



DUPAGE COUNTY
CSBG ADVISORY BOARD
AGENDA

April 21, 2026

Regular Meeting

11:30 AM

OUTREACH EMPLOYMENT CENTER
730 NORTH AVENUE
CAROL STREAM, IL 60188

1. **CALL TO ORDER**
2. **PUBLIC COMMENTS AND CONCERNS**
3. **APPROVAL OF MINUTES**
 - CSBG Advisory Board – Regular Meeting – January 20, 2026- Action Item
4. **REPORTS – LISA HAMILTON**
 - First Quarter Outcomes 2026 Regular CSBG Grant–Handout
5. **BUDGET REVIEW – Lisa Hamilton- Handout.**
 - Review Regular CSBG 2026 YTD and Modification
6. **OLD BUSINESS**
 - Needs Assessment Update
 - Strategic Plan Update
7. **NEW BUSINESS**
 - HOME DuPage Presentation
 - Scholarship Grading Committee-Volunteers needed.
 - Annual Board Self-Assessment
8. **211**
 - First Quarter 2026 Summary Report
9. **FUTURE AGENDA ITEMS**
10. **BOARD MEMBER COMMENTS/INFORMATIONAL ITEMS**
11. **ADJOURNMENT – NEXT MEETING August 18, 2026**

2026 MEETING DATES:
August 18, 2026, and October 20, 2026

Please contact Jennifer Diaz at (630) 407-6421 or via email Jennifer.Diaz@dupagecounty.gov by April 17th to confirm your attendance.



**DUPAGE COUNTY
CSBG ADVISORY BOARD
MINUTES**

January 20, 2026

Regular Meeting

11:30 AM

**3500-B
421 NORTH COUNTY FARM ROAD
WHEATON, IL 60187**

1. CALL TO ORDER

Meeting was called to order by Kristin Sheffield at 11:35 AM.

2. ROLL CALL

Kristin Sheffield called for a motion to allow those on zoom due to illness or family emergency to participate in the meeting. Lynn LaPlante made a motion to allow those on zoom to participate in the meeting, Vanessa Roth seconded the motion, and all voted aye. The motion was carried.

PRESENT: Kristen Sheffield, Vanessa Roth, Sergio Martinez, Michael C. Pesola, Molly Howieson, Kathleen McNamara, Beatriz Diaz, Cindy Cronin Cahill, Lynn LaPlante, and Paula Garcia. Quorum Present

ZOOM: Wendy Williams

ABSENT: Christina LePage, Don Davia, Greg Schwarze, Dawn DeSart, and Kari Galassi.

3. PUBLIC COMMENTS AND CONCERNS

No public comments were received at this meeting.

4. APPROVAL OF MINUTES

Kristin Sheffield called for a motion to approve October 21, 2025, meeting minutes Vanessa Roth made a motion to approve the minutes, Kathleen McNamara seconded the motion, and all voted aye. The motion was carried.

5. INSTALLATION OF NEW BOARD MEMBER

Kristin Sheffield introduced Beatriz Diaz from Metropolitan Family Services. Beatriz was elected by Metropolitan's Head Start Policy Council to replace Lisa Horn as a member of the as a member of the CSBG Advisory Board. Kristen Sheffield called for a motion to appoint Beatriz Diaz to the CSBG Advisory Board, Lynn LaPlante made a motion, Vanessa Roth seconded the motion, and all voted aye. The motion was carried.

6. REPORTS –LISA HAMILTON

Lisa Hamilton went over the 4th quarter 2025 CSBG Outcome Summary Reports. Lisa Hamilton briefly explained in detail each program's progress going over the number of clients served and the status of their outcomes. She talked about the services each program offered and how each program determines what a successful outcome is. She reminded the Board that the 2025 grant can run until June 30th, 2026. GardenWorks, our community initiative, is currently supporting four gardens from 2024, two from 2025 and will look to add two for 2026. The Agency Capacity Building Activities she explained consisted of the needs assessment, annual report and ROMA and training opportunities provided to staff which have been completed for the 2025 grant year. Water still has funds available to assist families who are completely shut off from their water service. Handouts provided.

