

Community Needs Assessment (CNA) 2026 Update



Tazwood Community Services, Inc.

610 Park Ave., Pekin, IL 61554

808 S. Eldorado St., Suite 100, Bloomington, IL 61704

Tazwood Community Services, Inc. is a not-for-profit community action agency dedicated to providing resources, guidance, and assistance to individuals and families navigating their way through economic hardships.

Over the course of 2023 and 2024, The Illinois Association of Community Action Agencies (IACAA) developed the template, this instructional guide, and training with financial support and direction provided by the Office of Community Assistance, Illinois Department of Commerce and Economic Opportunity (DCEO), with active input and participation of a working group comprised of staff from Illinois Community Action Agencies.

The prompts in the template meet CSBG application requirements.

Federal Requirements for Needs Assessments

In 2001, the U.S. Department of Health and Human Services (“HHS”) issued Information Memorandum 49, requiring eligible entities to conduct needs assessments and use the results to design programs to meet community needs. In 2015, USHHS issued Information Memorandum No. 138 establishing Community Services Block Grant (CSBG) Organizational Standards requiring CAAs to conduct a Community Needs Assessment and develop a Community Action Plan to address the needs identified in the needs assessment.

At a minimum, CAAs must conduct Community Needs Assessments that meet requirements established by the Organizational Standards specifically noted in Standards 3.1, 3.2, 3.3, 3.4, 3.5, 4.2, 6.4.

Reporting Requirements for the Community Needs Assessment Template Tool:

Full CNA Template Sections 1 – 6: will need to be completed every third year’s CSBG Application starting with Program Year 2025.

CNA Template 2nd Year Update Section 7: must be completed and submitted with the CSBG Application, the program year after the full assessment was completed.

CNA Template 3rd Year Update Section 8: should be completed the program year after Section 7 (Year 2 Update) was completed.

Proposed submission calendar based on release date of this template:

Full CNA Template (Sections 1-6)	CNA Template 2nd Year Update (Section 7)	CNA Template 3rd year Update (Section 8)
CSBG Application PY 2025	CSBG Application PY 2026	CSBG Application PY 2027
CSBG Application PY 2028	CSBG Application PY 2029	CSBG Application PY 2030

*These dates are subject to change

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 - Choose “Update Entire Table”
 - Click “OK”

1 Community Needs Assessment Certification

Agency Name	Tazwood Community Services, Inc.
Name of CNA Contact	Ann Mudd
Title	Program Services Manager
Phone	309-266-9941
Email	amudd@tazwoodcs.org
*CNA Board Approved MM/DD/YYYY:	Click to type Date the Agency's Board approved the CNA.
CSBG Year (YYYY):	2026
Is this an updated CNA? If so, which year is this update for and when was it completed?	<input checked="" type="checkbox"/> Year 2 Update Click to enter the program year for the update <input type="checkbox"/> Year 3 Update Click to enter the program year for the update

Board and Agency Certification

The undersigned hereby certifies that this agency complies with the Federal CSBG Programmatic and State Assurances as outlined in the CSBG Act. The undersigned further certifies the information in this Community Needs Assessment and the Community Action Plan is correct and has been authorized by the governing body of this organization.

Lindsey Nance		
Executive Director (printed name)	Executive Director (signature)	Date
Dr. Chuck Nagel		
Board Chair (printed name)	Board Chair (signature)	Date

If you are completing a Second or Third Year update from your original Needs Assessment, please proceed to section 7 & 8

2 Approach

2.1 Provide a brief description of your service territory.

Tazewood Community Services, Inc. (TCSI) provides services to Tazewell, Woodford, McLean, and Livingston Counties in Central Illinois.

Tazewell County is located in Central Illinois alongside the Illinois River adjacent to Peoria. Tazewell County combines city assets and the quiet countryside of rural living. Tazewell County encompasses 658 square miles, with 78% being farmland. Tazewell County is the 15th largest county in Illinois. According to the US Census, American Community Survey 2018-2022, Tazewell County has a population of 131,343, 78.18% of the population is urban and 21.82% is rural. The median income in Tazewell County is \$74,356. 22.95% of households in Tazewell County are under 200% of the Federal Poverty Guidelines, and 8.71% are under 100 % of the Federal Poverty Guidelines.

