

TAZEWELL/WOODFORD COUNTIES

**COMMUNITY ACTION PLAN
UPDATE**

FY 2021

PREPARED BY:

TAZWOOD COMMUNITY SERVICES, INC.

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Tazwood Community Services, Inc.
2021 Community Action Plan Update

1. COMMUNITY ACTION PLAN SUMMARY

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

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

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

The 2021 CAP is required to be an updated CAP. The CAP is a product of continuing interaction between TCS's Board of Directors, TCS staff, the social service community and most importantly the population served. The CAP is the planning guide for the CSBG program.

The process of preparing for the CAP, the staff at Tazwood Community Services, Inc. (TCS) has involved many Board Members, persons in the community, agencies and customers both directly and indirectly. The 2020 community needs assessment surveys were done through Survey Monkey. Surveys were emailed to staff, board members, service providers and TCSI customers.

The customer population was involved on a daily basis 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. Since March 2020 TCSI has done interaction with customers by phone calls, mail, email, fax and drop box.

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. Until our region reaches Stage 5 of Governor Pritzker's Reopening Plan.

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

2. NEEDS ASSESSMENT

Tazewood Community Services, Inc. conducts an annual community wide needs assessment for the Community Action Plan. The needs assessment includes updated demographic information as well as information gathered from the needs assessment surveys and the annual point in time homeless count done by the Heart of Illinois Homeless Continuum of Care. **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 15th largest county in Illinois.

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

Population

ANNUAL POPULATION ESTIMATES

	Illinois	Tazewell	Woodford
2015	12,858,913	134,302	38,930
2016	12,820,527	133,932	38,913
2017	12,778,828	133,489	38,670
2018	12,723,071	132,450	38,527
2019	12,671,821	131,803	38,459

Source: U.S. Census Bureau Population Division 3/2020

Illinois decrease of 187,092, Tazewell County decrease of 2,499, Woodford County decrease of 471.

POPULATION FOR TAZEWELL AND WOODFORD COUNTIES

	Illinois	Percent	Tazewell	Percent	Woodford	Percent
	12,821,497		133,852		38,817	
Male	6,295,915	49.1%	65,987	49.3%	19,343	49.8%
Female	6,525,852	50.9%	67,865	50.7%	19,474	50.2%

Source: 2018 American Community Survey- Estimate

POPULATION BY AGE GROUP TAZEWELL AND WOODFORD COUNTIES

Age Group	State of Illinois	Tazewell	Woodford
Under 18	22.8%	22.9%	24.7%
18- 64	62.4%	59.3%	58.4%
65+	14.8%	19.3%	16.9%

Source: 2018 American Community Survey-5year Estimate

**POPULATION BY RACE FOR
TAZEWELL AND WOODFORD COUNTIES**

Race	Illinois	Percent	Tazewell	Percent	Woodford	Percent
White	9,189,185	71.7%	128,237	95.8%	37,567	96.8%
Black	1,824,175	14.2%	1,747	1.3%	250	.6%
Asian	690,827	5.4%	1,400	1%	204	.5%
American Indian	31,864	.2%	211	.2%	14	0%
Native Hawaiian	4,582	0%	27	0%	0	0%
Some other race	762,506	5.9%	420	.3%	143	.4%
Two or more races	318,413	2.5%	1,810	1.4%	639	1.6%
Hispanic or Latino	2,174,842	17%	3,019	2.3%	695	1.8%

Source: 2018 American Community Survey- Estimate

Number of Households

State of Illinois	Tazewell County	Woodford County
4,830,038	54,613	14,547

Source: 2018 American Community Survey Estimate

Number of Families

	State of Illinois	Tazewell County	Woodford County
# of Families	3,117,333	36,888	10,687
Married	2,300,306	29,547	8,956
Male, no wife in household	221,315	1,856	419
Female, no husband in household	595,712	5,485	1,312
Female, no husband in household below poverty	27.5	21.9	26.8
Female, no husband in household with children under 18 years	37.2	29.5	36.7
Female, no husband in household with children under 5 years	41.7	46.3	34.8
Female, no husband in household with children under 5 years and 5-17 years	56.9	57	36.5
Female, no husband in household with 5-17 years	30.6	18	37.2

Source: 2018 American Community Survey Estimate

Poverty

Number of People in Poverty

State of Illinois	Tazewell County	Woodford County
1,635,603	11,205	2,737

Source: 2018 American Community Survey- Estimate

Poverty Rate

State of Illinois	Tazewell County	Woodford County
13.1%	8.6%	724%

Source: 2018 American Community Survey- Estimate

Child Poverty Rate

State of Illinois	Tazewell County	Woodford County
18.1%	10.9%	9.4%

Source: 2013-2017 American Community Survey-5year Estimate

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

State of Illinois	Tazewell County	Woodford County
8.3%	4.6%	4.3%

Source : Illinois Kids County Data Center 2013-2017

Below Poverty in the Past 12 Months

	State of Illinois	Tazewell County	Woodford County
Worked Full Time	2.4%	1.2%	1.8%
Worked Less than Full Time	15.7%	11.3%	9.4%
Did Not Work	21.5%	14.5%	10.3%

Source: 2018 American Community Survey- Estimate

Race Below Poverty

	State of Illinois	Tazewell County	Woodford County
White	9.8%	8%	6.7%
Black/African American	27.4%	36.7%	9.6%
American Indian Alaska Native	16.3%	39.6%	28.6%
Asian	11.4%	10.4%	3.8%
Native Hawaiian Other Pacific Islander	9.8%	0	0
Some Other Race	18.3%	3.3%	1.4%
Two or More Races	16.8%	32.6%	41.8%
Hispanic	17.1%	12.1%	11.9%

