legal assistance when denied services	6%	

9. HOUSING: Which housing needs could you or your family use help with (select all that apply)...

Finding affordable housing that fits my family's needs	16%	
Getting financial assistance with a down payment or closing costs to buy a home	26%	26%
Qualifying for a loan to buy a home	26%	
Obtaining home ownership education	10%	
Obtaining renter/tenant rights and responsibilities education	12%	
Learning basic home repair and property maintenance skills	18%	
Getting financial assistance with rent payments	18%	
Getting financial assistance with rent deposits	10%	
Making my home more energy efficient	22%	
Making changes to my home for a person with disabilities	6%	
Getting emergency shelter	4%	

10. FOOD AND NUTRITION: Which food and nutrition needs could you or your family use help with (select all that apply)...

Getting food from food pantries, food banks, or food shelves	32%
Having enough food at home	24%
Learning how to shop and cook for healthy eating	12%
Learning how to stretch my food dollar	20%
Getting emergency food assistance	14%
Getting meals delivered to my home	2%
Enrolling in the Food Assistance Program	8%
Learning how to model healthy eating for my children	10%
Getting nutritious foods during pregnancy	2%
Obtaining breastfeeding education and assistance	2%

11. Do you have children (under the age of 18) living with you?

(If NO, skip questions 12 and 13)

YES 76% NO 24%

12. CHILD CARE AND CHILD DEVELOPMENT: If you have children (under the age of 18) living with you, which child care and/or child development needs could you or your family use help with (select all that apply)...

Finding child care in a convenient location	12%
Finding quality licensed child care	6%
Finding affordable child care	15%
Finding child care for babies	6%
Finding child care for toddlers	9%
Finding child care for preschoolers	3%
Finding evening or nighttime child care	3%
Finding weekend child care	6%
Finding a quality preschool	3%
Finding a before/after school program	15%
Preparing my preschool child for public school	9%
Getting financial assistance with child care costs	21%
Getting financial assistance with school supplies	52%
Getting financial assistance with school fees	39%
Getting financial assistance with school or club activities	48%

13. PARENTING AND FAMILY SUPPORT: *If you have children (under the age of 18) living with you, which parenting and/or family support needs could you or your family use help with (select all that apply)...*

Learning how to discipline my children more effectively	18%
Learning how to communicate and deal with my teenage children	12%
Learning how to deal with my children who have displayed bullying or violent behavior	6%
Learning how to deal with the bullying or violent behavior of my children's friends	18%
Learning how to talk to my children about drugs and alcohol	12%
Learning how to talk to my children about sex, AIDS, STDs, etc.	12%
Learning how to help my children cope with stress, depression, or emotional issues	30%
Learning how to set goals and plan for my family	21%
Communicating better with my children's care provider or teachers	15%

14. TRANSPORTATION: *Which transportation needs could you or your family use help with (select all that apply)...*

Having access to public transportation	4%
Having dependable transportation to and from work	14%
Getting financial assistance to buy a dependable car	26%
Getting financial assistance to make car repairs	24%
Getting financial assistance to buy car insurance	18%
Getting financial assistance to pay car registration or license fees	20%
Getting a driver's license	4%
Getting to and from medical or dental appointments	6%
Getting myself to and from school	2%
Getting my children to and from child care	4%
Getting my children to and from school	8%
Getting my children to and from school or club activities	10%
Going shopping and doing errands	8%

15. HEALTH: Which health needs could you or a family member use help with (select all that apply)...

Having affordable health insurance	18%
Having affordable dental insurance	18%
Having health care available in my community	10%
Having dental care available in my community	20%
Getting my health insurance questions answered	4%
Finding a doctor willing to accept Medicaid (Title XIX)	16%
Finding a dentist willing to accept Medicaid (Title XIX)	20%
Getting financial assistance for regular medical checkups	14%
Getting financial assistance for regular dental checkups	18%
Getting financial assistance for medicine and prescriptions	14%
Getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc	26%
Getting financial assistance for long-term health care	10%
Obtaining family planning or birth control education and assistance	2%
Getting good medical care before my baby is born	2%
Getting regular check-ups, developmental screens, or physicals for my children	6%
Getting my children tested for lead poisoning	6%
Getting immunizations for my children	6%
Getting treatment for a drug or alcohol problem	4%
Getting treatment and services for mental health	2%
Dealing with stress, depression, or anxiety	18%
Dealing with problems related to physical, emotional, or sexual abuse	6%

16. BASIC NEEDS: Which basic needs could you or your family use help with (select all that apply)...

Getting basic furniture, appliances, or house wares	26%
Getting personal care items such as soap, diapers, toilet paper, etc.	24%
Getting clothing and shoes	26%
Doing yard work or snow removal	18%
Doing house work or laundry	12%
Managing medications	6%
Having a reliable phone	10%
Having access to the Internet	24%
Getting financial assistance with my utility bills (heating, electric, and/or water)	48%

17. Are there any problems or needs that you or your family faced within the last 12 months that you were unable to get help with?