Woodford County is located in 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 prairie land. Woodford County is the 38th largest county in Illinois. Woodford County has a population of 38,414, 29.84% of the population is urban and 70.16% is rural. The median income in Woodford County is \$80,093. 19.69% of households in Woodford County are under 200% of the Federal Poverty Guidelines, and 7.46% are under 100 % of the Federal Poverty Guidelines.

McLean County is the largest county by land in the United States. It is larger than the state of Rhode Island. McLean county is 1,186 square miles and is the 13th largest county in Illinois. McLean County population is 171,284 78.44% of the population is urban and 21.56% is rural. The median income in McLean County is \$75,356. 26.46% of households in McLean County are under 200% of the Federal Poverty Guidelines, and 14.16% are under 100 % of the Federal Poverty Guidelines.

Livingston County is in the upper portion of Central Illinois. Livingston County is the 39th largest county in Illinois, with 1,046 square miles. Livingston County's population is 35,771, with 35.40% of the population is urban and 64.60 is rural. The median income in Livingston County is \$68,175. 29.29% of households in Livingston County are under 200% of the Federal Poverty Guidelines, and 10.21% are under 100 % of the Federal Poverty Guidelines.

2.2 Describe who was involved in developing this report and analyzing the data to determine the needs, causes, and conditions of poverty in your community.

Please specify how each one of the below sectors was included in the process.

A. Board of Directors:	TCSI's Board of Directors are involved in developing the Community Action Plan/Community Needs Assessment during board meetings in which the Board
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	Members are updated on the progress of all TCSI programs. Discussion is held on ways to help improve the delivery service of all programs. The board is presented data from the Census, IACAA' data portal and the needs assessment surveys at the August board meeting.
B. Community Partners:	Community partners are involved through various meetings, discussions, phone conversations, and surveys. TCSI used this information as part of the planning for the Community Action Plan and the CSBG grant.
C. Customers:	The customer population was involved daily with staff through phone calls, intake process, information and referral, community events and workshops, and customer survey. This information learned from these events are a big part of the Community Action Plan
D. Agency Leadership	TCSI's management team meets weekly to discuss the progress of the programs, the goals of the Strategic Plan and the best way to serve our customers.

2.3 Please complete the table below by entering the title of the document you used in your Needs Assessment and its assigned appendix letter.

Document Title	Attachment Item
Community Action Needs Assessment Report (IACAA website)	A
Customer Needs Survey	B
Stakeholders Survey	C
Customer Satisfaction Data	D
Community Members Survey	E

3 Strengths

3.1 Please list and briefly describe the community, agency and/or family strengths as identified in your assessment.

Tazewood Community Services, Inc. is a vital service to the community. TCSI is known throughout Tazewell and Woodford counties as one of the leading agencies. Since TCSI recently added McLean and Livingston Counties in 2021, staff is making connections with other service providers and community leaders to be able to provide the exceptional services that the agency is known for.

TCSI staff participate in local events, resource fairs and parent groups to promote the services the agency provides.

Tazewood Community Services, Inc., partnerships with many agencies throughout the service area is a vital part of our ability to help serve our customers' needs. Partnerships with the local WIOA office, Career Link, and local colleges and universities are a big part of helping our customers continue their education or get their GED.

Partnerships with local health departments help with getting our customers and their family's access to their health needs. This partnership is a big part of the CSBG program, helping persons get the dental, optical, hearing and prescription needs covered. TCSI referrals to the health departments for WIC, vaccinations, birth to five services and pre-natal services. TCSI and the Tazewell County Health Department and Woodford County Health Department partnered together during COVID to help families with housing and food needs for household in quarantine.

