

# Tazwood Community Services, Inc.

2023

COMMUNITY ACTION PLAN



## Tazewell , Woodford, McLean & Livingston 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.

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**TAZEWELL, WOODFORD,  
McLEAN AND LIVINGSTON COUNTIES**

**COMMUNITY ACTION PLAN**

**FY 2023**

**PREPARED BY:**

**TAZWOOD COMMUNITY SERVICES, INC.**

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The preparation and publication of this document was financially provided by the Illinois Department of Commerce and Economic Opportunity, under the Community Services Block Grant Program, Contract number 22-230140.

## **Tazwood Community Services, Inc.**

### **2023 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. TCS also is the administering agency for the Low-Income Home Energy Assistance Program and the Low-Income Home Weatherization program.

As of July 1, 2020, TCS started administering the Low-Income Home Weatherization Program for McLean and Livingston counties. As of July 1, 2021 TCS took over as the administering agency for the Low-Income Home Energy Assistance Program, McLean and Livingston Counties.

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.

The 2023 CAP is an updated plan. 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. The 2023 community needs assessment surveys were done through Survey Monkey. Surveys links were emailed to service providers and TCSI customers.

The customer population was involved daily with staff through phone calls, intake process, information and referral, community events and workshops and classes until the "Stay at Home" due to the coronavirus order was issued in March 2020. From March 2020 until June 2021, TCSI has done interaction with customers by phone calls, mail, email, fax and drop box. As of July 1, 2023, customers can choose between phone applications or in person applications.

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, local housing authorities, 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 a past Executive Council Member 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.

Due to the coronavirus, with the "Stay at Home" order, social distancing and limits to the number of people allowed in groups meetings are being held through conference calls and virtual meetings. As the restrictions ease up, some meetings are being held in person with safety precautions taken

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 the agency's programs.

The Board of Directors, Executive Director and Community Services Manager looks at the needs assessment surveys to determine the biggest needs in the service area to see if there is a way to come up with programs to help meet these needs. The goal of the Board is to use CSBG funds to help persons help themselves become more self-sufficient.

TCSI's long time Executive Director, Cindy Bergstrand retired on October 31, 2020. A new Executive Director, Lindsey Nance, took over November 1, 2020, and is looking new ideas to take the agency into the future.

## **2. NEEDS ASSESSMENT**

Tazwood 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. **Please note: Information from the U.S. Census Bureau's population estimate program (PEP) produces estimates of the population. Demographic components of population changes are produced at the national, state and county levels of geography. PEP annually utilizes current data on births, deaths and migration to calculate population changes since the most recent decennial census.**

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 15<sup>th</sup> 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 38<sup>th</sup> largest county in Illinois.

McLean County is the largest country by land in the United States. It is larger than the state of Rhode Island. It is the 13<sup>th</sup> largest county in Illinois. McLean County is 1,186 square miles.

Livingston County is in the upper portion of Central Illinois. It this the 39<sup>th</sup> largest county in Illinois. Livingston county is 1,046 square miles.

## Population

### POPULATION

	Illinois	Tazewell	Woodford	McLean	Livingston
<b>2020 Population</b>	12,812,508	131,343	38,467	170,954	35,815
<b>2010 Population</b>	12,830,632	135,394	38,664	169,572	38,950
<b>Population Change</b>	-18,124	-4,051	-197	+1,382	-3,135
<b>Male</b>	49%	49%	50%	49%	51%
<b>Female</b>	51%	51%	50%	51%	49%

Source: 2020 Census

### POPULATION BY AGE GROUP

Age Group	Illinois	Tazewell	Woodford	McLean	Livingston
<b>Under 18</b>	22.5%	22.7%	24.2%	21.5%	21.6%
<b>18- 64</b>	61.8%	58.5%	58%	65.3%	59%
<b>65+</b>	15.7%	18.8%	17.8%	13.2%	19.4%

Source: 2020 Census

### POPULATION BY RACE

Race	Illinois	Tazewell	Woodford	McLean	Livingston
<b>White</b>	69.8%	95.4%	96.7%	82.7%	91.7%
<b>Black</b>	14.1%	1.2%	.6%	8.3%	3.9%
<b>Asian</b>	5.6%	1.1%	.5%	6%	.8%
<b>American Indian</b>	.3%	.1%	.1%	.6%	0%
<b>Native Hawaiian</b>	0%	0%	0%	0%	0%
<b>Some other race</b>	6%	.4%	.4%	1.5%	1.4%
<b>Two or more races</b>	4.2%	1.8%	1.7%	2.9%	2.1%
<b>Hispanic or Latino</b>	17.2%	2.4%	1.9%	5%	4.8%

Source: 2020 Census

### Number of Households

State of Illinois	Tazewell	Woodford	McLean	Livingston
4,884,061	53,997	14,652	66,225	14,366

Source: 2020 Census

### Number of Families

	Illinois	Tazewell	Woodford	McLean	Livingston
<b># of Families</b>	3,116,415	35,377	10,857	39,665	9,467
<b>Married</b>	2,301,114	28,446	8,945	31,230	7,125
<b>Male, no partner in household</b>	892,280	8,678	2,072	13,634	2,614
<b>Female, no partner in household</b>	1,384,261	13,180	3,009	18,071	3,924
<b>Female, no partner in household below poverty</b>	24.8%	22.8%	19%	25.5%	29.7%

Source: 2020 Census

## Poverty

### Number of People in Poverty

Illinois	Tazewell	Woodford	McLean	Livingston
1,537,501	11,295	2,270	25,985	4,620

Source: 2019 American Community Survey

### Poverty Rate

Illinois	Tazewell	Woodford	McLean	Livingston
12.0%	8.6%	5.9%	15.2%	12.9%

Source: 2020 American Community Survey

### Child Poverty Rate

Illinois	Tazewell	Woodford	McLean	Livingston
16.1%	9.6%	4.8%	11.7%	18.9%

Source: 2020 American Community Survey



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

<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
7%	4.1%	2.%	6.2%	4.9%

Source : Illinois Kids County Data Center 2020

**Below Poverty in the Past 12 Months**

	<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
<b>Worked Full Time</b>	3.01%	3.6%	3.3%	4.9%	3.3%
<b>Worked Less than Full Time</b>	35.7%	33.6%	26.2%	56.3%	43.3%
<b>Did Not Work</b>	41.4%	32.3%	32.3% <sup>0</sup>	58.3%	32.5%

Source: 2020 American Community Survey

**Race Below Poverty**

	<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
<b>White</b>	9.1%	8.2%	5.5%	13.8%	12.2%
<b>Black/African American</b>	25.2%	20.7%	24%	36%	50.7%
<b>American Indian Alaska Native</b>	13.5%	37%	25%	9.9%	0%
<b>Asian</b>	10.4%	11.8%	15.3%	9.4%	0%
<b>Native Hawaiian Other Pacific Islander</b>	11.6%	0%	0%	0%	0%
<b>Some Other Race</b>	15.8%	5.7%	0%	15.6%	5.5%
<b>Two or More Races</b>	13.5%	20%	24.8%	10%	24.6%
<b>Hispanic</b>	14.6%	12.4%	63.2%	21.2%	28.8%

Source: 2020 American Community Survey- Estimate

**POPULATION AND POVERTY IN THE LARGE CITIES**

**Tazewell County**

<b>All Families</b>	<b>East Peoria</b>	<b>Morton</b>	<b>Pekin</b>	<b>Washington</b>
<b>Number of families</b>	6,127	4,543	7,560	4,421
<b>Below Poverty</b>	2.8%	1.8%	11.1%	3.8%
<b>With related children under 5</b>	2.8%	0*	31%	0*
<b>With related children under 18</b>	2%	2.2%	18.2%	4.9%
<b>SSI or TANF income in past 12 months</b>	14.8%	9.1%	21.1%	19.8%
<b>Less than high school graduate</b>	10%	3.1%	40.3%	0*
<b>High school graduate</b>	3.4%	3.4%	10.2%	0*
<b>Some college</b>	3.3%	.6%	10.4%	4.6%
<b>Renter</b>	11.5%	8.6%	33.8%	4.9%
<b>Female Householder no Spouse Present</b>	<b>East Peoria</b>	<b>Morton</b>	<b>Pekin</b>	<b>Washington</b>
<b>Number of families</b>	499	442	1,670	639
<b>Below Poverty</b>	14.8%	14.1%	31%	18.2%
<b>With related children under 5</b>	0%*	0%*	60.2%*	0*
<b>With related children under 18</b>	12%	13.5%	25.9%	15.4%
<b>SSI or TANF income in past 12 months</b>	53.5%	14.7%	29.5%	0*
<b>Less than high school graduate</b>	100%	100%	52.4%	0*
<b>High school graduate</b>	9.1%	46.2%	29%	0*
<b>Some college</b>	19.9%	0*	30.4%	20.9%
<b>Renter</b>	11.5%	16.2%	41%	4.9%

Source: 2020 American Community Survey- Estimate - \* entry in the column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution

### Woodford County

<b>All Families</b>	Eureka	Metamora	Minonk	El Paso
<b>Number of families</b>	1,354	1,087	512	651
<b>Below Poverty</b>	13.6%	3.8%	7.4%	3.5%
<b>With related children under 5</b>	0*	0*	37%	0*
<b>With related children under 18</b>	8.3%	2.7%	16.5%	2.6%
<b>SSI or TANF income in past 12 months</b>	48.5%	31%	17.4%	0*
<b>Less than high school graduate</b>	0*	0*	55.6%	0*
<b>High school graduate</b>	24.9%	0*	14%	6%
<b>Some college</b>	10.9%	9.8%	0*	3.6%
<b>Renter</b>	33.2%	14.8%	37.7%	6.5%
<b>Female Householder no Male Present</b>	Eureka	Metamora	Minonk	El Paso
<b>Number of families</b>	141	215	51	102
<b>Below Poverty</b>	48.2%	13%	64.7%	0*
<b>With related children under 5</b>	0*	0*	100%	87.5%
<b>With related children under 18</b>	48%	9.2%	78.4%	0*
<b>SSI or TANF income in past 12 months</b>	55.1%	43.3%	100%	0*
<b>Less than high school graduate</b>	0*	0*	100%	0*
<b>High school graduate</b>	0%	0*	100%	0%
<b>Some college</b>	0*	28.3%	0*	0%
<b>Renter</b>	48%	20%	87.9%	0%

Source: 2020 American Community Survey- Estimate - \* entry in the column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution

### McLean County

<b>All Families</b>	Bloomington	Normal	Heyworth	LeRoy
<b>Number of families</b>	18,638	10,207	819	928
<b>Below Poverty</b>	9.4%	7.9%	9%	8.6%
<b>With related children under 5</b>	15.7%	12.2%	11.8%	11.6%
<b>With related children under 18</b>	10.3%	10.3%	10.1%	8.7%
<b>SSI or TANF income in past 12 months</b>	15.6%	27.3%	0*	100%
<b>Less than high school graduate</b>	39%	21.9%	41.5%	0*
<b>High school graduate</b>	17.8%	14.8%	21.2%	12.9%
<b>Some college</b>	12.9%	14.4%	6.2*	14%
<b>Renter</b>	20.7%	33.3%	24%	41.1%
<b>Female Householder no Male Present</b>	Bloomington	Normal	Heyworth	LeRoy
<b>Number of families</b>	3,083	1,920	134	77
<b>Below Poverty</b>	28%	23.1%	36.6%	10.4%
<b>With related children under 5</b>	54.1%	62.8%	0*	100%
<b>With related children under 18</b>	35%	33.8%	0*	18.6%
<b>SSI or TANF income in past 12 months</b>	44.3%	39.2%	0*	0*
<b>Less than high school graduate</b>	49.6%	15.7%	100%	0*
<b>High school graduate</b>	32.2%	32.5%	43.8%	100%
<b>Some college</b>	26.6%	34.3%	26.2%	0*
<b>Renter</b>	37.9%	40.2%	40.5%	44.49%

Source: 2020 American Community Survey- Estimate - \* entry in the column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution

**Livingston County**

<b>All Families</b>	<b>Streator</b>	<b>Pontiac</b>	<b>Dwight</b>	<b>Fairbury</b>
<b>Number of families</b>	2,949	2,585	1,017	1,035
<b>Below Poverty</b>	17.9%	10.7%	12%	9.3%
<b>With related children under 5</b>	19.9%	41.2%	0*	39.3%
<b>With related children under 18</b>	34.2%	17.1%	24.2%	20%
<b>SSI or TANF income in past 12 months</b>	24.6%	29.8%	24.5%	18.3%
<b>Less than high school graduate</b>	23.7%	43.5%	7.9%	0*
<b>High school graduate</b>	23.9%	10.1%	22.1%	8.2%
<b>Some college</b>	10.8%	9.6%	8.2%	13.6%
<b>Renter</b>	57.5%	26.6%	32.6%	9.7%
<b>Female Householder no Male Present</b>	<b>Streator</b>	<b>Pontiac</b>	<b>Dwight</b>	<b>Fairbury</b>
<b>Number of families</b>	723	595	303	191
<b>Below Poverty</b>	47%	34.6%	25.7%	38.7%
<b>With related children under 5</b>	100%	69.2%	0*	73.8%
<b>With related children under 18</b>	41.5%	36.8%	55.3%	0*
<b>SSI or TANF income in past 12 months</b>	74.1%	54.3%	0*	0*
<b>Less than high school graduate</b>	69.4%	43.5%	0*	0*
<b>High school graduate</b>	63.7%	10.1%	32.4%	60.5%
<b>Some college</b>	23.6%	9.6%	60%	32.4%
<b>Renter</b>	87.2%	44.7%	32.9%	0*

Source: 2020 American Community Survey- Estimate - \* entry in the column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution

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

	<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
<b>All Families</b>	8.4%	5.5%	4.5%	8%	9.5%
<b>With related children under 18 years</b>	13.3%	8.9%	4.8%	9.6%	17.1%
<b>With related children under 5 years only</b>	12.6%	14.3%	2.9%	12.9%	28.8%
<b>Married couple families</b>	3.8%	2.2%	2.5%	3.9%	4.6%
<b>With related children under 18 years</b>	5.1%	2.1%	.7%	3.5%	8.1%
<b>With related children under 5 years only</b>	3.8%	1.9%	0	4.4%	6%
<b>Families with female householder, no husband present</b>	24.8%	22.8%	19%	25.5%	41.2%
<b>With related children under 18 years</b>	33.7%	29.1%	24%	29%	41.2%
<b>With related children under 5 years only</b>	39.1%	43.5%	21.4%	55.2%	69.1%
<b>All People</b>	12%	8.6%	5.9%	15.2%	12.9%
<b>Under 18</b>	16.2%	9.6%	4.8%	11.7%	18.9%
<b>Related children under 18 years</b>	15.9%	9.1%	4%	11.5%	18.3%
<b>Related children under 5 years</b>	17.6%	13.9%	2.7%	16.6%	23.2%
<b>Related children 5 to 17 years</b>	15.2%	7.5%	6.2%	16.3%	11.2%
<b>18 years and over</b>	11.3%	8.3%	6.9%	16%	12.9%

<b>18 to 64 years</b>	8.8%	9.2%	6.3%	17.6%	11.9%
<b>65 years and over</b>	8.8%	5.2%	6%	9.9%	8.9%

Source: 2020 American Community Survey- Estimate

## Income

### Median Household Income

<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
\$68,428	\$66,220	\$74,777	\$68,037	\$58,676

Source: 2020 American Community Survey

### Median Earning in the Past 12 Months (in 2019 Inflation-Adjusted by Dollars) by Educational Attainment for Population 25 Years and Over.

	<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
<b>Total:</b>	\$44,669	\$41,981	\$46,681	\$48,385	\$39,711
<b>Less than high school graduates</b>	\$26,397	\$20,397	\$27,637	\$22,010	\$22,905
<b>High school graduate or equivalency</b>	\$32,612	\$36,094	\$36,707	\$34,208	\$35,366
<b>Some college or associate degree</b>	\$39,189	\$38,204	\$73,741	\$40,422	\$40,307
<b>Bachelor's degree</b>	\$60,045	\$57,022	\$62,354	\$59,603	\$48,611
<b>Graduate or professional degree</b>	\$77,135	\$64,540	\$74,892	\$72,075	\$70,139
<b>Male:</b>	\$52,774	\$51,665	\$60,769	\$57,477	\$47,505
<b>Less than high school graduates</b>	\$31,029	\$26,343	\$59,505	\$32,061	\$28,250
<b>High school graduate or equivalency</b>	\$40,473	\$42,365	\$43,120	\$42,025	\$43,311

<b>Some college or associate degree</b>	\$49,490	\$50,605	\$58,321	\$48,164	\$52,720
<b>Bachelor's degree</b>	\$72,973	\$72,493	\$84,722	\$73,600	\$82,216
<b>Graduate or professional degree</b>	\$96,741	\$98,602	\$112,875	\$80,867	\$82,216
<b>Female:</b>	\$36,910	\$33,204	\$34,344	\$39,859	\$30,141
<b>Less than high school graduates</b>	\$20,883	\$17,367	\$11,429	\$15,063	\$15,341
<b>High school graduate or equivalency</b>	\$25,586	\$26,162	\$26,096	\$25,401	\$24,735
<b>Some college or associate degree</b>	\$31,500	\$30,884	\$29,347	\$33,465	\$27,117
<b>Bachelor's degree</b>	\$50,532	\$44,125	\$44,632	\$44,632	\$42,885
<b>Graduate or professional degree</b>	\$65,714	\$53,935	\$55,637	\$62,778	\$65,817

Source: 2020 American Community Survey



**Means of income in the past 12 months**

	<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
<b>All Households Population 16 and above</b>	10193,604	105,856	30,327	139,280	229,157
<b>With earnings</b>	78.4%	73.8%	75.5%	77.7%	75.8%
<b>With Social Security income</b>	29.2%	34.6%	34.1%	22.2%	36.3%
<b>With SSI income</b>	4.6%	4.9%	4.2%	3%	6%
<b>With TANF income</b>	2.3%	1.9%	1.5%	1.3%	2.2%
<b>With retirement income</b>	20.3%	29.5%	27.2%	19.3%	27.8%