7. BUDGET REVIEW – GINA STRAFFORD-AHMED

Gina Strafford-Ahmed reviewed in detail the 2025 CSBG Budget and Expenditure Report. She explained that most agencies have submitted their quarterly billing and are on track to spend their funding. Still waiting on Outreach, Teen Parent Connection, GardenWorks and Family Self- Sufficiency to submit their billing. Teen Parent Connection has through March to expend funding our internal programs have until June to spend their funding. Handouts provided.

Gina Strafford-Ahmed explained that the 2026 Budget was approved by the County Board Human Services Committee on January 13th and will be reviewed further at April's meeting for further discussion. Gina reported that The GardenWorks was unable to spend their funds. We modified the budget slightly to cover office supplies/equipment, postage, WIOA MOU due to increased cost and Outreach Community Services to service additional clients. Handouts provided.

8. NEW BUSINESS-GINA STRAFFORD-AHMEDReview of Community Services Customer Satisfaction Surveys 2025:

Gina Strafford-Ahmed reviewed the results from the 2025 DuPage County Community Services Customer Satisfaction Survey in detail. Gina Strafford-Ahmed explained that the survey is composed of all units within Community Services and is a requirement of the CSBG Organizational Standards. She explained that surveys were completed by mail, in person, or via phone. DuPage County Department of Community Services continues to provide a high level of customer satisfaction with 96.5% overall satisfaction rate. Handout provided

9. 211

Lisa Hamilton reviewed in detail the 211 DuPage 2025 fourth Quarter Summary Report. She explained that housing and utility assistance were still the number one need and that the calls/texts are steadily increasing. She reminded the Board that they can see real time data on 211 counts which can be sorted monthly, yearly and by dates. Lisa stated the plan for 211 is to expand with a chat feature. Handout provided.

10. **FUTURE AGENDA ITEMS**

11. **BOARD MEMBER COMMENTS**

Mary Keating suggested visiting or holding a meeting at a GardenWorks location this year.

12. **INFORMATIONAL ITEMS**

DuPage County Ethnic Training email should be sent out in February from IT.

DuPage County Economic Interest email should be sent out from the County Clerk's office.

Sergio Martinez mentioned to the Board that Wayne Township has pallets of adult diapers that they do not have a need for, if anyone needs some to send him an email to arrange for a pick up.

April's meeting will be held at Outreach's Employment Center in Carol Stream and Home DuPage will be present to go over all their programs in detail with the Board.

13. **ADJOURNMENT**

Kristin Sheffield called for a motion to adjourn the meeting, Paula Garcia made the motion to adjourn, Sergio Martinez seconded the motion, and all voted aye. The motion was carried. There being no further business, the meeting was adjourned at 12:35 PM.

2026 MEETING DATES:

April 21, 2026, August 18, 2026, and October 20, 2026

Programs Funded by CSBG		Number Proposed to Enroll	Persons/Families Serving	Complete	In Progress	Failed	Drop Out	Rolled Over
WP 01.011 - Outreach Community Services	22	22	1	17	2	2	0	
WP 01.031 - 360 Youth Services	41	42	6	31	4	1	0	
WP 02.061 - Scholarship	12	10	10	0	0	0	0	
WP 03.011 - H.O.M.E. DuPage - (Financial Fitness)	30	30	30	0	0	0	0	
WP 03.011 - H.O.M.E. DuPage - (Financial Coaching)	30	34	9	22	0	3	0	
WP 03.011 - H.O.M.E. DuPage - (Credit Repair Counseling)	6	11	0	11	0	0	0	
WP 04.041 - Catholic Charities (Housing/Case Management)	75	75	35	12	12	16	0	
WP 05.000 - GardenWorks (New Gardens) (Community Initiative)	2	2	0	2	0	0	0	
WP 05.000 - GardenWorks (2024 Gardens) (Community Initiative)	4	4	0	4	0	0	0	
WP 05.081 - Teen Parent Connections (Car Seat Program)	70	73	73	0	0	0	0	
WP 05.081 - Teen Parent Connections (Pantry)	790	707	707	0	0	0	0	
WP 07.011 - Family Self Sufficiency Program	40	42	6	34	0	2	0	
WP 07.031 - Comprehensive Intakes	5,000	6,006	6,006	0	0	0	0	
WP 07.031 - I&R/211 Calls	50,000	57,371	57,371	0	0	0	0	
WP 07.031 - Community Outreach	7,000	11,134	11,134	0	0	0	0	
WP 07.031 - Basic Needs - (Clothing/Household Goods)	200	227	227	0	0	0	0	
WP 09.011 - Agency Capacity Building Activities	3	3	3	0	0	0	0	
WP 10.01 - Disaster Assistance - (# of families)	2	0	0	0	0	0	0	
WP 10.01 - Water Assistance	150	101	0	0	0	0	0	