TCSI works with The Phoenix Community Development, The Pekin Outreach Initiative and The Salvation Army's in Pekin, Peoria, and Bloomington to help persons access food, housing, and shelter. TCSI works with the Salvation Army's to help persons in their shelters by providing the first month's rent, deposit, utility assistance and food to move into a new place. This partnership helps to get homeless families into housing. With the services that both TCSI and The Salvation Army provide, they can help set these families up for self-sufficiency. The Phoenix Community Development and Pekin Outreach Initiative's Street Outreach teams' partner with TCSI in helping get homeless off the street and housed by providing a first month rent or deposit and assistance with a bad debt to a utility company. By using TCSI CSBG and LIHEAP funds, this provides the agencies to help with other items such as furniture and household items with their rapid rehousing program.

The partnership between TCSI and local Head Starts is a major part of our outreach and referral system. Presentations are done with the Parent Committees at each Head Start location in Tazewell and Woodford Counties. During family assessments, Family Engagement Coordinators will refer parents to TCSI for services. TCSI has partnered with Tazewell Woodford Head Start in providing parenting classes. Head Start will also provide flyers and share Facebook announcements of TCSI's programs.

The partnership with TCSI and the Immigration Project in Bloomington and the Migrant Council in Peoria is a major part of reaching Immigrants and non-English speaking population. With this partnership we have been able to help many of their families with services that they would otherwise not know about.

Through the CSBG program, TCSI partners with many local food pantries to provide funding to help supplement their shelves to help serve their communities. These food pantries will also give out TCSI flyers in their food boxes referring their customers to our services.

TCSI also partners with local pharmacies, dentists, optical, hearing providers, auto repair shops, and summer camps to provide services with CSBG funds.

TCSI partners with many local landlords and housing authorities to provide housing assistance and utility assistance to their tenants.

TCSI management staff have made a goal of reaching out to all schools, food pantries, law enforcement agencies and elected officials to promote the services TCSI provides.

4 Family and Individual Level Needs

4.1 Briefly list each Family/Individual need, the condition and cause of the need and community resources as Identified in your Community Needs Assessment.¹

Needs Statement	Individuals cannot afford needed healthcare and dental care.
Conditions:	Data from the Community Action Needs Assessment Report from IACAA (Attachment A) shows that 17% of adults aged 18 and over have crude or fair general health. Data from the customer needs survey (attachment B) shows the 20% of families could use help finding health or dental care, 11.7% need assistance finding affordable health or dental insurance and 30% could use help paying for medical expenses, such as medical/dental checkups, prescriptions, glasses, hearing aids, wheelchairs. Data from the Stakeholders survey (attachment C) shows that 53.3 % of stakeholders believe that low-income residents need assistance with finding affordable health or dental insurance, 46.7% believe low-income residents need assistance finding health or dental care and 53.3% believe that low-income residents need help paying for medical expenses, such as medical/dental checkups, prescriptions, glasses, hearing aids, wheelchairs. 33.3% of community members stated that someone in their family needed help with finding affordable health or dental insurance, 25% needed help with health or dental care and 42% have needed assistance with medical/dental check-ups, glasses, hearing aids, wheelchairs. (attachment E)
Causes:	Due to the high cost of health and dental insurance and adults not being eligible for Medicaid, many persons are going without health or dental care. Due to the lack of medical and dental providers in the area (see attachment A) and the lack of dental providers taking the medical card, low-income persons are going with out dental care.
Community Resources/Partners	Tazwood Community Services, Inc., has a dental program that partners with many local dentists to assist low-income residents with up to \$1,000.00 for dental care. TCSI also has a health services program that helps with prescriptions, hearing aids and optical services. TCSI partners with local pharmacies, audiologist, and optometrist to provide these services.

Needs Statement	Individuals are at risk of eviction.
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¹You may need to add additional tables to this section to accommodate the number of needs statements you have at your agency. To do so: Hover over the bottom left corner until a "+" sign appears. Press the "+" sign 5 times for each additional Needs Statement you have in your service area. In the left column label your need, cause, condition, community resources and community partners.