Source: 2020 American Community Survey-Estimate

## Employment

### Employment Characteristics of Families

	Illinois	Tazewell	Woodford	McLean	Livingston
<b>Families</b>	1,323,108	3,874	17,573	14,265	4,374
<b>Opposite sex Married -couple families</b>	910,040	10,303	3,442	12,720	2,552
<b>Both husband and wife in labor force</b>	69.8%	76.3%	73.4%	74.4%	71.9%
<b>Husband in labor force, wife not in labor force</b>	25.7%	20.5%	23.7%	20.5%	25.3%
<b>Wife in labor force, husband not in labor force</b>	3.4%	2.3%	2.8%	3.8%	1.3%
<b>Both husband &amp; wife not in labor force</b>	1.1%	2.3%	2.8%	3.8%	1.5%
<b>Other families</b>	409,602	3,912	932	4,792	1,294
<b>Female householder, no husband present</b>	75.6%	70.7%	73.6%	77%	68.4%
<b>In labor force</b>	65.5%	60.2%	64.6%	67.9%	62.6%
<b>Not in labor force</b>	10.1%	10.5%	9%	9.1%	5.8%
<b>Male householder, no female present</b>	24.4%	29.3%	26.4%	23%	31.6%
<b>In labor force</b>	22.5%	26.4%	24.5%	21.9%	27%
<b>Not in labor force</b>	1.9%	2.9%	1.9%	1.1%	4.6%

Source: 2020 American Community Survey

## Unemployment

This chart below shows the total monthly initial unemployment claims filed in the past year and half. Due to the mandatory stay at home order issued on March 21, 2020, the unemployment numbers skyrocketed to an all-time high. The first column dated 12/19 shows the unemployment claims before COVID 19. As of 6/2022 the number of unemployment claims are lower than pre pandemic.

	12/19	4/20	5/20	6/20	7/20	8/20	9/20	10/20	11/20
<b>Tazewell</b>	900	5,762	5,566	4,625	3,962	3,007	2,505	1,816	1,868
<b>Woodford</b>	274	1,097	1,050	884	744	581	480	390	431
<b>McLean</b>	706	5,994	5,797	5,147	4,267	3,467	3,045	2,220	2,341
<b>Livingston</b>	502	1,052	952	1,090	746	625	518	385	378
	12/20	1/21	2/21	3/21	4/21	5/21	6/21	7/21	6/22
<b>Tazewell</b>	2,349	2,207	1,909	1,430	1,271	1,174	1,341	1,266	538
<b>Woodford</b>	562	502	416	289	243	232	283	287	68
<b>McLean</b>	2,965	2,640	1,964	1,584	1,525	1,547	1,808	1,776	537
<b>Livingston</b>	502	605	559	460	366	350	361	337	86

This chart shows the numbers for 2021 and the last two years. Note the labor force change from 2019 to 2021. Due to the COVID 19 pandemic and Governor Pritzker’s stay at home order the unemployment rates skyrocketed and many jobs were lost.

### Tazewell County

Year	Labor Force	# Employed	# Unemployed	Unemployment Rate
<b>2021</b>	61,358	58,305	3,053	5%
<b>2020</b>	61,977	56,948	5,029	8.1%
<b>2019</b>	64,283	61,576	2,707	4.2%

Woodford County

<b>Year</b>	<b>Labor Force</b>	<b># Employed</b>	<b># Unemployed</b>	<b>Unemployment Rate</b>
<b>2021</b>	18,001	17,289	712	4%
<b>2020</b>	18,012	16,917	1,095	6.1%
<b>2019</b>	18,978	18,303	675	3.6%

McLean County

<b>Year</b>	<b>Labor Force</b>	<b># Employed</b>	<b># Unemployed</b>	<b>Unemployment Rate</b>
<b>2021</b>	85,656	81,746	3,910	4.6%
<b>2020</b>	85,103	79,341	5,762	6.8%
<b>2019</b>	88,256	85,083	3,173	3.6%

Livingston County

<b>Year</b>	<b>Labor Force</b>	<b># Employed</b>	<b># Unemployed</b>	<b>Unemployment Rate</b>
<b>2021</b>	15,499	14,739	760	4.9%
<b>2020</b>	15,909	14,840	1,069	6.7%
<b>2019</b>	16,613	15,967	646	3.9%

Source: Illinois Department of Employment Security

## Supplement Nutrition Assistance Program – SNAP

### SNAP – Household Recipients

	Illinois	Tazewell	Woodford	McLean	Livingston
<b>Households Receiving SNAP</b>	12.4%	10%	6.6%	9.4%	12.3%
<b>Married Couples</b>	23.5%	23.8%	36.6%	19%	25.2%
<b>Female Householders, No Husband Present</b>	34.8%	27.1%	27.6%	34.6%	35.9%
<b>Nonfamily households</b>	33.7%	40.9%	31.2%	40%	28.4%
<b>With One or More Persons with a Disability</b>	42.6%	49.5%	49.7%	36.1%	44%

Source: 2020 American Community Survey

## Food and Nutrition:

### CHILD FOOD INSECURITY RATE

Illinois	Tazewell	Woodford	McLean	Livingston
11.3%	9.3%	5.1%	9.1%	13.1%

Source: Feeding America 2020

### OVERALL FOOD INSECURITY RATE

Illinois	Tazewell	Woodford	McLean	Livingston
8.3%	9.2%	6.9%	9.2%	10.8%

Source: Feeding America 2020

Food insecurity is a lack of consistent access to enough food for every person in a household to live an active, healthy life

**Medicaid:**

**State Medical Program FY 2021**

	<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
<b>Children</b>	1,465,904	12,488	2,479	14,608	3,797
<b>Adults with Disabilities</b>	252,650	2,469	399	2,465	828
<b>Affordable Care Act</b>	774,00	7,277	1,007	8,454	1,675
<b>Other Adults</b>	640,548	6,249	1,128	6,580	1,793
<b>Seniors</b>	260,929	1,662	333	1,516	602
<b>Partial Benefits</b>	46,467	370	67	388	133
<b>Total Enrollees</b>	3,440,505	30,515	5,413	34,011	8,828

(Source-Illinois Department of Healthcare and Family Services)

**Insured/Uninsured:**

**Health Insurance**

	<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
<b>Total-Non-Institutionalized</b>	12,536,614	130,201	37,933	171,049	33,710
<b>Employer Based Health Insurance</b>	59.5%	64%	69.2%	64.2%	57.7%
<b>Direct Purchase Health Insurance</b>	13.1%	14.2%	15.1%	18.6%	18.6%
<b>TRICARE/Military Insurance</b>	1.2%	1.5%	.8%	1.2%	1.1%
<b>Medicare Coverage</b>	16.6%	20.6%	18.7%	14.6%	22.1%
<b>Illinois Medicaid Coverage</b>	19%	16.7%	12.3%	12.9%	18.5%
<b>VA Health Care</b>	1.7%	2%	1.4%	1.9%	2.5%

Source: 2020 American Community Survey- Estimate

In Tazewell 64.1% of residents have employer bases coverage 69.2% in Woodford, 64.2% in McLean County and 57.7% in Livingston County. All counties except Livingston County are above the state average.

**Selected Characteristics of Uninsured**

	<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
<b>Uninsured</b>	6.8%	4.5%	4.2%	4%	4.7%
<b>19-25 years</b>	9.2%	8.8%	6.6%	5.8%	6.8%
<b>26-34 years</b>	12.4%	7.1%	10.3%	6.2%	8.7%
<b>35-44 years</b>	12.9%	4.1%	5.5%	5.6%	7.3%
<b>45-54 years</b>	12.9	5.9%	5.6%	4%	7.3%
<b>55-64 years</b>	13.1%	5.4%	2.7%	3.4%	3.7%
<b>65-74 years</b>	9%	.3%	.4%	.2%	0%
<b>75 years and older</b>	.5%	0.2	.4%	.9%	0%
<b>Male</b>	48.9%	5.1%	5.4%	5%	4.8%
<b>Female</b>	5.9%	3.9%	3%	3.1%	4.5%
<b>Less than High School Education</b>	10%	6.4%	11.4%	16.4%	6.4%
<b>High School Graduate</b>	18.9%	5.3%	3.9%	6.9%	6.3%
<b>Some College</b>	10%	4.7%	5.6%	3.5%	3.2%
<b>Bachelor degree or higher</b>	6.5%	2.5%	1.7%	1.7%	2.6%
<b>Employed</b>	3.4%	5.7%	5.7%	4.5%	4.9%
<b>Unemployed</b>	12.2%	12.2%	8.8%	8.9%	4.9%