Source: 2018 American Community Survey- Estimate

POPULATION AND POVERTY IN THE LARGE CITIES

Tazewell County

All Families	East Peoria	Morton	Pekin	Washington
Number of families	6,236	4,787	8,450	4,713
Below Poverty	4.5%	4.4%	10.5%	3.2%
With related children under 5	2.7%	7.5%	37.8%	5.1%
With related children under 18	5.6%	4.4%	19.8%	5.1%
SSI or TANF income in past 12 months	11.7%	3.8%	23%	18.6%
Less than high school graduate	9.6%	12.3%	28.5%	7.4%
High school graduate	6.1%	3.4%	13.3%	2.4%
Some college	5.5%	4.3%	10.4%	1.8%
Renter	18.3%	8.7%	30%	7.3%
Female Householder no Male Present	East Peoria	Morton	Pekin	Washington
Number of families	842	452	1,771	768
Below Poverty	20.7%	18.4%	30.2%	11.5%
With related children under 5	22.5%	42%	43.3%	14.2%
With related children under 18	26.2%	26.7%	73.1%	13.7%
SSI or TANF income in past 12 months	53.5%	14.7%	28.1%	16.2%
Less than high school graduate	100%	100%	44.4%	0*
High school graduate	17.9%	25%	37.3%	17.1%
Some college	27.3%	24.8%	28.7%	5.5%
Renter	27%	23.4%	47.8%	15.4%

Woodford County

All Families	Eureka	Metamora	Minonk	El Paso
Number of families	1,407	1,084	584	728
Below Poverty	10.5%	7%	5.1%	10.3%
With related children under 5	0*	0*	9.2%	13.1%
With related children under 18	8.4%	7.7%	22.6%	14.3%
SSI or TANF income in past 12 months	41.4%	34.1%	30.8%	0*
Less than high school graduate	0*	0*	35.1%	0*
High school graduate	0*	0*	6.6%	7.3%
Some college	16.5%	12.5%	0*	17.3%
Renter	33.8%	19.8%	13.3%	36.6%
Female Householder no Male Present	Eureka	Metamora	Minonk	El Paso
Number of families	149	251	82	192
Below Poverty	29.5%	23.5%	29.3%	36.5%
With related children under 5	0*	0*	100%	100%
With related children under 18	28.9%	24.9%	31.1%	38.6%
SSI or TANF income in past 12 months	52.2%	44.1%	100%	0*
Less than high school graduate	0*	0*	100%	0*
High school graduate	0*	0	43.3%	29.9%
Some college	0*	38.6%	0*	44.4%
Renter	33.8%	33.6%	41.9%	54.7%

Source: 2018 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**

	State of Illinois	Tazewell County	Woodford County
All Families	9.4%	5.8%	5.7%
With related children under 18 years	14.8%	10.2%	8.1%
With related children under 5 years only	14.4%	17.6%	4.3%
Married couple families	4.3%	2.5%	2.2%
With related children under 18 years	6%	3.6%	1.9%
With related children under 5 years only	4.8%	3%	0
Families with female householder, no husband present	27.5%	21.5%	26.8%
With related children under 18 years	37.2%	29.5%	26.8%
With related children under 5 years only	41.7%	46.3%	34.8%
All People	13.1%	8.6%	7.2%
Under 18	18.1%	10.9%	9%
Related children under 18 years	17.8%	10.2%	11.6%
Related children under 5 years	20%	14.6%	8.3%
Related children 5 to 17 years	17%	8.7%	9.2%
18 years and over	11.6%	8.7%	9.2%
18 to 64 years	12.2%	8.7%	7.3%
65 years and over	8.8%	5.2%	3.8%

Source: 2018 American Community Survey- Estimate

Income

Median Household Income

State of Illinois	Tazewell County	Woodford County
\$63,575	\$62,342	\$71,867

Source: 2018 American Community Survey- Estimate

Median Earning in the Past 12 Months (in 2018 Inflation-Adjusted by Dollars) by Educational Attainment for Population 25 Years and Over.

	State of Illinois	Tazewell County	Woodford County
Total:	\$41,683	\$40,650	\$44,110
Less than high school graduates	\$23,916	\$19,971	\$29,265
High school graduate or equivalency	\$31,011	\$32,433	\$35,418
Some college or associate degree	\$37,086	\$36,961	\$40,286
Bachelor's degree	\$54,753	\$57,927	\$60,886
Graduate or professional degree	\$74,148	\$63,908	\$66,625
Male:	\$50,453	\$50,766	\$55,210
Less than high school graduates	\$27,964	\$22,750	\$37,778
High school graduate or equivalency	\$37,742	\$40,773	\$40,712
Some college or associate degree	\$46,837	\$49,065	\$54,803
Bachelor's degree	\$70,013	\$74,870	\$80,307
Graduate or professional degree	\$93,411	\$92,538	\$99,950

Female:	\$34,384	\$31,051	\$31,206
Less than high school graduates	\$18,748	\$18,453	\$12,000
High school graduate or equivalency	\$24,259	\$24,760	\$26,028
Some college or associate degree	\$30,244	\$29,020	\$26,311
Bachelor's degree	\$46,997	\$41,500	\$40,471
Graduate or professional degree	\$62,978	\$54,187	\$61,055

Source: 2018 American Community Survey- Estimate

Means of income in the past 12 months

	State of Illinois	Tazewell County	Woodford County
Population 16 and above	10,234,671	106,491	30,489
All Households			
With earnings	78.5%	75%	77.4%
With Social Security income	28.8%	32.6%	32.8%
With SSI income	4.7%	4.8%	3.3%
With TANF income	2.4%	1.9%	1.1%
With retirement income	17.6%	26.9%	24.7%

Source: 2018 American Community Survey-Estimate

Employment Characteristics of Families

	State of Illinois	Tazewell County	Woodford County
Families	3,117,333	36,888	10,687
Married couple families	2,303,306	29,547	8,956
Both husband and wife in labor force	53.9%	51.9%	50.9%
Husband in labor force, wife not in labor force	21.4%	17.8%	23.8%
Wife in labor force, husband not in labor force	7.6%	7.4%	7.3%
Both husband & wife not in labor force	16.4%	22.2%	17.7%
Other families	817,027	7,341	1,731
Female householder, no husband present	72.9%	74.7%	75.8%
 In labor force	52.5%	53.5%	57.5%
 Not in labor force	20.4%	21.2%	18.3%
Male householder, no female present	27.1%	25.3%	24.2%
 In labor force	21.4%	21%	15.7%
 Not in labor force	5.7%	4.3%	8.5%

Source: 2018 American Community Survey-5-year Estimate

Unemployment

This chart below shows the total monthly initial unemployment claims filed in the past year. Due to the mandatory stay at home order issued on March 21, 2020 the unemployment numbers skyrocketed to an all-time high.