Conditions:	Data from the customer needs survey (Attachment B) shows that 35% of customers need assistance with paying rent, mortgage, deposits, or applications fees and 20% are in need of affordable housing. 80% of stakeholders (Attachment C) believe low-income families are in need of help paying rent, mortgage, deposits or application fees, and 100% of stakeholders believe that low-income families are in need of affordable housing. 16% of community members (Attachment E) have had problems paying housing costs and 16% are in need of affordable housing.
Causes:	The Community Action Needs Assessment Report (Attachment A) shows that 21.8% of households in the service area have housing cost over 30% of their income. The National Low-Income Housing Coalition's Out of Reach 2024 report shows that fair market rent for a two-bedroom apartment in the service area is from \$890 in Livingston County to \$1,103 in McLean County. This means a person must work between 49 hours a week to 61 hours a week at minimum wage to afford a two-bedroom apartment.
Community Resources/Partners	Tazwood Community Services, Inc. has a housing program that can help with a first month rent/deposit, one month rent or mortgage payment to person who is homeless or have had a one-time emergency and are behind in their housing payment. TCSI partners with other housing and homeless providers such as The Salvation Army, Phoenix Community Development, Pekin Outreach Initiative, PATH Crisis Center, and housing authorities to help provide housing assistance to persons in the service area.

Needs Statement	Students are unable to afford college.
Conditions:	20% of customers surveyed (Attachment B) state they need help with getting a 2- or 4-year degree and 10% need information about technical school programs or apprenticeships. 40% of stakeholders (Attachment C) believe low-income residents are in need of assistance with job training, 13.3% believe low-income residents need help getting a 2- or 4- year degree and 26.7% need assistance with technical school or apprenticeships. 8% of community members (Attachment E) state they have had problems getting a 2- or 4- year degree.
Causes:	The Community Needs Assessment Report (Attachment A) shows that 28.1% of adults in the service area have only a high school degree.
Community Resources/Partners	Tazwood Community Services, Inc. has a scholarship program that can help up to \$1,000.00 for continuing education. TCSI partners with local colleges, universities, and trade schools to provide scholarships to three local students. TCSI also partners with the local WIOA office, Career Link, to provide additional resources for students.

Needs Statement	Families are at risk of disconnection from vital utilities.
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Conditions:	The customer needs survey (Attachment B) shows that 56.7% of people need help paying bills. 66.7% of stakeholders surveyed (Attachment C) stated that low-income households need help paying bills and 25% of community members surveyed (Attachment E) state they have had problems paying bills.
Causes:	Due to the higher cost of living and the number of low-income households many of these families cannot afford to pay all their bills.
Community Resources/Partners	Tazwood Community Services, Inc. provides assistance with heat and electric bills through the Low-Income Home Energy Assistance Program. The Community Services Block Grant Program provides assistance with water bills for persons who are in threat of disconnection. The Salvation Army helps people with gas, electricity and water bills. Local service providers, townships, and churches will assist with these bills if TCSI is out of funding.

Needs Statement	Families cannot afford school supplies and activity fees.
Conditions:	40% of customers with children stated they need assistance with paying for school supplies, fees, or activities. (Attachment B) 20% of stakeholders (Attachment C) and 8% of community members (Attachment E) state low-income families are in need of school supplies, fees, or activities. IACAA's Needs Assessment Report (Attachment A) shows that 35.3% of children in the service area are eligible for free or reduced lunch.
Causes:	Over the past decade, the cost of school supplies has steadily increased. According to the National Retail Federation, families with children in elementary through high school are expected to spend this year an average of \$875 on clothing, shoes, school supplies and electronics.
Community Resources/Partners	Through the school supply program, TCSI partners with the Shoe Encore to purchase gift cards for low-income children to get new school shoes. TCSI also partners with two local food pantries to help supplement their school supply program.

Needs Statement	Families lack, safe, reliable transportation.
Conditions:	The customer needs assessment survey (Attachment B) shows that 23.3% of customers responding to the survey and 25% of community members surveyed (Attachment E) have problems paying for car repairs. 33.33% of

	stakeholders surveyed (Attachment C) state low-income persons need assistance paying for car repairs.
Causes:	High cost of car repairs and lack of repair shops willing to take payments are a contributing factor of persons either not being able to obtain employment, or them losing their employment.
Community Resources/Partners	TCSI's car repair program partners with local auto repair shops in the service area to accept vouchers for customers to receive car repairs up to \$1,000.00.