Source: 2020 American Community Survey-5year Estimate

**Disability:**

**Disability Characteristics**

	<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
<b>Total civilian non-institutionalized</b>	12,536,614	130,201	37,933	171,049	33,710
<b>With a disability</b>	11.2%	12.4%	10.4%	9.6%	15.5%
<b>Male</b>	10.9%	11.7%	10%	10.1%	15.5%
<b>Female</b>	11.5%	13.4%	10.7%	9.2%	15.6%
<b>5 years and under</b>	.6%	.9%	2%	.1%	0%
<b>5-17 years</b>	4.6%	5.7%	5.3%	5%	6.9%
<b>18-34 years</b>	5.6%	6.6%	6.2%	5.3%	8.4%
<b>35-64 years</b>	10.6%	10.7%	9.2%	9.3%	14.3%
<b>65-74 years</b>	22.9%	21.7%	17.9%	20.7%	26.5%
<b>74 years and older</b>	46.2%	44.1%	39.2%	46.2%	51.7%

Source: 2020 American Community Survey



**Housing:**

(Source: National Low-Income Housing Coalition -Out of Reach 2022)

The status of low-income housing in Tazewell and Woodford Counties is a sad story according to the National Low-Income Housing Coalition. The 2022 fair market rent for these two counties was \$592 for an efficiency apartment, \$641 for a one-bedroom, and \$815 a month for a two-bedroom in Tazewell and Woodford Counties. The fair market rent in these two counties actually dropped by \$39.00 and \$34.00. McLean County’s fair market rent for an efficiency is \$609, \$703 for a one bedroom and \$870 for a two bedroom. Livingston County has the lowest rates at \$543 for an efficiency, \$617 for a one bedroom and \$792 for a two bedroom. A person must work 52 hours a week at a minimum wage job (based on \$12.00 an hour) in Tazewell, Woodford and McLean Counties 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 \$841 in Illinois. If SSI is an individual’s sole source of income, \$252 in monthly rent is affordable. This report shows that 24% of residents in Tazewell County, 19% of residents in Woodford County, 35% of residents in McLean County and 28% of residents in Livingston County are renters. 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 Out of Reach 2022 an hourly wage of \$15.23 – 16.73 is needed to afford the Fair Market Rent for a two-bedroom house in our service area.

**Fair Market Rent 2022**

	<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
<b>Efficiency</b>	\$917	\$592	\$6592	\$609	\$543
<b>One Bedroom</b>	\$1,006	\$641	\$641	\$703	\$617
<b>Two Bedroom</b>	\$1,186	\$815	\$815	\$870	\$792
<b>Three Bedroom</b>	\$1,517	\$1,059	\$1,059	\$1,225	\$1,049
<b>Four Bedroom</b>	\$1,775	\$1,106	\$1,106	\$1,474	\$1,135

Source: National Low-Income Housing Coalition – Out of Reach 2022

**Wage needed to afford 2-bedroom apartment at Fair Market Rent– 2021**

<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
\$22.80	\$15.67	\$15.67	\$16.73	\$15.23

Source: National Low-Income Housing Coalition – Out of Reach 2022

**Work hours per week at Illinois minimum wage (\$12.00) to afford 2-bedroom at fair market rent.**

<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
76	52	52	56	51

Source: National Low-Income Housing Coalition – Out of Reach 2022

The National Low-Income Housing Coalition’s Out of Reach 2022 shows that Illinois ranks the 20<sup>th</sup> highest housing wage in the United States. Boarding states rankings range from Wisconsin-32<sup>nd</sup>, Tennessee 34<sup>th</sup>, Indiana 40<sup>th</sup>, Missouri-41<sup>st</sup> Ohio-38<sup>th</sup>, Iowa-45<sup>th</sup> and Kentucky ranking 47<sup>th</sup>.

**Percent Severity Rent Burden Households**

<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
24.5%	17.4%	20.6%	25%	24.6%

Source: Report on Illinois Poverty 2019 (latest available)

Rent-Burdened Households: Households are rent burdened when they spend over 30% of their income on housing. Households are severely rent burdened when they spend over 50% of their income on housing. Renter costs include contract rent plus the estimated average monthly cost of utilities (electricity, gas, water, and sewer) and fuels (oil, coal, kerosene, wood, etc.) if these are paid by the renter (or paid for the renter by someone else).

**Pay over 35% of Household Income to Mortgage**

<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
20.2%	12.2%	14%	12.5%	14.5%

Source: 2020 American Community Survey

According to the U.S. Census Bureau, there were 58,941 units in Tazewell County, 15,625 housing units in Woodford County, 72,580 housing units in McLean County and 15,884 housing units in Livingston County. Tazewell County has an 76.4% homeownership rate, and the median value of an owner-occupied house is \$142,300. Woodford County has an 80.6% homeownership rate, and the median value of an owner-occupied house is \$170,800. McLean County has a 64.4% homeownership rate, and the median value of an owner-occupied house is \$166,400. In Livingston County, the homeownership rate is 71.9% and the median value of an owner-occupied house is \$114,000.

**Occupancy Characteristics**

	<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
<b># of Housing Units</b>	5,373,385	58,941	15,625	72,580	15,884
<b>Occupied</b>	90.9%	91.6%	93.8%	91.2%	90.4%
<b>Vacant</b>	9.1%	8.4%	6.2%	8.8%	9.6%
<b>Owner Occupied</b>	66.3%	76.4%	80.6%	64.9%	71.9%
<b>Renter Occupied</b>	33.7%	23.6%	19.4%	35.1%	28.1%
<b>Single Structure</b>	64.6%	83.1%	89.2%	65.6%	81.9%
<b>Multi-Unit</b>	32.9%	14.7%	8.7%	30.5%	12.8%
<b>Mobile Home</b>	2.4%	1.8%	2.1%	3.8%	5.3%
<b>Median value of owner occupied</b>	\$202,100	\$142,300	\$170,800	\$166,400	\$114,000

Source: 2020 American Community Survey

## **Subsidized Housing:**

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, there is not time to wait. The turnover in the subsidized housing areas is slow and sometimes almost non-existent.

According to [affordablehousingonline.com](http://affordablehousingonline.com), Tazewell County has 511 income-based apartments, 171 rent subsidized units and 195 Section 8 Housing Choice voucher. 35.2% of renters are rent overburden.

Woodford County has 194 income-based apartments, and 240 Section 8 Housing Choice voucher. 32.9% of renters are rent overburden.

McLean County has 1,493 income-based apartments, 1,234 rent subsidized units and 650 Section 8 Housing Choice voucher. 43% of renters are rent overburden.

Livingston County has 422 income-based apartments, 122 rent subsidized units and 141 Section 8 Housing Choice voucher. 34.8% of renters are rent overburden.

## **Homelessness:**

Heart of Illinois Homeless Continuum of Care Street Sweep – 1/22/2020 (latest numbers available)

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 4<sup>th</sup> week of January. Continuum members, homeless street outreach workers and volunteers went out on the streets the night of January 22, 2020 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 human habitation. In Peoria and Pekin, the local police department provided officers to go out with volunteers in some of the “rougher” neighborhoods. 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.

**Homeless Point in Time – 1/26/2022-1/27/2022**

<b>Unsheltered</b>	<b>2020</b>	<b>2020</b>
<b>Families</b>	0	0
<b>Individual</b>	37	37
<b>Male</b>	31	31
<b>Female</b>	6	6
<b>Children under 18</b>	0	0
<b>Unaccompanied Youth 18-24</b>	2	2
<b>Substance Abuse</b>	7	7
<b>Serious Mental Illness</b>	4	4
<b>Sexual Assault</b>	7	7
<b>Domestic Violence</b>	0	0
<b>Chronic Homeless</b>	7	7
<b>Veterans</b>	3	3
<b>Sheltered</b>	<b>2020</b>	<b>2019</b>
<b>Families</b>	231	225
<b>Individuals</b>	219	285
<b>Male</b>	168	166
<b>Female</b>	106	117
<b>Children under 18</b>	30	49
<b>Unaccompanied Youth 18-24</b>	18	-
<b>Seriously Mentally Ill</b>	61	71
<b>Substance Abuse</b>	31	33
<b>Domestic Violence</b>	45	32

<b>Chronic Homelessness</b>	47	48
<b>HIV/AIDS</b>	0	1
<b>Veterans</b>	22	3

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.

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 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.

### **Rapid Re-Housing**

Rapid re-housing is an intervention designed to help individuals and families to quickly exit homelessness and return to permanent housing. Rapid re-housing assistance is offered without preconditions (such as employment, income, absence of criminal record, or sobriety) and the resources and services are tailored to the unique needs of the household. The core components of rapid re-housing are:

#### Housing Identification

- Recruit landlords to provide housing opportunities for individuals and families experiencing homelessness.
- Address potential barriers to landlord participation such as concern about short term nature of rental assistance and tenant qualifications.
- Assist households to find and secure appropriate rental housing.

#### Financial Assistance

- Provide assistance to cover move-in costs, deposits, and the rental and/or utility assistance necessary to allow individuals and families to move immediately out of homelessness and to stabilize in permanent housing.