	7/19	8/19	9/19	10/19	11/19	12/19	1/20	2/20	3/20	4/20	5/20	6/20
Tazewell	542	395	430	532	673	1,108	787	520	4,387	5,068	2,396	1,737
Woodford	112	93	59	94	151	242	159	103	930	1,039	494	377

This chart also shows the numbers for March, April, May and June of 2020 to show how Governor Pritzker's stay at home order and the coronavirus affected the unemployment rates.

Tazewell County

Year	Labor Force	# Employed	# Unemployed	Unemployment Rate
2016	66,635	61,460	4,175	6.4%
2017	64,033	60,655	3,378	5.3%
2018	65,386	62,196	3,190	4.9%
2019	66,182	63,603	2,579	3.9%
June 2020	61,010	63,603	2,579	12.4%
May 2020	57,551	49,148	7,579	14.6%
April 200	55,415	45,793	9,622	17.4%
March 2020	57,796	55,791	2,065	3.6%

Woodford County

Year	Labor Force	# Employed	# Unemployed	Unemployment Rate
2016	19,314	18,265	1,049	5.4%
2017	18,837	18,025	812	4.3%
2018	19,161	18,379	782	4.1%
2019	19,436	18,810	626	3.2%
June 2020	17,480	15,854	1,626	9.3%
May 2020	16,280	14,591	1,689	10.4%
April 2020	15,480	13,536	1,944	12.6%
March 2020	16,962	16,473	2,489	2.9%

Source: Illinois Department of Employment Security

Unemployment Demographics June 2020

	Tazewell	Woodford
GENDER		
Male	76%	77%
Female	23%	23%
Gender N/A	1%	0%
AGE		
16-24	5%	5%
25-44	48%	45%
45-64	44%	45%
65+	3%	5%
RACE		
White	94%	95%
Black	1%	1%
Hispanic	2%	1%
American Indian/Alaska Native	1%	0%
Asian /Pacific Islander	1%	0%
Some other race	1%	3%

	Tazewell	Woodford
OCCUPATION		
Construction	40%	42%
Manufacturing	9%	15%
Professional & Business Services	15%	14%
Education & Health Services	5%	4%
Leisure & Hospitality	5%	4%
EDUCATION		
High School Diploma or under	62%	63%
Some College or Technical School	29%	8%
Four Year College	7%	4%
Four Year or More College	2%	4%

Source: Illinois Department of Employment Security

Supplement Nutrition Assistance Program – SNAP

SNAP – Household Recipients

	State of Illinois	Tazewell County	Woodford County
Households Receiving SNAP	13.1%	11%	7.3%
Married Couples	24.7%	31%	34.9%
Female Householders, No Husband Present	35.5%	29%	31.6%
With One or More Persons with a Disability	40.6%	49%	45.2%

Source: 2018 American Community Survey-Estimate

CHILD FOOD INSECURITY RATE

State of Illinois	Tazewell County	Woodford County
12.7%	12.7%	10.6%

Source: Feeding America

OVERALL FOOD INSECURITY RATE

State of Illinois	Tazewell County	Woodford County
10.1%	8.7%	7.3%

Source: Feeding America

Medicaid and /All Kids:

(Source: Illinois Department of Healthcare and Family Services)

According to the Department of Healthcare and Family Services, in 2019 there were 26,828 persons in Tazewell County and 4,835 persons in Woodford County enrolled in the state medical program.

	Tazewell County	Woodford County
Children	11,875	2,334
Adults with a Disability	2,419	381
Affordable Care Act	5,677	806
Other Adults	5,232	964
Seniors	1,267	279
Partial Benefits	358	71

Source: Illinois Department of Healthcare & Family Services

Health Insurance

	State of Illinois	Tazewell County	Woodford County
Total-Non-Institutionalized	12,563,908	124,308	38,239
Uninsured	7.3%	4.4%	3.7%
Private Health Care Alone	57.6%	65.3%	67.7%
Employer Based Health Insurance	50.4%	55.3%	57.8%
Direct Purchase Health Insurance	13.3%	14.8%	16.5%
TRICARE/Military Insurance	1.1%	1.6%	1.4%
Medicare Coverage	15.8%	19.2%	17.8%
Illinois Medicaid Coverage	19.6%	17.4%	12.8%
VA Health Care	1.7%	2.1%	1.7%

Source: 2018 American Community Survey- Estimate

In Tazewell County, 65.3% of residents have private health coverage and 67.7% in Woodford County have private health coverage. In Tazewell County 55.3% have employer-based coverage and 57.8% in Woodford County. Both of these statistics are above the state percent.

Selected Characteristics of Uninsured

	State of Illinois	Tazewell County	Woodford County
Uninsured	928,612	4,877	1,430
Under 6	2.3%	1.5%	2%
6-18	3.4%	2.3%	2.6%
19-25 years	12.7%	7.7%	5.1%
26-34 years	13.4%	7.2%	7.3%
35-44 years	11.9%	3.9%	4.9%
45-54 years	9%	5.1%	6.2%
55-64 years	6.7%	4.8%	3.8%
65-74 years	1.2%	.1%	0%
75 years and older	.6%	.0%	0%
Male	8.4%	4.4%	4.6%
Female	6.3%	3.1%	2.9%
Less than High School Education	20.4%	4.3%	5.4%
High School Graduate	10.6%	6.1%	4.4%
Some College	6.9%	3.4%	5.3%
Bachelor degree or higher	3.5%	1.7%	2.5%
Employed	9.1%	4.7%	4.9%
Unemployed	23.4%	13%	14.5%

Source: 2018 American Community Survey-5year Estimate

Disability Characteristics

	State of Illinois	Tazewell County	Woodford County
Total civilian non-institutionalized	12,643,207	131,394	38,3239
With a disability	10.9%	11.9%	10%
Male	10.6%	11.7%	9.8%
Female	11.2%	12.1%	10.2%
5 years and under	.7%	.4%	.4%
5-17 years	4.3%	4.4%	5.1%
18-34 years	4.9%	6.8%	5%
35-64 years	10.6%	9.9%	8.9%
65-74 years	23.4%	22.3%	17.6%
74 years and older	47.5%	47.8%	42%

Source: 2018 American Community Survey-5-year Estimate

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).