CSBG PY25
1/1/25 - 1/20/26
BUDGET AND EXPENDITURE REPORT

	PY25	PY25	PY25	PY25	PY25	PY25
	BUDGET	MODIFICATION 001	MODIFICATION 002	MODIFIED	YTD EXPEND	UNSPENT
PROGRAM SUPPORT						
SALARY & FRINGE BENEFIT	792,542.00	(81,000.00)	39,025.00	750,567.00	714,760.10	35,806.90
OFFICE EQUIPMENT & SUPPLIES	1,096.00	43,000.00	(18,000.00)	26,096.00	25,275.86	820.14
POSTAGE	250.00		(200.00)	50.00	8.21	41.79
TRAVEL	2,000.00	5,000.00	3,000.00	10,000.00	6,336.50	3,663.50
T&TA	0.00	14,500.00	3,048.00	17,548.00	17,445.03	102.97
TELECOMMUNICATIONS	1,795.00		11.00	1,806.00	1,800.52	5.48
REPEAT BOUTIQUE	0.00	6,000.00		6,000.00	6,000.00	0.00
WIOA MOU	3,656.00	100.00		3,756.00	3,476.90	279.10
CATHOLIC CHARITIES (CMGT/BTSF)	65,000.00			65,000.00	65,000.00	0.00
360 YOUTH	55,242.00		(14,242.00)	41,000.00	41,000.00	0.00
OUTREACH COMMUNITY SERVICES	100,000.00	15,000.00		115,000.00	100,206.94	14,793.06
H.O.M.E. DUPAGE	46,888.00	40,000.00		86,888.00	86,888.00	0.00
TEEN PARENT CONNECTION	40,000.00		25,000.00	65,000.00	49,991.45	15,008.55
THE GARDEN WORKS	70,000.00	4,992.00	(31,583.00)	43,429.00	42,288.89	1,140.11
TOTAL PROGRAM SUPPORT	1,178,469.00	47,592.00	6,079.00	1,232,140.00	1,160,478.40	71,661.60
DIRECT CLIENT ASSISTANCE						
FAMILY SELF-SUFFICIENCY	15,000.00			15,000.00	13,697.26	1,302.74
DISASTER/EMER ASSISTANCE	10,000.00	31,340.00		41,340.00	25,177.93	16,162.07
HIGH TECH SCHOLARSHIPS	3,000.00	51,000.00		54,000.00	54,000.00	0.00
TOTAL DIRECT CLIENT ASSISTANCE	28,000.00	82,340.00	0.00	110,340.00	92,875.19	17,464.81
ADMINISTRATION						
DIRECT COST STAFF	37,557.00	3,715.00	800.00	42,072.00	40,888.75	1,183.25
TRAVEL/TRAINING	4,500.00	5,000.00	1,307.00	10,807.00	8,187.59	2,619.41
COPIER RENTAL	535.00		(150.00)	385.00	381.26	3.74
TELECOMMUNICATIONS	598.00			598.00	598.00	0.00
DUES, MEMBERSHIPS	4,400.00	8,235.00	(7,650.00)	4,985.00	4,907.40	77.60
MEETING EXPENSES	550.00		(386.00)	164.00	163.06	0.94
TOTAL ADMINISTRATION	48,140.00	16,950.00	(6,079.00)	59,011.00	55,126.06	3,884.94
SPECIAL						
T&TA	7,500.00	(7,500.00)		0.00	0.00	0.00
ROMA PROFESSIONALS TRAINING	7,500.00	(7,500.00)		0.00	0.00	0.00
TOTAL SPECIAL	15,000.00	(15,000.00)		0.00	0.00	0.00
TOTAL	1,269,609.00	131,882.00	0.00	1,401,491.00	1,308,479.65	93,011.35