#### Rapid Re-housing Case Management and Services

- Help individuals and families experiencing homelessness identify and select among various permanent housing options based on their unique needs, preferences, and financial resources.
- Help individuals and families experiencing homelessness address issues that may impede access to housing (such as credit history, arrears, and legal issues).
- Help individuals and families negotiate manageable and appropriate lease agreements with landlords.
- Make appropriate and time-limited services and supports available to families and individuals to allow them to stabilize quickly in permanent housing.
- Monitor participants' housing stability and be available to resolve crises.
- Provide or assist the household with connections to resources that help them improve their safety and well-being and achieve their long-term goals.

Rapid Re-Housing funds are received by the Salvation Army local Corp sites in Pekin in Tazewell County, in Peoria in Peoria County and in Canton in Fulton County.

## Emergency Shelter

In the HOIHCOC service area (Peoria, Tazewell, Woodford and Fulton Counties) there are a total of 476 beds at emergency shelters and 156 beds in permanent supportive housing. All shelters, as long as they have 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	35
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
Esther House-Peoria	Women Shelter	Women/Women with children	28
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	34
South Side Office of Concern	Veterans Haven	Single males	12



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

(The Governing Board of the Continuum of Care made the strategic decision to reallocate all HUD funded transitional housing beds to permanent supportive housing in 2018.)

**Permanent Supportive Housing**

<b>Organization</b>		<b>Beds</b>
Dream Center – Peoria	Women/families	68
Peoria Rescue Ministries – Peoria	Women/Women and children	18
Peoria Rescue Ministries – Peoria	Men	13
General HW Downey Home - Peoria	Veterans	15
South Side Office of Concern Monroe Manor - Peoria	Single Persons	3
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	11
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
South Side Office of Concern- Madison Apartments	Single Men & Women Families	12
Next Step Transitional Housing – Peoria	Women/Women with children	26
Veterans Affairs – Supportive Housing-Peoria	Single Men & Women/Families with Children – Veterans	52

## Veterans Services:

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.

**Veteran Status**

	<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
<b>Civilian population 18 years &amp; over</b>	9,842,595	102,392	29,171	135,038	28,028
<b>Veterans</b>	553,593	8,458	2,133	8,171	2,500
<b>Gulf War 9/2001 or later</b>	16.8%	15.4%	14.2%	21.4%	13.9%
<b>Gulf War 8/1990 – 8/2001</b>	17.7%	21.4%	16%	16.1%	15.1%
<b>Vietnam</b>	36.1%	35.8%	36.7%	34.2%	38.8%
<b>Korean War</b>	8.4%	8.4%	9.7%	76.6%	11.4%
<b>World War II</b>	3.6%	2.5%	3.4%	2.6%	33%
<b>Male</b>	92.6%	94.2%	92.8%	92.2%	95.4%

<b>Female</b>	7.4%	5.5%	7.2%	7.8%	4.6%
<b>Below poverty in past 12 months</b>	6.6%	3.5%	4.3%	10.2%	6.1%

Source: 2020 American Community Survey

**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, though We-Care. We-Care provided 80,000 rides for residents of Morton and rural Tazewell County and over 12,000 rides for residents in Woodford County in the past year.

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, under normal times, if they cannot get to TCS or the scattered intake sites throughout 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.

During the COVID-19 pandemic, all applications have been done by phone, mail, email, fax or drop box. TCS will continue to operate this way until our region reaches Stage 5 of Governor Pritzker’s reopening plan.

## 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 2019-2020

Illinois	Tazewell	Woodford	McLean	Livingston
98.9%	92%	92.6%	90.7%	90.7%

Source: Report on Illinois Poverty – 2020

### High School Graduation Rate for Low-Income Students 2019-2020

Illinois	Tazewell	Woodford	McLean	Livingston
83.6%	85.7%	80.4%	80.8%	80.6%

Source: Report on Illinois Poverty – 2020

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

	<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
<b>Income in the past 12 months below poverty level</b>	846,687	6,401	1,767	9,399	2,859
<b>Male</b>					
<b>Less than high school graduate</b>	19.1%	17.8%	10.2%	31%	17.5%
<b>High school graduate or equivalent</b>	10.9%	9.5%	8.3%	15.1%	10.4%
<b>Some college, associate degree</b>	7.2%	6%	8.7%	10.3%	9%
<b>Bachelor's degree or higher</b>	3.8%	2.7%	3.6%	3.2%	5.3%
<b>Female</b>					
<b>Less than high school graduate</b>	26%	19.7%	9.9%	34%	34.8%
<b>High school graduate or equivalent</b>	15%	10.9%	9.4%	16.7%	16.3%
<b>Some college, associate degree</b>	11.6%	7.8%	9.4%	10.7%	10.7%
<b>Bachelor's degree or higher</b>	4.6%	3.1%	3.7%	3.4%	5.1%

Source: 2019 American Community Survey

## **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.

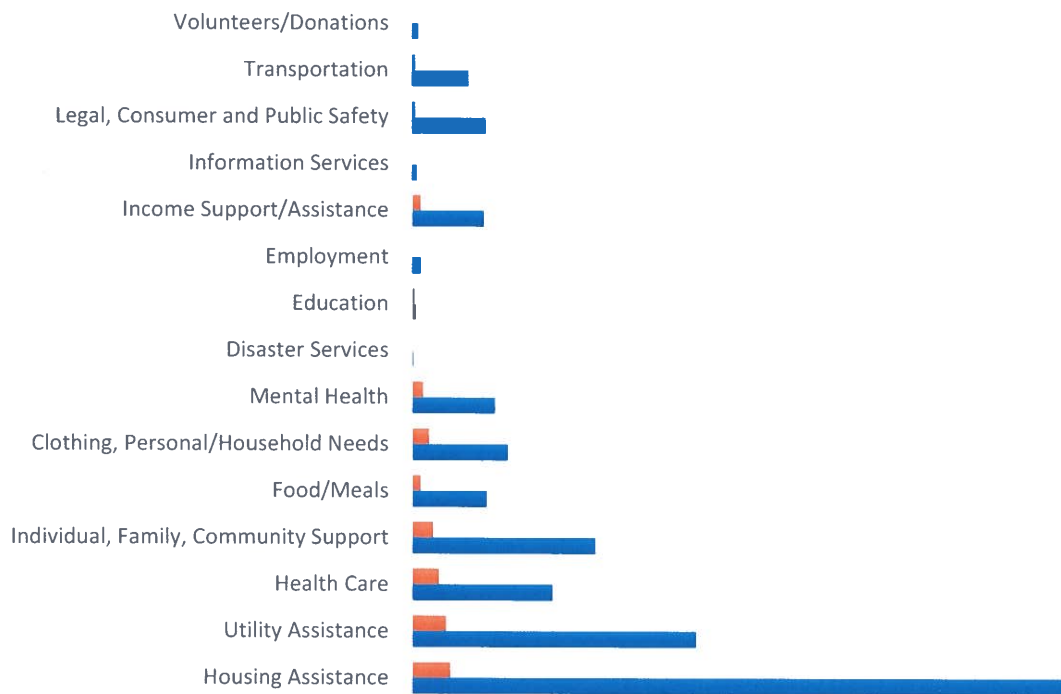
2-1-1 provides many benefits to the community. This service connects individuals to the agencies that can assist them in meeting basic health and human needs. By achieving these short-term, basic needs, individuals in the community have the opportunity to attain a happier, better life for themselves.

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 2020

### 211 Top Identified Needs of 2021



During the COVID-19 pandemic, 211 has been a source of all COVID-19 related services. 211 was advertised throughout the communities on billboard, on the news, commercial and flyers.



**Low-Income Home Energy Assistance Program/LIHEAP:**

In FY21, Tazwood completed 4,650 (3,774 applications received benefits )applications for Tazewell County and Woodford County in the Low-Income Home Energy Assistance Program, with \$3,769,129.51 sent to utility vendors for heating bill during the winter months. There were 353 households who Percent of Income Payment Program (PIPP) with a total of \$336,985.00 obligated.

**Illinois Home Weatherization Assistance Program/IHWAP:**

In FY 21, Tazwood weatherized 47 homes between Tazewell, McLean, Livingston and Woodford Counties. Through the Emergency Furnace Program, Tazwood repaired or replaced 40 furnaces in Tazewell and Woodford Counties.

**Community Services Block Grant:** The 2020 Community Services Block grant served 306 families with 441 services. Tazwood helped 26 families with either a rent payment to prevent eviction or a 1<sup>st</sup> month rent payment for homeless families. One hundred thirty-five families' water bills were paid to prevent disconnection. The prescription program issued 69 vouchers to persons to get their medications. Twenty persons were helped with car repairs to help them get to work or school. Two people received scholarships to help them continue their education. Due to COVID-19, there was no in person camp this year, activity boxes were given out to the children to provide family and educational activities. Thirty-six children from low-income neighborhoods were received activities boxes provided by TCSI and the Center for Youth and Family Solutions. Nine people received the needed dental work to help maintain their health. Six people received eye exams and glasses that they needed and 11 people received hearing exams and hearing aids. Tazwood was able to help 254 children with book bags, school supplies to start the new school year out. Tazwood also supplemented 12 local food pantries with CSBG funds to help serve over 15,000 boxes of food to families. Eighteen persons received car repair assistance to help the continue to go to work. New this year, due to COVID, 39 families who were affected by the pandemic received up to \$1,000.00 to help with housing assistance.