Housing:

(Source: National Low-Income Housing Coalition -Out of Reach 2020)

The status of low-income housing in Tazewell and Woodford Counties is a sad story according to the National Low-Income Housing Coalition. The 2020 fair market rent for these two counties was \$564 for an efficiency apartment, \$606 for a one-bedroom, and \$772 a month for a two-bedroom. A person must work 59 hours a week at a minimum wage job (based on \$10.00 an hour) to be able to afford a two-bedroom home. This person may receive a small amount of food stamps if they have children, but by the time they pay rent, utilities and a few basic living expenses they do not have any extra money. A standard monthly Supplemental Security Income (SSI) payment for an individual is \$783 in Illinois. If SSI is an individual's sole source of income, \$235 in monthly rent is affordable. This report shows that 24% of residents in Tazewell County and 18%

of residents in Woodford 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 2020 an hourly wage of \$14.85 is needed to afford the Fair Market Rent for a two-bedroom house.

Fair Market Rent 2020

	State of Illinois	Tazewell County	Woodford County
Efficiency	\$832	\$564	\$564
One Bedroom	\$934	\$606	\$606
Two Bedroom	\$1,108	\$772	\$772
Three Bedroom	\$1,421	\$998	\$998
Four Bedroom	\$1,670	\$1,082	\$1,082

Source: National Low-Income Housing Coalition – Out of Reach 2020

Wage needed to afford 2-bedroom apartment at Fair Market Rent– 2019

State of Illinois	Tazewell County	Woodford County
\$21.30	\$14.85	\$14.85

Source: National Low-Income Housing Coalition – Out of Reach 2020

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

State of Illinois	Tazewell County	Woodford County
85	59	59

Source: National Low-Income Housing Coalition – Out of Reach 2020

The National Low-Income Housing Coalition’s Out of Reach 2020 shows that Illinois ranks the 18th highest housing wage in the United States. Boarding states rankings range from Wisconsin-32nd, Tennessee 34th, Indiana-39th, Missouri-42nd, Ohio-43rd, Iowa-45th and Kentucky ranking 48th.

Percent Severity Rent Burden Households

State of Illinois	Tazewell County	Woodford County
20%	29.3%	34.3%

Source: 2018 American Community Survey-5-year Estimate

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 30% of Household Income to Mortgage

State of Illinois	Tazewell County	Woodford County
29.8%	17.5%	21.6%

Source: 2018 American Community Survey-5-year Estimate

According to the U.S. Census Bureau, there were 58,786 housing units in Tazewell County and 15,540 housing units in Woodford County. Tazewell County has an 76.5% homeownership rate and the median value of an owner-occupied house is \$139,700. Woodford County has an 93.7% homeownership rate and the median value of an owner-occupied house is \$162,708.

Occupancy Characteristics

	State of Illinois	Tazewell County	Woodford County
# of Housing Units	5,347,268	58,786	15,540
Occupied	90.3%	92.9%	93.7%
Vacant	9.7%	7.1%	6.3%
Owner Occupied	66%	76.5%	81.9%
Renter Occupied	34%	23.5%	18.1
Single Structure	64.5%	83.5%	88.7%
Multi-Unit	33%	14.5%	9.2%
Mobile Home	2.5%	2%	2.1%
Median value of owner occupied	\$187,200	\$139,700	\$162,708

Source: 2018 American Community Survey – 5-year estimates

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

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

Tazewell County Subsidized Housing

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

Woodford County Subsidized Housing

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

Homelessness:**Heart of Illinois Homeless Continuum of Care Street Sweep – 1/22/2020**

The Heart of Illinois Homeless Continuum of Care (HOIHCOC) conducted their homeless street count, which is required by the Department of Housing and Urban Development every two years. The HOIHCOC does a point in time count each year the 4th week of January. Continuum members, homeless street outreach workers and volunteers went out on the streets the night of January 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 - 1/22/2020

Unsheltered	2020	2019
Families	0	10
Individual	37	15
Male	31	10
Female	6	0
Children under 18	0	2
Unaccompanied Youth 18-24	2	-
Substance Abuse	7	5
Serious Mental Illness	4	6
Sexual Assault	7	1
Domestic Violence	0	1
Chronic Homeless	7	3
Veterans	3	0

Sheltered	2020	2019
Families	231	225
Individuals	219	285
Male	168	166
Female	106	117
Children under 18	30	49
Unaccompanied Youth 18-24	18	-
Seriously Mentally Ill	61	71
Substance Abuse	31	33
Domestic Violence	45	32
Chronic Homelessness	47	48
HIV/AIDS	0	1
Veterans	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 Center for Prevention of Abuse in Peoria. Staff provides legal advocacy, case management, individual and group counseling, life skills and parenting classes.

Heart House came to be in 1992 when Woodford County Heartline rented a vacant fraternity house at Eureka College to serve the emergency needs of Woodford County's homeless population and in particular, women who needed a safe place to stay. In 1995, Heart House was financially equipped to move into their own secure facility, built with donated funds of caring and concerned individuals, churches, organizations, and businesses throughout Central Illinois. It is not

uncommon that individuals of Heart House are also recipients of Heartline services. Heart House has 6 family rooms with 21 beds.

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

Organization		Beds
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

	State of Illinois	Tazewell County	Woodford County
Civilian population 18 years & over	9,878,042	103,028	29,232
Veterans	595,185	8,932	2,626
Gulf War 9/2001 or later	14.5%	15.9%	14.8%
Gulf War 8/1990 – 8/2001	16.5%	17.8%	18%
Vietnam	36.2%	34.1%	37.4%
Korean War	10%	10.7%	11.7%
World War II	5.1%	4.9%	5.3%
Male	93.1%	94.6%	93.1%
Female	6.9%	5.4%	6.9%
Below poverty in past 12 months	6.8%	3.6%	4.6%

Source: 2018 American Community Survey-5year Estimate

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 2018-19

State of Illinois	Tazewell County	Woodford County
88.9%	92.6%	94.5%

Source: Open Date Network

High School Graduation Rate for Low-Income Students 2017

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

Source: Report on Illinois Poverty – February 2017 latest available

This chart shows the high school report cards for each of the school districts in TCS’s service area. In South Pekin, 91% of students are low income. In Creve Coeur, 77% the students are low income. Washington District 50, Marquette Heights, Pekin 108, East Peoria 86, Riverview and Washburn have over 50% low income students.