CSBG 2026 Budget

	PY 25 Approved	PY25 Mod Approved	PY 26 Proposed	PY 26 MOD	PY26 Modified
Total Grant Projection	\$1,269,609	\$1,401,491	\$ 1,371,680		
PROGRAM SUPPORT					
SALARYFRINGE	\$ 792,542	\$ 750,567	\$ 759,234		
OFFICE SUPPLIES/EQUIPMENT	\$ 1,096	\$ 26,096	\$ 1,200		
POSTAGE	\$ 250	\$ 50	\$ 250		
TRAVEL	\$ 2,000	\$ 10,000	\$ 7,100		
T/TA	\$ -	\$ 17,548	\$ 8,400		
TELECOMMUNICATIONS	\$ 1,795	\$ 1,806	\$ 1,795		
REPEAT BOUTIQUE	\$ -	\$ 6,000	\$ 6,000		
WIOA MOU	\$ 3,656	\$ 3,756	\$ 4,426		
CATHOLIC CHARITIES (CMGT/BTSF)	\$ 65,000	\$ 65,000	\$ 58,000		
360 YOUTH SERVICES	\$ 55,242	\$ 41,000	\$ 55,242		
OUTREACH COMMUNITY SERVICES	\$ 100,000	\$ 115,000	\$ 115,000		
H.O.M.E. DUPAGE	\$ 46,888	\$ 86,888	\$ 84,728		
TEEN PARENT CONNECTION	\$ 40,000	\$ 65,000	\$ 40,000		
THE GARDEN WORKS PROJECT	\$ 70,000	\$ 43,429	\$ 70,000	\$ (15,000)	
TOTAL PROGRAM SUPPORT	\$1,178,469	\$1,232,140	\$ 1,211,375		
DIRECT CLIENT ASSISTANCE					
FAMILY SELF-SUFFICIENCY	\$ 15,000	\$ 15,000	\$ 15,000		
DISASTER/EMER ASSISTANCE	\$ 10,000	\$ 41,340	\$ 15,000		
WATER ASSISTANCE	\$ -	\$ -	\$ 25,000		
HIGH TECH SCHOLAR	\$ 3,000	\$ 54,000	\$ 35,000		
TOTAL DIRECT CLIENT ASSISTANCE	\$ 28,000	\$ 110,340	\$ 90,000		
ADMINISTRATION					
DIRECT COST STAFF	\$ 37,557	\$ 42,072	\$ 50,120		
TRAVEL/TRAINING	\$ 4,500	\$ 10,807	\$ 12,000		
DUES	\$ 4,400	\$ 4,985	\$ 5,500		
TELECOMMUNICATIONS	\$ 598	\$ 598	\$ 600		
COPIER RENTAL/PRINTING	\$ 535	\$ 385	\$ 1,535		
MEETING EXPENSES	\$ 550	\$ 164	\$ 550		
TOTAL ADMINISTRATION	\$ 48,140	\$ 59,011	\$ 70,305		
TOTAL	\$1,269,609	\$1,401,491	\$ 1,371,680		

THE GARDENWORKS

Quarterly Report – Q4 2025

Organization: The GardenWorks Project

Program: Produce for People and Pantries

Funder: DuPage County Community Services – Community Services Block Grant

Reporting Period: October 1 – December 31, 2025

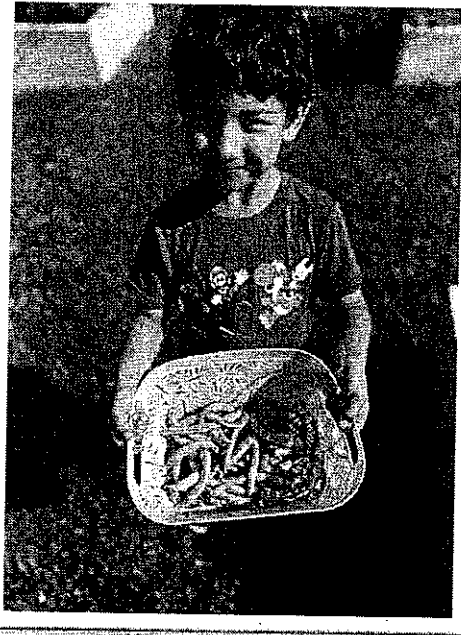
Contact: Teri Wood, Executive Director | teri@gardenworksproject.org

Executive Summary

We are pleased to submit the fourth and final quarterly report detailing the use of the 2025 Community Services Block Grant funding.