Needs Statement	Individuals need improved parenting skills.
Conditions:	Individuals do not know where to turn to help with parenting skills, life skills and what services are available in their community.
Causes:	Due to the lack of communication and funding for social service agencies, families do not know where they can go for assistance.
Community Resources/Partners	TCSI partners with Head Start and other social service agencies to hold resource fairs throughout the communities to inform families of the services available.

Needs Statement	Families need information about available services.
Conditions:	According to the responses back from the Customer Needs Survey (Attachment B) many people are in need of a variety of services,
Causes:	Due to a lack of knowledge of available services, many persons/families do not know where to turn for help.
Community Resources/Partners	TCSI keeps a list of available services in the area to refer customers too. TCSI partners with HOI-211 and other service providers to know of the available services.

Needs Statement	Families need help recovering from disasters.
Conditions:	During a natural disaster such tornados, floods or fires, families are not aware of where to turn to for help.
Causes:	Natural disasters give no warning, families, especially low-income households do know have the available resources to obtain housing, clothing, food, and necessities after the disaster happens.
Community Resources/Partners	TCSI's partners with local police, fire, Red Cross, and Salvation Army to provide immediate assistance to these families in crisis.

Needs Statement	Families cannot afford food, household and personal items.
Conditions:	According to Customer Needs Survey (Attachment B) 38.3% families are in need of food and 35% of families need help with getting personal items. 100% of stakeholders surveyed (Attachment C) and 16% of community members surveyed state families are in need of food assistance.

	According to the Community Needs Assessment Report (Attachment A) 6.7% of children under the age of 18 are food insecure and 29.63% of families in the report area lack access to food.
Causes:	According to the Community Needs Assessment Report (Attachment A) 8.27% of families and 6.27% of children in the service area are food insecure, 29.63 % of families in the area lack access to food. 40.68% of families in the service area are eligible for SNAP benefits.
Community Resources/Partners	TCSI partners with 13 local food pantries to provide funds to help supplement their shelves with food and/or non-food items such as cleaning supplies, personal care supplies and diapers. TCSI is working with the Tazewell County Health Department to help persons in food deserts access healthy food.

Needs Statement	Families cannot afford quality daycare.
Conditions:	The Stakeholder survey (Attachment C) shows that 73.3% of stakeholder state that of low-income families are in need of affordable, quality licensed childcare in a convenient location and 80% of stakeholders state low-income families are in need of assistance paying for childcare. The customer needs survey (Attachment B) shows that 6.2% of families surveyed are in need of finding affordable, quality, licensed childcare in a convenient location and 22.7% of these families need assistance paying for childcare. The Community Members survey (Attachment E) shows that 16% of these families are in need of finding affordable, quality, licensed childcare in a convenient location and 16% are in need of assistance paying for childcare.
Causes:	According to the Community Needs Assessment Report (Attachment A), the service area has a lower number of childcare centers than the state average, and 30.31% of households in the service area are childcare burdened. This report also shows that the service area has less Head Start programs than the state average.
Community Resources/Partners	TCSI partners with local Head Starts in Tazewell and Woodford counties and Pekin Preschool and Family Education Center to share resources for families through parent meetings and resource fairs. TCSI partners with local summer camp providers to help up to 15 children to attend summer camp while their parents are working or going to school full time.

5 Community Needs

5.1 Community Needs: Briefly list each *community need, the conditions and causes of the need and community resources* as Identified in your Community Needs Assessment ²

Needs Statement	Our community does not have enough safe, affordable housing units.
Conditions:	According to the National Low Income Housing Coalition's report "Out of Reach 2024", the fair market rent for a two bedroom apartment in Livingston County is \$890.00, \$1,108.00 in McLean County, and \$965.00 in Tazewell and Woodford County.
Causes:	According to the Community Needs Assessment Report (Attachment A), 38.17% of renters in our service area pay more than 30% of their household income towards their rent and 18.98% of households pay more than 30% of their income towards their mortgage.
Community Resources/ Partners	The Phoenix Community Development in Peoria serves the homeless or near homeless in Peoria, Tazewell, Woodford and Fulton Counties. They have developed over 155 affordable housing units for the homeless and near homeless. They are currently in the process of building a new 55 unit affordable housing complex in Peoria. TCSI, the City of Pekin and the Phoenix Community Development have had discussion of trying to build an affordable housing complex in Tazewell County.