East Peoria 86, Washington 50, Pekin 108, South Pekin, Pekin 303, Washington 308, East Peoria 309, Manito-Spring Lake, Morton, East Peoria Riverview, Minonk Fieldcrest, El Paso and Metamora High School all have above a 20% chronic absenteeism rate for low-income students.

School District	Enrollment	Low Income	Homeless	Truancy Rate	High School Drop Our Rate	High School Drop Out Rate Low Income	Graduation Rate	Graduation Rate Disabled	Graduation Rate Low Income	Chronic Absentecism	Chronic Absentecism Low Income
Washington 50	714	59.1%	2%	27%	-	-	-	-	-	14.2%	20.4%
Central 51	1,396	10.2%	.6%	-	-	-	-	-	-	3.2%	12.5%
Washington 52	934	24.6%	.5%	12%	-	-	-	-	-	4.1%	8.5%
Creve Coeur	576	77.4%	1.2%	-	-	-	-	-	-	-	-
Robein - EP	161	39.1%	.6%	-	-	-	-	-	-	5.1%	3.7%
East Peoria 86	1,544	51.8%	.7%	3.7%	-	-	-	-	-	19.5%	29%
Rankin	208	23.6%	.5%	.5%	-	-	-	-	-	5.9%	10.6%
Marquette Heights	547	53.4%	3.7%	2.2%	-	-	-	-	-	12.2%	18.3%
Pekin 108	3,638	56.8%	1.7%	4.4%	-	-	-	-	-	22.1%	30.5%
South Pekin	212	91.5%	.5%	16.2%	-	-	-	-	-	22.3%	21.3%
Pekin 303	1,848	45.3%	.5%	24.3%	.5%	7.2%	84.7%	69.9%	73.4%	34.2%	46.7%
Washington 308	1,381	21.4%	.2%	4.7%	2.8%	4.1%	91.3%	76.2%	84.7%	10.3%	24.7%
East Peoria 309	988	49.1%	2.8%	9.2%	3.7%	5.7%	89.8%	73%	78.6%	23.9%	37.2%
Manito-Spring Lake	69	33.3%	-	3.2%	-	-	-	-	-	17.3%	21.4%
Mackinaw	1,046	17.5%	2.4%	.3%	2%	0%	94.7%	85.7%	94.7%	8.1%	12.3%
Tremont	997	12%	.1%	0%	2%	4.5%	93.2%	-	90%	4.7%	11.7%
Delavan	487	37.4	1.2%	2%	5.8%	8.1%	83.8%	-	-	9.8%	16.7%
Morton	3,087	14.9%	.9%	.6%	1.6%	3.9%	95.7%	79.4%	93.9%	8.6%	20.5%
Metamora 1	894	18%	1%	1.6%	-	-	-	-	-	6.7%	16%
East Peoria (Riverview)	232	59.1%	-	1.2%	-	-	-	-	-	15%	22.9%
Minonk-Fieldcrest	965	45.8%	.2%	8.7%	3.7%	5%	86.2%	70.6%	7.5%	16%	25.4%
El Paso	1,233	34.1%	.9%	5.7%	3.1%	4.5%	83.2%	63.6%	62.3%	18.6%	26.6%
Washburn	350	53.4%	-	6.2%	2.8%	4.2%	79.2%	-	-	12.8%	22%
Roanoke	513	26.1%	1.2%	3.7%	2.8%	2.5%	93.6%	-	-	7.8%	19.3%
Germantown Hills	824	15.9%	-	.1%	-	-	-	-	-	2.5%	7.7%
Metamora HS	1,015	16.9%	.1%	3.7%	2.1%	6.5%	95.2%	66.7%	85.3%	10.8%	32.1%
Eureka	1,564	22.6%	.2%	1.5%	3.3%	6.8%	94.2%	60%	76.5%	5.7%	16%

Source: Illinois State Board of Education

Note: Low-income are students who receive or live in a household that receives SNAP or TANF; are classified as homeless, migrant, runaway, Head Start or foster child; or in a household where the income meets USDA income guidelines to receive free or reduces price meals.

The McKinney-Vento Homeless Assistance Act defines homeless children and youth” as “individuals who lack a fixed, regular and adequate nighttime residence.” The Illinois State Board of Education has established procedures to ensure that homeless children and youth are

afforded the same educational opportunities to be successful learners as all other children and youth.

X- either non-reported data ore suppressed data due to privacy concerns. Student counts reported are counts out of groups of 10 or greater.

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

School Tazewell County	Median Income in the Past 12 months	% Low Income Students
Pekin	\$51,775	45.3%
Washington	\$71,930	21.7%
East Peoria	\$56,856	49.1%
Tremont	\$80,125	12%
Delavan	\$55,000	37.4%
Morton	\$77,011	14.9%
Dee-Mack Deer Creek Mackinaw	\$87,891 \$65,938	17.5%

School Woodford County	Median Income in the Past 12 months	% Low Income Students
Fieldcrest – Minonk	\$55,915	45.8%
El Paso- Gridley	\$69,643	34.1%
Low Point-Washburn	\$53,106	53.4%
Roanoke-Benson	64,044	26.1%
Metamora	\$79,175	16.9%
Eureka	\$65,875	22.6%

Source: 2018 American Community Survey-5year Estimate
Illinois State Board of Education

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

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

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

	State of Illinois	Tazewell County	Woodford County
Income in the past 12 months below poverty level	876,606	6,233	1,686
Male	352,468	2,510	743
Less than high school Graduate	25.6%	24.8%	9.6%
High school graduate or equivalent	34.8%	46.8%	36.8%
Some college, associate degree	23.9%	21.5%	36.2%
Bachelor's degree or higher	15.5%	6.8%	17.2%
Female	524,138	3,723	942
Less than high school graduate	23.4%	14.8%	7.9%
High school graduate or equivalent	32.9%	37.6%	29.1%
Some college, associate degree	29.8%	37%	42%
Bachelor's degree or higher	13.7%	10.4%	20.9%

Source: 2018 American Community Survey- 5-year Estimate

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.