As we conclude our third year of the Produce for People and Pantries Program, we continue to make great strides in expanding access to fresh, locally grown produce through a network of community gardens in partnership with food pantries, schools, housing sites, and local organizations.

To date, the funding has helped support seven community gardens in DuPage County, Illinois.



Mission Statement

The mission of The GardenWorks Project is to address food insecurity by creating and nurturing connections between food growers, local food pantries, and individuals in need. *Updated, July 2025*

1. Site Clean Up | Final Produce Donations |

Location	Partner	Program Type	Distribution	2024 Pounds Donated	2025 Pounds Donated
Burhani Park, Willowbrook	Project Rise	Garden-to-Food Pantry (10 grow bags)	Ann M Jeans Food Pantry, Willowbrook	100.5	137.35
Green Trails, Lisle	Community Volunteers	Garden-to-Food Pantry (6 garden beds)	Ann M Jeans Food Pantry, Willowbrook	64	
New Hope Community Garden, West Chicago	Church members, Healthy West Chicago, WeGo Together for Kids	Garden-to-Food Pantry (12 beds)	Lehman School Food Pantry & Wayne Township Food Pantry	51 / 41	212 / 340
Colony Park, Carol Stream	Mercy Housing	Household Garden (14 tabletops) *	Produce remains onsite		
Timber Lake, West Chicago	WeGo Together for Kids	Household Garden (4 beds)	Produce remains onsite		
Villa Park Early Childhood Center (2025)	School Staff	Household Garden (3 beds)	Produce remains onsite		
Hope's House (2025)	Catholic Charities	Household Garden (2 beds)	Produce remains onsite		
Bensenville Public Library (2025)	Library Staff /Community Volunteers	Household Garden (20 beds)	Program placed on hold until 2026		

- Garden sites were closed for the season on November 7, 2025.
- 30 Work & Learn sessions took place May through November at New Hope.
- *Increased number of participants from 10 to 14.

New Hope Methodist Church Community Garden

Before and After

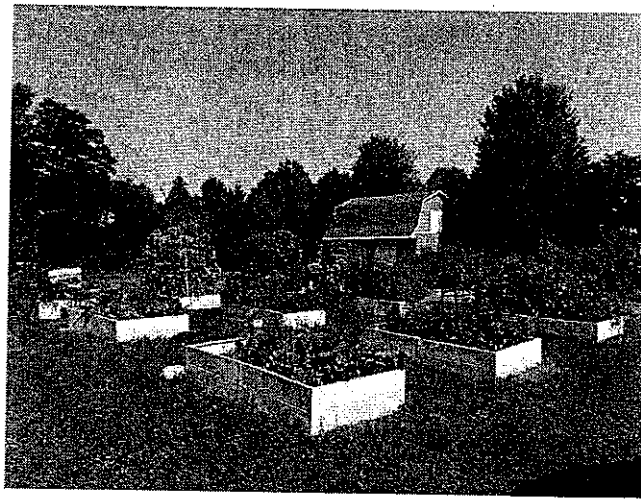
During the 2025 growing season, the community garden at New Hope Methodist Church underwent a complete transformation.

All 12 wooden beds were replaced with galvanized steel beds which will hold up much better during our midwestern weather.

Church staff and parishioners worked alongside Garden Works staff, board members and volunteers to complete the transformation. It was a true team effort that resulted in over 500 pounds of fresh produce being donated to two food pantries in West Chicago during the 2025 growing season.

A new compost bin was also installed in October for the 2026 season with help from student volunteers.

This is the largest garden supported by CSBG and we look to increase not only our donation totals in 2026 but add a third pantry for weekly donations.