If YES, please list those problems or needs:

Getting divorce from abusive husband	Getting deposit paid for new residence
Roof	Car repairs
Food	No phone
Personal items	Bed Bugs
Paying bills	Cataract surgery
Getting a dependable care	Understanding spenddown

18. What is ONE thing you would like to see improved in your neighborhood?

More children activities	Better quality of residents
Better community	Yards cleaned up
Houses fixed	Sidewalks
Stop bullying	Programs with law enforcement
Speed limits enforced	Roads fixed
Lower taxes	Lower rent
Recycling program	

19. How did you learn about our agency? Select all that apply:

Family or friend	38%
Current or former agency customer	20%
The household I grew up in had received agency services	0%
United Way 211	2%
Health care provider	0%
A state agency	2%
Other social service agency	8%
Brochure or flyer	12%
Websites/Internet	2%
Newspaper	10%
Phone book	0%
A mailing	0%
Television	2%
Social media (Facebook, Twitter, etc.)	8%
Local Church	2%
Billboard	0%
Radio	0%
Other	10%

20. What are your sources of household income? Select all that apply:

No income	4%
TANF	2%
Employment income	38%
Social Security	36%
SSI	10%
Other	2%
Child support or alimony	2%
General Assistance	2%
Unemployment insurance	0%
Self-employed	10%
Pension	2%

21. In the last 12 months, how has your household's income situation changed?

Increased	18%
Decreased	26%
No change	42%

22. What time of day would you prefer to come to one of our locations (offices) for assistance? Select one:

Weekday hours of 8:00 am - 4:00 pm	48%
Saturday hours from 9:00 am - 12:00 pm	20%
Weekday evening hours from 5:00 pm - 7:00 pm	10%
I am not able to come to any of your locations	10%

23. What services has your household received from our agency within the last 12 months?

Select all that apply:

Energy Assistance (LIHEAP)	54%
Other: Dental, Prescriptions, Optical, Car Repairs, Weatherization.	

24. If you know anyone with an incarcerated adult in their family, do they ever talk about particular concerns that could be addressed through... Select all that apply:

Transportation assistance	4%
Child care assistance	2%
Job skills	4%
Medical bill assistance	4%
Mentor or after school programs for children	0%
Financial assistance	4%
Stress relief	6%
Other	2%

25. When you think about your adult family, friends and neighbors, how many of them might say something like “there’s too much month at the end of my money?” or “where am I going to find money to pay for that?” Select one:

Almost none (0 to 5%)	4%
Some (6 to 33%)	26%
Quite a few (26 to 66%)	8%
Most (67 to 95%)	14%
Almost everyone (96 to 100%)	24%

26. When you think about your family, friends and neighbors, how many of them may have difficulties finding or buying enough quality food to provide at least three meals per day? Select one:

Almost none (0 to 5%)	20%
Some (6 to 33%)	26%
Quite a few (26 to 66%)	8%
Most (67 to 95%)	14%
Almost everyone (96 to 100%)	24%

27. When you have time to rest or are ready to sleep, what kind of issues in your family or neighborhood keep you up?

Pain	Loud neighbors
Stress	Health issues
Money issues	Drug abuse in the schools
Handicapped child	Dealing with ex
Loud cars	Better job
Wanting better life for children	Worrying about bills

28. If given the opportunity, would you be willing to serve on a local board or committee that represents and makes decisions for families with low-incomes?

YES 14%

Customer Satisfaction Survey

1. **I was helped in a timely manner.**
 YES 66% NO 2% N/A 34%
2. **I was treated with respect.**
 YES 72% NO 0% N/A 28%
3. **The staff were friendly and helpful.**
 YES 80% NO 0% N/A 20%
4. **I got the information and/or the services I needed.**
 YES 82% NO 0% N/A 18%
5. **I was informed about other agency or community services.**
 YES 70% NO 4% N/A 26%
6. **I would recommend your agency to family and friends.**
 YES 80% NO 0% N/A 20%
7. **What is ONE thing you would change about the services you received from our agency?**

Grateful for the service	Thank you
Everyone is great	Always treated with respect
Fast service	Staff very organized
Bookbags helped my children get ready for school	
They answered questions and always have suggestions	
Thank you for putting a smile on my child's face with the bookbag	

Need more government assistance	Phone lines busy
Let children pick out their own bookbags	Need more things for children to do