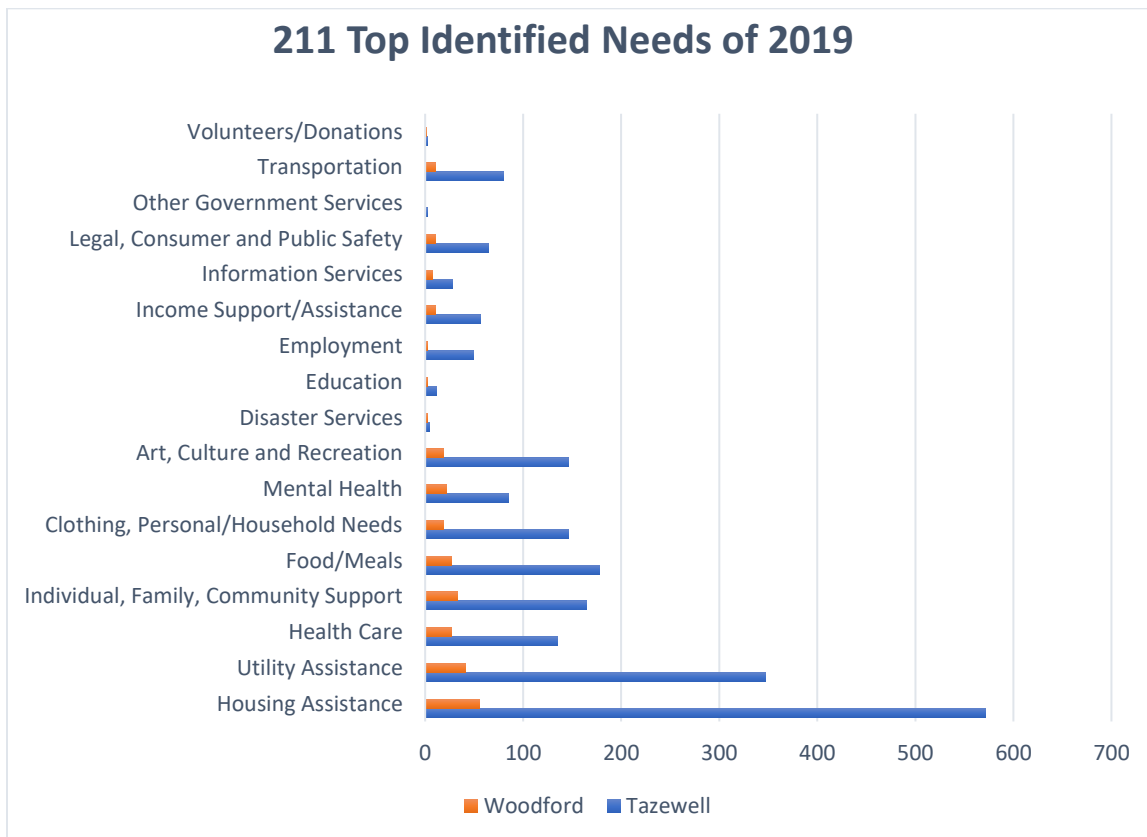
The 2-1-1 program has been administered through AMT's 9-1-1 call center. The call center has been cross-trained to offer 2-1-1 assistance when needed. The call center is operated in a state-of-the-art facility that is built to withstand an F5 rated tornado, has redundant phone lines and emergency power, 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 2019.



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 FY20, Tazwood served 718 households in Tazewell County and Woodford County in the Low-Income Home Energy Assistance Program, with \$813,688 funds sent to utility vendors for heating bill during the winter months. There were 350 households who Percent of Income Payment Program (PIPP) with a total of r\$343,508.46 obligated.

Illinois Home Weatherization Assistance Program/IHWAP:

In FY 20, Tazwood weatherized 37 homes in Tazewell and Woodford Counties. Through the Emergency Furnace Program, Tazwood repaired or replaced 14 furnaces in Tazewell and Woodford Counties.

Community Services Block Grant:

The 2019 Community Services Block grant served 799 persons with 1,099 services. Tazwood helped 37 with either a rent payment to prevent eviction or a 1st month rent payment for homeless families. Thirty-four families' water bills were paid to prevent disconnection. The prescription program helped 35 persons with medications. Twenty persons were helped with car repairs to help them get to work or school. Ten children between the ages of 6 and 13 were able to attend summer camp through local day camps so their parents could work. Five people received scholarships to help them continue their education. Twenty-four children from low-income neighborhoods were able to attend the Center for Youth and Family Solutions 4 week summer camp providing positive activities that taught social, cultural, educational and emotional development. Eighteen people received the needed dental work to help maintain their health. Eight 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.

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

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

In 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.

4. LINKAGES

As mentioned in the previous section, surveys are used to help identify the needs of low-income persons in the service area. Through these surveys, TCS's Board of Directors and staff can analyze the responses of customers and other providers to help identify the needs of the low-income

population in our service area. TCS Board and staff then try to come up with new programs to help meet these un-met needs in our service area.

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

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

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

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

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

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

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

In 2020, in response to the COVID-19 pandemic, TCS provided disaster services through their CSBG program and provided assistance 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 the majority of the needs in the low-income population. The use of Information and Referral through the CSBG program is used with almost every customer that encounters TCS. Referrals are made to the LIHEAP and IHWAP programs and information is given to customers through brochures or direct contact with other staff on these programs. Customers are also referred to outside agencies such as the Department of Human Services, Food Pantries, Salvation Army, Heartline, Townships, Local Housing Authorities, etc.

If TCS does not have knowledge of any programs for a customer, TCS will give the 2-1-1 information 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 child care and local automotive repair shops with the Employment Support Program. TCS also coordinates with Illinois Central College and other local Colleges and Universities for the Scholarship Program.

Coordination is done between 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 1st Annual Homeless Street Sweep for the Continuum service area (which includes, Peoria, Tazewell, Woodford and Fulton Counties).

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

Tazwood Community Services, Inc. is coordinating with Career Link, the local WIOA office, to provide support services with CSBG funding for their customers to help them with their job training or schooling needs. 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.