2. Confirming 2026 Locations

- Meetings were held in Addison, Lombard, West Chicago and Wheaton to determine possible community garden sites for 2026.
- At the close of 2025, two sites have been confirmed with garden beds purchased and stored for 2026.

1. Addison Township Community Market, 401 N. Addison, Addison, IL

2. Lift Food Market at Christ Church, 2S361 Glen Park Rd, Lombard

- Current sites supported by the CSBG were reviewed and follow up meetings are underway to determine feasibility of expansion in 2026.



On behalf of The GardenWorks Project, I extend our sincere appreciation to the staff at the DuPage County Community Services Department for their continued partnership and support. The Community Services Block Grant has been essential to the growth and success of our Produce for People Food Pantries program and has directly supported our overall program distribution of over 6,900 pounds of fresh, locally grown produce to food pantries across our service area. Program-wide The GardenWorks Project maintains 134 garden beds across 26 garden sites.

We are grateful to the DuPage County Board for its sustained commitment to addressing food security and promoting community well-being. As we look ahead to 2026, we are

encouraged by the continued strength of our existing garden sites and the opportunity to expand into new locations. These efforts will further extend our reach, strengthen local food systems, and contribute to a healthier, more resilient community for all.

Teri Wood, Executive Director

The GardenWorks Project

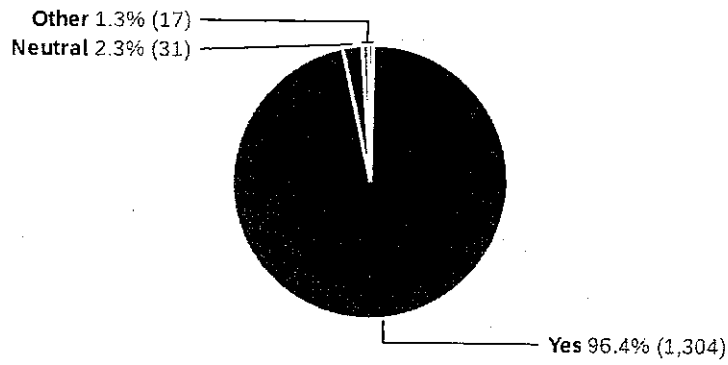
Phone: (630) 780-8866

Email: teri@gardenworksproject.org


Address: 2100 Manchester Road, #97, Wheaton, IL 60187