**CARES Act:**

Due to the COVID 19 pandemic, TCSI received CARES Act funding through the Department of Commerce and Economic Opportunity to help persons and families affected by the pandemic. With these funds, TCSI helped 21 families with house payments, 90 families with rent payments, 25 families with assistance on their water bill, 23 persons with car repairs, 2 families with garbage assistance, 1 family with license plate fees, 4 families with lot rent and 1 family with campground fees. TCSI also supplemented 11 food pantries with additional funding to help the increase in request for food. TCSI partnered with the Tazewell and Woodford County Health Departments to serve families who have been in quarantine due to either having COVID or who had been in contact with a positive case.

### **3. DESCRIPTION OF THE SERVICE DELIVERY SYSTEM**

Pre COVID-19, 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 agency presentations to four Head Start parent group.

TCS makes sure that there is accessibility to all 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 2019, TCS participated in three resource fairs for families in low-income parts of the service area. In 2018, Tazewell 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 has been effective, therefore, TCS will continue to administer their programs in the same manner.

During the COVID-19 pandemic, as being essential workers, TCS staff has been working in the office with social distancing from each other, with no face-to-face contact with customers. All services have been provided by phone, mail, email, fax and drop box and TCS will continue to operate this way until our region reaches Stage 5. TCS received CARES Act funds to provide

services for those affected by the pandemic. As of July 1, 2021, customers have a choice of doing a remote application by phone or doing an in-person application with safety precautions being followed.

#### **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, TCS can pay for car repairs and summer camp assistance for parents who are working or going to school full time. In 2021, 5 families were served by this program. Thirteen children were able to attend summer camp through the Pekin Park District 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 a new Dental Center serving patients from age 3 ½ and up. The clinic provided basic examination, restorative and educational services. Service fees are based on a sliding scale according to the customer's ability to pay. Due to the COVID-19 pandemic, the Tazewell County Dental Center closed their doors. Tazwood coordinates with other dental providers in Peoria, who take the medical card, to provide payments for services not covered. TCSI also works with other dentist in the service area to take our dental vouchers for services. In 2021, TCSI's guidelines committee met and increased the maximum amount of assistance to \$1,000.00. In 1994, TCS started the Footwear Program with Payless Shoe Source after seeing a need for footwear the beginning of the school year. TCS bought gift cards from Payless to be given to income eligible families for their children to start school. In 2019, Payless Shoe Source closed all their stores and we had to discontinue the Footwear Program. The Community Needs Assessment surveys showed

there was still a huge need for shoes for children starting the new school year. The Executive Director and Community Services Manager meet with the guidelines committee to discuss this need. The Community Services Manager contacted the Shoe Department/Shoe Encore about purchasing gift cards. TCSI purchased 300 \$75.00 gift cards to give out to children at the beginning of the school year.

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. TCSI has served 177 families with the Water Bill Assistance Program. In 2021, the Department of Commerce and Economic Opportunity received funding to start the Low-Income Home Water Assistance Program (LIHWAP). TCSI will be providing LIHWAP funds to households who have a bill over \$250.00 or are in threat of having their water 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, 36 persons have received hearing aids.

TCSI participated in over 25 resource fairs though out the service area to provide information of our services available.

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 worked with the Pekin Housing Authority to start holding classes for their residents.

In 2020, in response to the COVID-19 pandemic, TCS provided disaster services through their CSBG program and aided through the CARES Act for persons/families who were affected by COVID-19

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.

At one of the Tazewell/Woodford Counties Service Provider meeting, Illinois Central College was the speaker informing the providers of their training programs. After the meeting in talking with the speaker about TCS's scholarship program, we learned that there are students from Tazewell and Woodford Counties who have applied for these programs, but could not attend, due to cost of the classes and financial aid does not cover some of these programs. Through meetings, email and phone conversations with ICC, TCS used their budget modification to add a skills and training program into the CSBG grant.

Although every family's needs are different, TCS and other service providers try to develop new programs to meet most 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 hotline number through the United Way. 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, doctors and pharmacies for the Prescription Program to serve the needs of persons who are being released from the hospital who need prescriptions.

Follow up is done on TCS customers who have received rental/deposit assistance, water bill assistance and car repairs. If a customer has not kept up with their rent or water bill 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, 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 childcare 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 Tazwood, 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 has been done with Heartline in Woodford County, Tazewell/Woodford Head Start, Pekin Housing Authority and the Richland Neighborhood 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 or attended resource fairs throughout the service area to let families know of the resources available. TCS coordinated with the Fondulac Park District in East Peoria for space to hold an event in the lowest income area in East Peoria. 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. TCS participated in resource fairs held by Tazewell/Woodford Head Start and Pekin Preschool Family Education Center for their families.

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. Information on services available, call in dates, income guidelines and program requirements are also posted on TCS's website and Facebook page.

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 1<sup>st</sup> 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. In the Peoria area region, there is a Long-Term Recovery Committee that formed during the 2013 tornado. This group is still prepared for any future disasters.

Tazewell 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. WIOA committee meets in at the beginning of every year to discuss negotiations, needs and guidelines for this program. TCS held a LIHEAP intake and resource day at the WIOA office in the Fall of 2018 to coordinate agency services and provide resources for the LIHEAP applicants.

In July 2021, TCSI office moved to Pekin, Illinois. Pekin is the county seat of Tazewell County and the majority of low-income providers are located in Pekin.

In 2021, with TCSI taking over the LIHEAP program for McLean and Livingston counties and already providing the LIHWAP program, TCSI opened an office in Bloomington, Il to serve residents of McLean and Livingston counties with LIHEAP and LIHWAP funds. Bloomington is also close to many of our Woodford County customers, who now can go to this office for services. Bloomington staff has been contacting other providers in these counties to inform them of the change in agencies providing these services and to coordinate with housing providers to provide intake sites to serve their residents.

## **6. INNOVATIVE COMMUNITY AND NEIGHBORHOOD BASED INITIATIVES:**

Every summer Tazwood partners with The Center for Youth and Family Services, Fondulac Park District and the Friends of Richland Youth to provide the Tazewell Community Area Project (TCAP) summer camp for the children of the Richland neighborhood. It is estimated that 80% of the families in the Richland neighborhood are low income. The summer camp program provides low income children with avenues in exploring arts/crafts, educational and recreational opportunities during the summer.

The summer camp program also strengthens the community by providing positive activities for young people. TCAP is committed to the social, cultural, educational and emotional development for low income children between the ages of 6 -15. Children will learn skills and values they can carry with them throughout life. Twenty-five children attended camp in the summer months of 2021. Activities included crafts, swimming, bowling, movie day and Kartville. Families are encouraged to attend activities with their children to provide family time.

In past camps, the Junior League of Peoria would come each week and do a Kids in the Kitchen day, where a group of children would cook either breakfast or lunch for all the children, staff and volunteers. Each family would receive a box of all the ingredients for the families to cook at home with the children. Due to COVID, this year they were not able to do Kids in the Kitchen.

Normally, the last day of camp is a family day with lunch provided, activities for the children and awards given out to one boy and one girl for the Camper of the Year. Camper of the Year is a child who showed respect and kindness towards staff and other children, helped without asking and had a positive attitude. This year, due to safety protocol, this was not able to happen. TCSI and the Center for Youth and Family Solutions gave each child who attended camp a book bag with

all the school supplies needed to start school and a \$75.00 gift card to The Shoe Department. Subway lunches were given out to all families.

Through the CARES Act, TCSI supplemented the food pantry in the Richland Neighborhood to help provide these families with nutritious food. Milk, cereal, eggs, peanut butter, bread, soup, snacks, fruit, juice, etc. were provided for breakfast and lunch, along with the regular food that the food pantry provides. Recipes were included for cooking family meals

## **7. YOUTH PROGRAMMING**

Tazwood Community Services, Inc. is addressing needs of the low-income youth by providing school supplies children starting the new school year. This program helps low-income students start the new school year off with new school supplies and book bags. In 2021, due to safety protocol, TCSI gave two food pantries, one in each county funds to purchase book bags and school supplies to give out to children. Backpacks filled with basic school supplies were given 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.

TCSI partnered with The Shoe Department/Encore to purchase \$75.00 gift cards for children to get new shoes to start the school year. This year, 306 children received gift cards for shoes.

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 used 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.



## **KEY FINDINGS:**

The problems listed below were received from responses from Community Stake holders and Customer Surveys.

### **01.011 – Skills Training and Opportunities for Experience**

*Problem Statement:* Choosing a career. – Customer

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

*Problem Statement:* Why do you believe people have problems getting or keeping a full-time living wage job? Lack of education – Community Stakeholder

*Problem Statement:* Which of the following issues do you believe are the greatest challenges low-income families and individuals are currently facing? Education – Community Stakeholder

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

*Outcome Measure:* Individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills

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

### **02.021 – School Supplies**

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

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

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

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

### **02.031 – Extra-curricular Programs**

*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 (1<sup>st</sup>-8<sup>th</sup> grade) who demonstrate improved positive approaches toward learning including improved attention skills.