6. INNOVATIVE COMMUNITY AND NEIGHBORHOOD BASED INITIATIVES:

Normally every summer Tazwood partners with The Center for Youth and Family Services, Fondulac Park District and the Friends of Richland Youth to provide a summer camp for the children of the Richland neighborhood. It is estimated that 80% of the families in the Richland neighborhood are low income. In 2020, during the COVID-19 pandemic, staff and volunteers were concerned for the children who usually attend camp would become bored and get in trouble or not have nutritious food to eat. There was not a way to hold summer camp with safety measures in place. TCSI's Community Service Manager met with the Friends of Richland Youth board to discuss how we could still help meet the needs of these children without having a summer camp. The idea of giving each family of these children an activity box that contained educational books, worksheets, games, crafts and family activities. The activity boxes would contain these activities for all of the children in the household. Normally, at the beginning of camp each child would tie dye their shirt to wear when they would go do activities. This is always one of the children's favorite activities at camp. Included in the activity boxes this year was a tie dye kit and shirts for every family member to have. The camp coordinator contacted each family to get the ages of all the children in the house and the size of shirt each family member wore. Once the social distancing rules are relaxed, a party will be held in their neighborhood park with prizes for the family with the best tie dye shirts and to the children who completed each workbook.

Each child also received a book bag with all their needed supplies through TCSI's school supply program. The Fondulac Park District bought the calculators that the junior/senior high children needed. Officer Taylor from the East Peoria Police Department bought each child a new pair of shoes.

Also, 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. was provided for breakfast and lunch, along with the regular food that the food pantry provides. Recipes were included for cooking family meals. Due to social distancing, a few volunteers took these food boxes to the families.

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, book bags and shoes. 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. Mothers have also stated that with the help of TCS supplies, they were able to buy the children a few new school clothes to start the school year with the money that they saved on not buying supplies. This has helped the children start the new year off by building their self-esteem by feeling like the other students.

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 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 (1st – 8th grade) who are achieving at basic grade level (academic, social and other school success skills.)

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

02.031 – Extra-curricular Programs

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

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

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

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

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

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

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

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

Outcome Measure: 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 2020, 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 once our region reaches Phase 5 of the Governor's plan to open Illinois. An overview of the top needs of the staff/board survey, community stakeholder survey and the customer survey are listed below to show the needs for these programs.

With these CSBG Services, the LIHEAP and Weatherization Programs, TCS expects to serve over 5,000 low income persons directly in the 2020-2021 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.

Need Assessment – Customer

1. What county do you live in? Tazewell 78% Woodford 22%
2. What is your household's zip code?
3. Are you a male or female?
Male 24% Female 76%
4. Are you aged 55 or over?
YES 19% NO 81%
5. Are you married or living with a partner?
YES 39% NO 61%

6. EMPLOYMENT: *Which employment needs could you use help with (select all that apply)*

Getting training for the job that I want	17%
Getting an education for the job that I want	27%
Finding a permanent full-time job that will support me or my family	45%
Knowing what jobs are available	46%
Learning how to interview for a job	7%
Learning how to write a resume	18%
Learning how to fill out job applications	1%
Learning computer skills to apply for jobs	12%
Obtaining appropriate clothing for my job	26%
Obtaining equipment (e.g. tools) for my job	16%

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

Obtaining a high school diploma or GED/HSED	7%
Obtaining a two-year college degree	32%
Obtaining a four-year college or university degree	30%
Choosing a career	30%
Choosing a technical school program	12%
Learning how to use a computer	10%
Learning or improving communication or language skills	12%
Learning English (as a second language)	0%
Getting financial assistance to complete my education	39%
Completing college aid forms (including FAFSA forms)	14%

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

Budgeting and managing money	52%
Opening a checking or savings account	4%
Filling out tax forms	13%
Understanding credit scores	21%
Solving problems with a credit card or loan company	23%
Solving problems with utility or telephone company	30%
Solving problems with payday loans	7%
Solving bank foreclosure/bankruptcy/repossession problems or issues	7%
Solving divorce problems or issues	11%
Solving child custody problems or issues	15%
Solving child support problems or issues	11%
Solving restraining order problems or issues	1%
Getting protection in domestic violence situations	1%
Getting legal assistance with deportation or immigration issues	4%
Getting legal assistance when denied services	7%

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

Finding affordable housing that fits my family's needs	18%
Getting financial assistance with a down payment or closing costs to buy a home	34%
Qualifying for a loan to buy a home	32%
Obtaining home ownership education	14%
Obtaining renter/tenant rights and responsibilities education	5%
Learning basic home repair and property maintenance skills	27%
Getting financial assistance with rent payments	36%
Getting financial assistance with rent deposits	17%
Making my home more energy efficient	45%
Making changes to my home for a person with disabilities	6%
Getting emergency shelter	1%

10. 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	35%
Learning how to shop and cook for healthy eating	34%
Learning how to stretch my food dollar	36%
Getting emergency food assistance	44%
Getting meals delivered to my home	25%
Enrolling in the Food Assistance Program	9%
Learning how to model healthy eating for my children	13%
Getting nutritious foods during pregnancy	17%
Obtaining breastfeeding education and assistance	7%
Getting food from food pantries, food banks, or food shelves	4%

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

(If NO, skip questions 12 and 13)

YES 68% NO 32%

12. 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	16%
Finding quality licensed childcare	10%
Finding affordable childcare	14%
Finding childcare for babies	6%
Finding childcare for babies	2%
Finding childcare for toddlers	4%
Finding childcare for preschoolers	8%
Finding evening or nighttime childcare	12%
Finding weekend childcare	2%
Finding a quality preschool	8%
Finding a before/after school program	14%
Preparing my preschool child for public school	14%
Getting financial assistance with childcare costs	20%
Getting financial assistance with school supplies	56%
Getting financial assistance with school fees	44%
Getting financial assistance with school or club activities	44%

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

Learning how to discipline my children more effectively	24%
Learning how to communicate and deal with my teenage children	36%
Learning how to deal with my children who have displayed bullying or violent behavior	10%
Learning how to deal with the bullying or violent behavior of my children's friends	10%
Learning how to talk to my children about drugs and alcohol	14%
Learning how to talk to my children about sex, AIDS, STDs, etc.	10%
Learning how to help my children cope with stress, depression, or emotional issues	57%
Learning how to set goals and plan for my family	47%
Communicating better with my children's care provider or teachers	12%