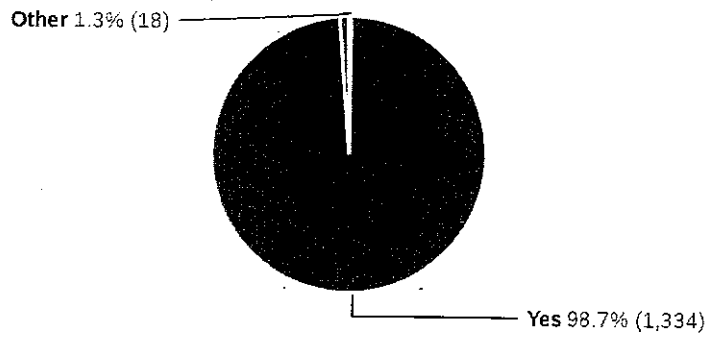
Customer Satisfaction 2025 Year Summary

1. I was helped in a timely manner. 1,352 




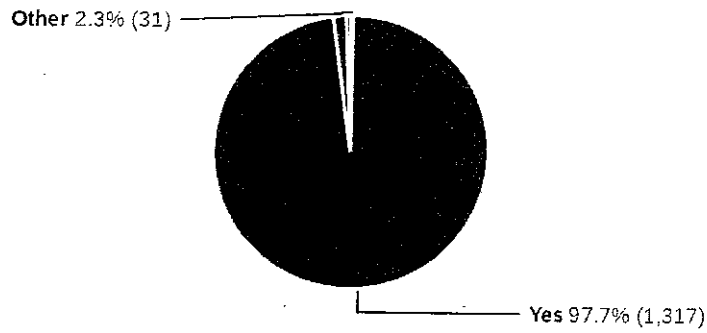
 Yes  Neutral  Not Applicable  No

2. I was treated with respect. 1,352 




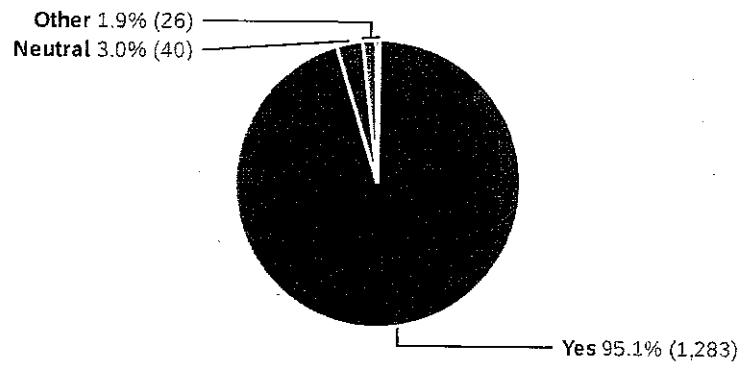
 Yes  Neutral  Not Applicable  No

3. The staff were friendly and helpful. 1,348 




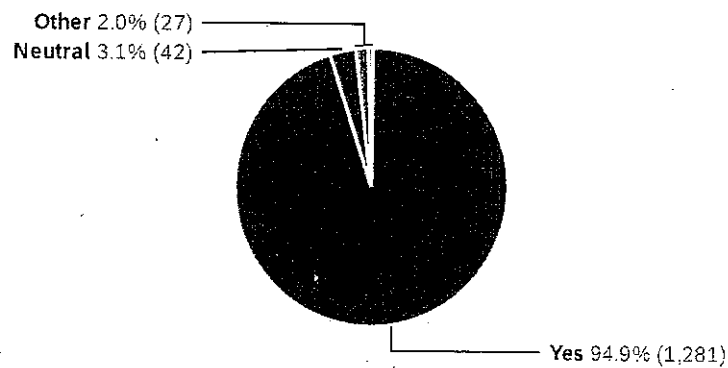
Yes Neutral Not Applicable No

4. I got the information and/or services I needed. 1,349 



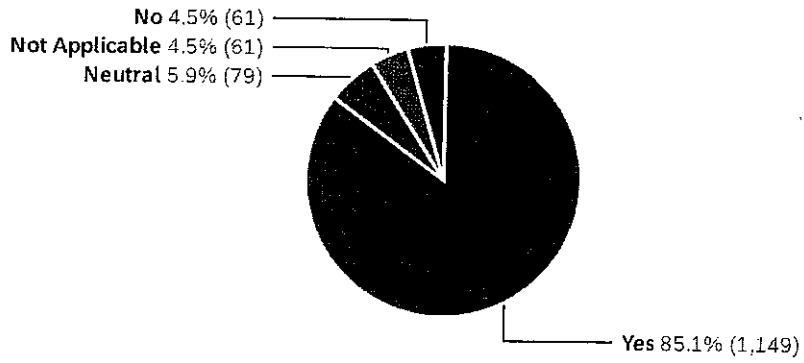
Yes Neutral Not Applicable No

5. I feel I will be able to use the information and/or services I was given. 1,350 



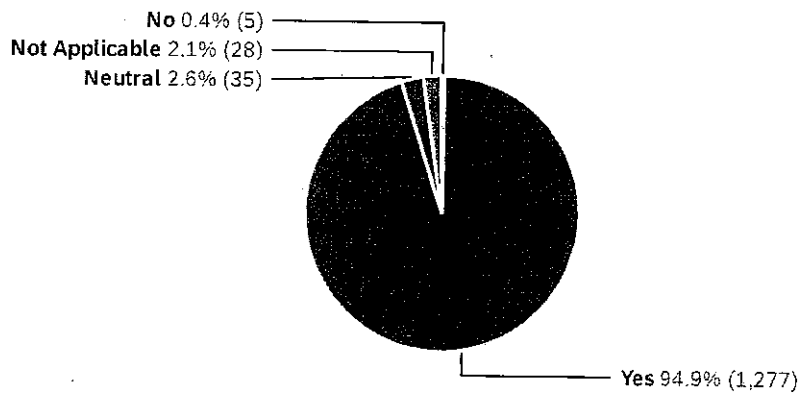
Yes Neutral Not Applicable No

6. I was informed about other agencies or community services. 1,350 ▼



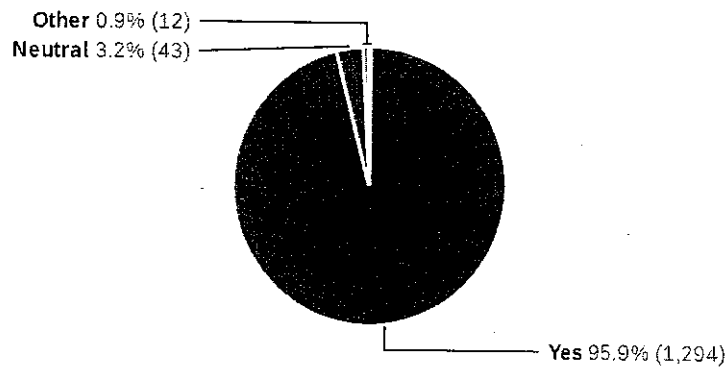
■ Yes ■ Neutral ■ Not Applicable ■ No

7. The staff were knowledgeable. 1,345 ▼



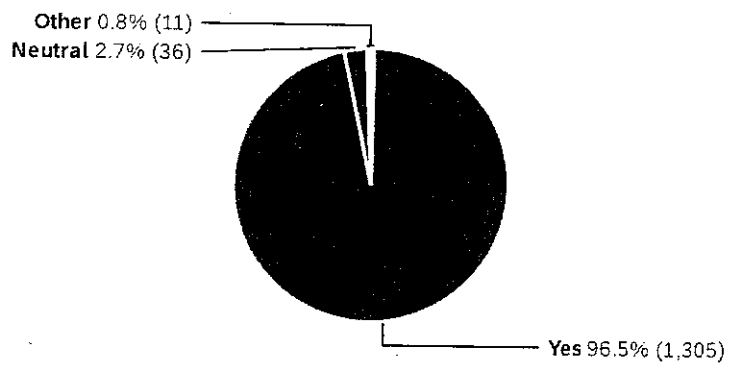
■ Yes ■ Neutral ■ Not Applicable ■ No

8. I would recommend your agency to family and friends. 1,349 ▼




■ Yes ■ Neutral ■ Not Applicable ■ No

9. Overall, I am satisfied with my experience at DuPage County. 1,352 



Yes Neutral No Not Applicable

10. What is one thing you would change about the services you received from our agency? 117 

Responses:

Wait time for appointments can be long but not terrible.

I need help to apply for medicare

Doing a great job. CLIENT is in the hospital. When she was home the service was good.

Nothing

Nothing, they were beyond nice, kind and helpful.

Not anything

None, Ms Dawkins was very professional, helpful, provided more support than expected