6 Customer Satisfaction Data

² You may need to add additional tables to this section to accommodate the number of needs statements you have at your agency. To do so: Hover over the bottom left corner until a "+" sign appears. Press the "+" sign 5 times for each additional Needs Statement you have in your service area. In the left column label your need, cause, condition, community partners and community resources.

6.1 Please provide a *summary* of the customer satisfaction data that was collected, and include the report on customer satisfaction in the appendix.

Dates data was collected:	485%-10-2024-8/10/2024	Total # of Customers who participated in the survey:	60
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85% of customers who completed the survey stated they were helped in a timely fashion and were treated with respect. 84.7% of customers who completed the survey stated the staff was friendly and helpful and 81.7% received the information and/or services they needed. 51.7% of customers who completed the survey stated that they were informed of other agency or community programs and 88.3% would recommend TCSI to friends and family.

6.2 Please provide *areas for improvement* as identified from the customer satisfaction data that was collected.

Customers stated they would like to be notified of dates when they can apply for assistance, increase income guidelines to reflect the current cost of living, have an online application process, and would like to have more funding.

TCSI management teams know that some of the statements received are beyond agency control, such as additional funding and increased income guidelines. The management team will be looking at other ways to make the application process easier and will be having the intake team provide more referrals to other agency and community programs.

7 Year 2 Update

This section (Section 7) should only be completed for the CSBG Application in the 1st program year after the full Community Needs Assessment Template (Sections 1-6). See example timeline below:

Full CNA Template (Sections 1-6)	CNA Template 2 nd Year Update (Section 7)
CSBG Application PY 2025	CSBG Application PY 2026
CSBG Application PY 2028	CSBG Application PY 2029

7.1 Please list the emerging trends and key changes in your service area.

CSBG Program Year	2026
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1. Increasing cost of Ameren electricity rates have 73% of persons completing the Customer Survey worried about how they are going to afford to pay their bills.
2. 38% of people surveyed are worried about affording to buy food, especially with the proposed cuts to the SNAP program.
3. Unemployment rates in the service area have all decreased since 2024.
4. 22.16% of clients, which is double from last year, cannot afford dental or health insurance and 21.59% of clients cannot find health or dental care. 28.98% of clients have problems paying

for medical expenses, such as prescriptions, check-up, glasses, hearing aid, wheelchairs, etc..

5. 58.68% of clients state they have financial issues. Fair market rent in the service area has increased \$50.00 - \$100.00 a month from 2024.
6. 30.68% of clients need help with yard work, snow removal, laundry, or housework.

Also, a rising trend in the Pekin/Peoria area is homelessness. Both the City of Pekin and the City of Peoria have banned public camping and storage of property on public land. Many of the homeless had set up tents, makeshift homes, etc. along the Illinois River for years. These areas were cleaned out by the cities and homeless now can be fined and put in jail for sleeping on public property. Many of the homeless are now walking the streets of Pekin and Peoria during the day, hanging out at parks, stores, parking lots, etc.

8 Year 3 Update

This section (Section 8) should only be completed for the CSBG Application for the 2nd program year after the full Community Needs Assessment Template (Sections 1-6). See example timeline below:

Full CNA Template (Sections 1-6)	CNA Template 2 nd Year Update (Section 7)	CNA Template 3 rd year Update (Section 8)
CSBG Application PY 2025	CSBG Application PY 2026	CSBG Application PY 2027
CSBG Application PY 2028	CSBG Application PY 2029	CSBG Application PY 2030

8.1 Please list the emerging trends and key changes in your service area.

CSBG Program Year:

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