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

Having access to public transportation	9%
Having dependable transportation to and from work	20%
Getting financial assistance to buy a dependable car	36%
Getting financial assistance to make car repairs	41%
Getting financial assistance to buy car insurance	23%
Getting financial assistance to pay car registration or license fees	41%
Getting a driver's license	22%
Getting to and from medical or dental appointments	11%
Getting myself to and from school	8%
Getting my children to and from child care	6%
Getting my children to and from school or club activities	8%
Going shopping and doing errands	15

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

Having affordable health insurance	16%
Having affordable dental insurance	32%
Having health care available in my community	3%
Having dental care available in my community	22%
Getting my health insurance questions answered	0%
Finding a doctor willing to accept Medicaid (Title XIX)	11%
Finding a dentist willing to accept Medicaid (Title XIX)	44%
Getting financial assistance for regular medical checkups	3%
Getting financial assistance for regular dental checkups	10%
Getting financial assistance for medicine and prescriptions	11%
Getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc.	19%
Getting financial assistance for long-term health care	4%
Obtaining family planning or birth control education and assistance	1%
Getting good medical care before my baby is born	3%
Getting regular check-ups, developmental screens, or physicals for my children	3%
Getting my children tested for lead poisoning	1%
Getting immunizations for my children	4%
Getting treatment for a drug or alcohol problem	0%
Getting treatment and services for mental health	32%
Dealing with stress, depression, or anxiety	4%
Dealing with problems related to physical, emotional, or sexual abuse	4%

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

Getting basic furniture, appliances, or house wares	32%
Getting personal care items such as soap, diapers, toilet paper, etc.	30%
Getting clothing and shoes	30%
Doing yard work or snow removal	16%
Doing housework or laundry	16%
Managing medications	1%
Having a reliable phone	4%
Having access to the Internet	18%
Getting financial assistance with my utility bills (heating, electric, and/or water)	82%

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

Paying utilities	Counseling services
Bill counseling	Car issues/need new car
Back payment of rent	Water damage
Gas	SNAP
Childcare	Screening for my daughter for autism
Not enough childcare facilities	Food & personal items
Medical	House repairs
Need different job	Insurance
Transportation to and from daycare/school	Childcare payments
Mortgage payment	Rides to food pantry & doctor appointments
Budgeting	Not enough money to pay all bills
Paying off debts	Paying property taxes
Garbage service	Water bill

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

Playground/park in neighborhood	Street lights
Roads fixed	Crimes
Sidewalks	Speeding
Bullying	Drugs off the streets
Internet options	Yards cleaned up
Childcare	Water culvert
Better housing/houses fixed up	Bus service
Grocery store	Lower taxes
Diversity	Community coming together

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

Family or friend	35%
Current or former agency customer	3%
The household I grew up in had received agency services	1%
United Way 211	2%
Health care provider	23%
A state agency	1%
Other social service agency	13%
Brochure or flyer	8%
Websites/Internet	1%
Newspaper	7%
Phone book	0%
A mailing	1%
Television	5%
Social media (Facebook, Twitter, etc.)	0%
Local Church	0%
Billboard	3%
Radio	1%
Other	11%

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

No income	12%
Child Support	12%
Alimony	1%
TANF	3%
General Assistance	1%
Employment	47%
Unemployment insurance	11%
Social Security	10%
SSI	11%
Social Security Disability	13%
Pension	0%
Other	12%

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

Increased	3%
Decreased (due to COVID-19)	58%
Decreased (NOT due to COVID-19)	14%
No change	30%

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

Weekday hours of 8:00 am - 4:00 pm	52%
Saturday hours from 9:00 am - 12:00 pm	31%
Weekday evening hours from 5:00 pm - 7:00 pm	11%
I am not able to come to any of your locations	17%

23. What services has your household received from our agency within the last 12 months? Select all that apply:

Energy Assistance (LIHEAP)	78%
Weatherization	7%
Rent/Mortgage	14%
Prescriptions	4%
Dental	4%
Optical	1%
Hearing Aids	0%
Car Repair	6%
School Supplies	10%
Summer Camp	0%
Water Bill Assistance	13%

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

Transportation assistance	23%
Childcare assistance	0%
Job skills	5%
Medical bill assistance	16%
Mentor or after school programs for children	11%
Financial assistance	30%
Stress relief	3%
Other	38%

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

Almost none (0 to 5%)	6%
Some (6 to 33%)	16%
Quite a few (26 to 66%)	32%
Most (67 to 95%)	29%
Almost everyone (96-100%)	17%

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

Almost none (0 to 5%)	14%
Some (6 to 33%)	33%
Quite a few (26 to 66%)	27%
Most (67 to 95%)	14%
Almost everyone (96-100%)	11%

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

Bills/Finances (20%)	Children
Stress	Drug activity in neighborhood
Medical issues	Loud cars
Loud neighbors	Christmas

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

YES 34%

Customer Satisfaction Survey

- 1. I was helped in a timely manner.**
YES 90% NO 0% N/A 10%
- 2. I was treated with respect.**
YES 95% NO 0% N/A 5%
- 3. The staff were friendly and helpful.**
YES 96% NO 0% N/A 4%
- 4. I got the information and/or the services I needed.**
YES 91% NO 0% N/A 9%
- 5. I was informed about other agency or community services.**
YES 60% NO 16% N/A 24%
- 6. I would recommend your agency to family and friends.**
YES 97% NO 10% N/A 3%
- 7. What is ONE thing you would change about the services you received from our agency?**

Nothing- Staff is great. Staff is awesome. You guys are a true blessing. Everyone helped me out tremendously. The people there are so nice, I always feel welcome, unlike public aid office where they treat you poorly. They have always been super helpful. Helpful, friendly and understanding staff. They don't make you feel embarrassed for seeking help. Really polite on phone and in person. Very helpful. Ease of application. Great service. Great programs. Perfect.

Need to consider unforeseen expenses that come up & individual needs. Need more appointment times, hard to find transportation. Need office in Woodford County. Need more funding. Weatherization needs to take off time limits.