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

*Outcome Measure:* 02.04C – Youth (9<sup>th</sup> – 12<sup>th</sup> 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:* 06.01 Community Action program participants who gained other skills, knowledge and abilities to enhance their ability to engage

### **02.041 – Adult Education Programs**

*Problem Statement:* Getting the education for the job that I want. – Customer

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

*Problem Statement:* Why do you believe people have problems getting or keeping a full-time living wage job? Lack of education – Community Stakeholder

*Problem Statement:* Which of the following issues do you believe are the greatest challenges low-income families and individuals are currently facing? Education – Community Stakeholder

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

*Outcome Measure:* 02.07 Individuals who obtained a high school diploma and/or obtained an equivalency certificate or diploma.

*Outcome Measure:* 02.06 Adults who demonstrated improved basic education.

## **02.061 – Educational Financial Aid Assistance**

*Problem Statement:* Education is a great challenge low-income are currently facing. Community Stakeholders

*Problem Statement:* Getting an education for the job that I want. – Customer

*Problem Statement:* Obtaining a two-year college degree. – Customer

*Problem Statement:* Obtaining a four-year college degree. - Customer

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

*Problem Statement:* Why do you believe people have problems getting or keeping a full-time living wage job? Lack of education – Community Stakeholder

*Problem Statement:* Which of the following issues do you believe are the greatest challenges low-income families and individuals are currently facing? Education – Community Stakeholder

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

*Outcome Measure:* 02.08 – Individuals who made progress to a post-secondary education.

*Outcome Measure:* 02.06 Adults who demonstrated improved basic education

## **04.011 – Housing Payment Assistance**

*Problem Statement:* Housing is a great challenge low-income are currently facing. - Community Stakeholders

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

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

*Problem Statement:* Getting financial assistance with rent 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:* 04.02A - Households who maintained safe and affordable housing for 90 days

*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. –Community Stakeholders

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

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

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

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

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

*Outcome Measure:* 03.01 - Individuals who achieved and maintained capacity to meet basic needs for 90 days.

#### **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. –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. –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:* There are few affordable after youth activities/after school programs available in my community. - Community Stakeholders

*Problem Statement:* Low-income households need financial planning order to achieve or maintain self-sufficiency. - Community Stakeholders

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

*Problem Statement:* Budgeting and managing money. – Customer

*Problem Statement:* Understanding credit score. – Customer

*Problem Statement:* Solving problems with credit card or loan company. – Customer

*Problem Statement:* Solving problems with utility or phone company. – Customer

*Problem Statement:* Getting financial assistance with a down payment or closing cost to buy a home. – Customer

*Problem Statement:* Qualifying for a loan to buy a home. – Customer

*Problem Statement:* Learning how to shop or cook for healthy eating. – Customer

*Problem Statement:* Learning how to stretch my food dollar. – Customer

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

*Problem Statement:* Learning how to communicate and deal with my teenage children. – 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 plans for my family. – Customer

*Problem Statement:* Dealing with stress, depression or anxiety. - Customer

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

Budgeting  
Credit card debt  
Home utility cost

Payday loans  
Credit repair  
Landlord/tenant issues

**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 improved skills related to the adult role of parents/caregivers

**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

**07.031- Referrals**

Both surveys (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?  
Community Stakeholders

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

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

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

*Problem Statement:* Getting assistance with childcare cost. – 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.

## **09.011 – Agency Capacity Building Activities**

*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.

## **10.01 – Disaster Relief**

*Problem Statement:* Emergency assistance needed for families who been affected by fire, flood, tornado, pandemic or other natural disaster.

***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.



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 run the same way they have in the past. TCS would also like to do the School Supply Program again in the fall of 20202, 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'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, building credit, budgeting, first time home buyers, guide to college classes, etc., at local housing authorities and community center An overview of the top needs of the, 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 2021-2022 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.

## SURVEY DATA



Solving child custody problems or issues	9%
Solving child support problems or issues	27%
Solving restraining order problems or issues	14%
Getting protection in domestic violence situations	14%
Getting legal assistance with deportation or immigration issues	5%
Getting legal assistance when denied services	27%

**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	41%
Getting financial assistance with a down payment or closing costs to buy a home	45%
Qualifying for a loan to buy a home	35%
Obtaining home ownership education	31%
Obtaining renter/tenant rights and responsibilities education	24%
Learning basic home repair and property maintenance skills	38%
Getting financial assistance with rent payments	41%
Getting financial assistance with rent deposits	24%
Making my home more energy efficient	45%
Making changes to my home for a person with disabilities	21%
Getting emergency shelter	7%

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

Having enough food at home	22%
Learning how to shop and cook for healthy eating	30%
Learning how to stretch my food dollar	57%
Getting emergency food assistance	48%
Getting meals delivered to my home	18%
Enrolling in the Food Assistance Program	22%
Learning how to model healthy eating for my children	40%
Getting nutritious foods during pregnancy	9%
Obtaining breastfeeding education and assistance	9%

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

*(If NO, skip questions 12 and 13)*

YES 69% NO 31%

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

Finding childcare in a convenient location	24%
Finding quality licensed childcare	24%
Finding affordable childcare	29%
Finding childcare for babies	24%
Finding childcare for toddlers	18%
Finding childcare for preschoolers	12%
Finding evening or nighttime childcare	18%
Finding weekend childcare	18%
Finding a quality preschool	6%
Finding a before/after school program	12%
Preparing my preschool child for public school	24%
Getting financial assistance with childcare costs	41%
Getting financial assistance with school supplies	41%
Getting financial assistance with school fees	29%
Getting financial assistance with school or club activities	47%

**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	65%
Learning how to communicate and deal with my teenage children	53%
Learning how to deal with my children who have displayed bullying or violent behavior	18%
Learning how to deal with the bullying or violent behavior of my children's friends	12%
Learning how to talk to my children about drugs and alcohol	18%
Learning how to talk to my children about sex, AIDS, STDs, etc.	18%
Learning how to help my children cope with stress, depression, or emotional issues	59%
Learning how to set goals and plan for my family	53%
Communicating better with my children's care provider or teachers	24%

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

Having access to public transportation	8%
Having dependable transportation to and from work	24%
Getting financial assistance to buy a dependable car	56%
Getting financial assistance to make car repairs	40%
Getting financial assistance to buy car insurance	23%
Getting financial assistance to pay car registration or license fees	41%
Getting a driver's license	24%
Getting to and from medical or dental appointments	20%
Getting myself to and from school	12%
Getting my children to and from child care	4%
Getting my children to and from school or club activities	4%
Going shopping and doing errands	16%

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

Having affordable health insurance	38%
Having affordable dental insurance	50%
Having health care available in my community	21%
Having dental care available in my community	58%
Getting my health insurance questions answered	12%
Finding a doctor willing to accept Medicaid	25%
Finding a dentist willing to accept Medicaid	67%
Getting financial assistance for regular medical checkups	25%
Getting financial assistance for regular dental checkups	33%
Getting financial assistance for medicine and prescriptions	21%
Getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc.	21%
Getting financial assistance for long-term health care	17%
Obtaining family planning or birth control education and assistance	12%
Getting good medical care before my baby is born	4%
Getting regular check-ups, developmental screens, or physicals for my children	4%
Getting my children tested for lead poisoning	4%
Getting immunizations for my children	8%
Getting treatment for a drug or alcohol problem	4%
Getting treatment and services for mental health	38%
Dealing with stress, depression, or anxiety	8%
Dealing with problems related to physical, emotional, or sexual abuse	13%

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

Getting basic furniture, appliances, or house wares	42%
Getting personal care items such as soap, diapers, toilet paper, etc.	39%
Getting clothing and shoes	39%
Doing housework or laundry	23%
Managing medications	4%
Having a reliable phone	15%
Having access to the Internet	27%
Getting financial assistance with my utility bills (heating, electric, and/or water)	85%

**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.**

- |  |                                     |
|--|-------------------------------------|
| Child custody help   | Waiting to get on housing/Section 8 |
| Food   | Utilities                           |
| Dental help  | Purchasing a reliable car           |
| Drivers license  | Affordable housing                  |
| Getting SSI  | Getting a loan                      |
| Doctor appointment   | Paying monthly bills                |
| Basic living needs due to hours being cut                        |                                     |
| Son not able to get rental help due to family member owning home |                                     |

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

- |                       |   |
|-----------------------|---|
| Affordable day care   | Roads fixed                                   |
| Sidewalks             | Crime   |
| More kids' activities | Dogs barking                                  |
| Cleaned up            | People leaving their garbage out              |
| Water system          | Speedbumps put in                             |
| Cheaper rent          | Better access to medical care                 |
| Drug activity         | Access to educational activities for children |

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

Family or friend	45%
Current or former agency customer	9%
The household I grew up in had received agency services	6%
United Way 211	9%
Health care provider	23%
A state agency	6%
Other social service agency	3%
Brochure or flyer	6%
Websites/Internet	18%
Newspaper	0%
Phone book	0%
A mailing	3%
Television	0%
Social media (Facebook, Twitter, etc.)	3%
Local Church	0%
Billboard	3%
Radio	0%
Other	27%

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

No income	18%
Child Support	9%
Alimony	0%
TANF	9%
General Assistance	12%
Employment	33%
Unemployment insurance	15%
Social Security	6%
SSI	6%
Social Security Disability	12%
Pension	0%
Other	12%

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

Increased	12%
Decreased (due to COVID-19)	45%
Decreased (NOT due to COVID-19)	28%
No change	30%



**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	55%
Saturday hours from 9:00 am - 12:00 pm	27%
Weekday evening hours from 5:00 pm - 7:00 pm	30%
I am not able to come to any of your locations	18%

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

**Select all that apply:**

Energy Assistance (LIHEAP)	86%
Weatherization	3%
Rent/Mortgage	10%
Prescriptions	4%
Dental	0%
Optical	3%
Hearing Aids	0%
Car Repair	0%
School Supplies	27%
Summer Camp	3%
Water Bill Assistance	3%

**When you think about your adult family, friends and neighbors, how many of them might say something like “I have no money left after paying my bills?” or “where am I going to find money to pay for that?” Select one:**

Almost none (0 to 5%)	9%
Some (6 to 33%)	24%
Quite a few (26 to 66%)	18%
Most (67 to 95%)	27%
Almost everyone (96-100%)	21%

**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%)	21%
Some (6 to 33%)	42%
Quite a few (26 to 66%)	18%
Most (67 to 95%)	15%
Almost everyone (96-100%)	3%

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

- |                              |                                   |
|------------------------------|-----------------------------------|
| Sick child                   | Instability                       |
| Loud music                   | Dental pain                       |
| Paying bills                 | Having enough food                |
| Financial issues             | Teens running around neighborhood |
| Children’s behavior          | Wife                              |
| Kids not wanting to sleep    | Loud children in neighborhood     |
| Paying all bills             | Caring for elderly parent         |
| Stress for current situation | Medical bills                     |
| Finding a place to live      | Drugs in the streets              |

**How would you and your family been during the pandemic if it wasn’t for the extra help received on your link card, stimulus checks, pandemic unemployment, moratoriums on rent and utilities, etc.?**

- |                                     |                                |
|-------------------------------------|--------------------------------|
| Would have been homeless            | Struggling more than now       |
| Destitute                           | Would have financially drowned |
| Would not have been able to make it | Sad and poor                   |
| Very stressed                       | Broke and behind on bills      |

**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 34%

**Customer Satisfaction Survey**

- 1. I was helped in a timely manner.**  
YES 100%      NO 0%      N/A 0%
- 2. I was treated with respect.**  
YES 100%      NO 0%      N/A 0%
- 3. The staff were friendly and helpful.**  
YES 100%      NO 0%      N/A 0%
- 4. I got the information and/or the services I needed.**  
YES 100%      NO 0%      N/A 0%
- 5. I was informed about other agency or community services.**  
YES 67%      NO 9%      N/A 24%
- 6. I would recommend your agency to family and friends.**  
YES 100%      NO 0%      N/A 0%
- 7. What is ONE thing you would change about the services you received from our agency?**

Nothing- Staff is great.

Responds quickly

Helped me so much

Amazing

Truly wonderful people

Respectful

Having to come to office to pick up gift cards when I did a phone appointment

They deserve a two week all expensed paid vacation to where ever they want to go

Staff is honest

Professional

Call-in day too hard to get an appointment

Can't cover all needs

Understanding

Caring staff.

## 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.

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

County government	4%	City government	0%
Board of supervisors	4%	Educational institution	12%
Health care provider	0%	Faith based	38%
Service organization	19%	Public/private housing	4%
Neighborhood association	0%	Police	0%
Judicial	0%	Private business	0%
Other	19%		

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	54%
there are a <u>sufficient</u> number of opportunities	4%
there are an <u>excessive</u> number of opportunities	42%
there are not any opportunities	0%

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

jobs are not available	27%
physical or mental disabilities	38%
need better communication, people/customer job skills	65%
language barriers	12%
need better technical job skills	65%
health issues	35%
child care	78%
lack of education	81%
transportation	73%
Substance abuse issues	42%

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

there are an <u>insufficient</u> number available	69%
there are a <u>sufficient</u> number available	12%
there are an <u>excessive</u> number available	0%
there are not any available	0%
unsure	19%

Are childcare programs (evenings, nights, and weekends) for low-income families available in your community?

there are an <u>insufficient</u> number available	58%
there are a <u>sufficient</u> number available	4%
there are an <u>excessive</u> number available	0%
there are not any available	15%
unsure	23%

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

there are an <u>insufficient</u> number available	50%
there are a <u>sufficient</u> number available	38%
there are an <u>excessive</u> number available	0%
there are not any available	0%
unsure	12%

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	58%
there are a <u>sufficient</u> number available	19%
there are an <u>excessive</u> number available	0%
there are not any available	8%
unsure	15%

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	73%
school attendance	69%
birth control	46%
affordable school/community activities	77%
learning disabilities	27%
behavior disorders	50%
tutoring	62%
mentoring/leadership/volunteering	70%
finding employment	50%

gang participation	27%
obesity	42%
sexually transmitted diseases	35%
substance abuse/tobacco	54%
teen parenting	46%
mental health	65%
physical health issues	34%
dental issues	38%
none apply	0%
Other	4%

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

Yes	23%
No	54%
Unsure	23%

Are there a sufficient number of emergency shelters available in your community?

Yes	19%
No	69%
Unsure	12%

Are there adequate levels of medical services available for low-income people in your community?

Yes	23%
No	58%
Unsure	19%

Are there adequate levels of dental services available for low-income people in your community?

Yes	0%
No	85%
Unsure	15%

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

Yes	8%
No	77%
Unsure	15%

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

Yes	4%
No	92%
Unsure	4%

Are the homes in your community in good repair?

Most are	27%
Some are	54%
Few are	19%
None are	0%
Unsure	0%

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	65%	Job training	69%
Housing	69%	Budgeting	73%
Parenting	54%	Chronic illness	23%
Childcare	69%	Teen pregnancy	35%
Substance abuse	69%	Transportation	77%
Family violence	38%	Energy/utility cost	58%
Living wage employment	77%	Family/child abuse	38%
Language barrier	8%	Health food selection	27%
Financial literacy/planning	65%	Mental health services	77%
Medical care access	46%	Dental care access	69%
Health care cost	58%	Credit card debt	38%
Legal issues/services	42%	Child support	35%

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	81%	Job training	77%
Housing	73%	Childcare	81%
Mental health	62%	Literacy	38%
Legal issues/services	35%	Substance abuse treatment	62%
Financial literacy/planning	69%	Energy/utility cost	62%
Family planning	23%	Medical care	54%
Family/child abuse	31%	Language barriers	12%

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	65%	Managing medications	58%
Financial assistance	62%	Yard work/snow removal	81%
Grocery shopping	65%	Tax preparation	42%

Legal issues	38%	Home repairs	88%
Preparing meals	69%	Access to transportation	85%
Energy/utility cost	62%	Laundry	50%

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

Checking and savings account	58%	Credit card debt	58%
Credit repair	62%	Payday loans	50%
Car title loans	39%	Budgeting or money management issues	81%
Filing tax returns	46%	Obtaining loans	31%
Property tax exemptions	23%	Rent reimbursement claims	54%

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

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

1	0%
2	0%
3	4%
4	15%
5	46%
No relationship	35%

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

1	4%
2	0%
3	4%
4	19%
5	42%
No relationship	31%

What do you believe causes poverty?

- Lack of employment
- Health issues
- Housing
- Fraud
- Affordable housing
- Poor parenting
- Lack of opportunities
- Incarceration
- Slumlords
- Behaviors of individuals

- Job loss
- Substance abuse
- Generational poverty
- Lack of education
- Mental health issues
- Poor economy
- Cycle of hurdles families face each day
- High fees
- Lack of resources
- Poor neighborhood



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

Affordable housing	Homelessness
After school programs	Funding for training and education
Mentoring program for children	Transportation
Not giving out hand-outs-train for jobs	Substance abuse disorder
Mental health services	Access to healthy food
More emergency shelter	Public input on police policies
Community leaders talk to residents	Evening childcare
More green space	Community activities
Free childcare and preschool	Physical health
Hold landlords responsible for their properties	

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

- Alternative approaches to affordable housing
- Homelessness
- Set up programs at every school to address social issues at every grade level
- Repair habitability issues in rental properties
- Provide education and training
- Hunger
- Affordable housing
- Assistance in getting jobs
- Substance abuse disorders
- Job training
- Teach about how to get out of poverty
- Tiny house village
- Job development
- Find company to open manufacturing business and only hire ex-cons
- Childcare
- Decent safe apartments in neighborhoods
- Dental access
- Access to fresh foods
- Quality transportation