Nothing, Kevin is nice and helpful a lot

Meals on Wheels have lowered my blood sugar & are healthy options. But I dearly miss the weekend meals. The meals help me maintain my independence.

More water stations

More Sessions

Responses:

No complaints, we have always gotten the help we need

Not one thing. I am very pleased with service I received. Thank you

More information about child support/ arrearage

History of actual time spent with each parent through the child's life

Allowing a meet and greet or zoom chat with mediator prior to day of. that was the first hour or so of the scheduled mediation

I never changed and I am very blessed.

The process was quick and easy. Don't change anything Agent was great!

Having more staff so it can be done sooner

Follow-up regarding Medicaid Application

Nothing

The service today was excellent and empathetic keep up the good work

Quicker responses to inquiries

More Parking

Responses:

I receive all that I needed. Thank you!

Nothing.

Faster service: slow response from nurse

I was standing in front of the window before someone ask may I help you for three seconds

Everything was good. Thank you!

why so kid friendly if we can't bring our kids to mediation?

Have more services for widows on disability

None

If unable to deliver, can someone from the family pick up the food items?

N/A

I don't have a caregiver yet

Is there a way of notifying clients when a meal is not going to be delivered?

None, excellent. Should be more widely advertised

Responses:

Maybe longer individual sessions prior to coming altogether

Screen workers, Mine Best. Neighbor had useless

Nothing

More batteries in some toys

repeated question about grant money for adult daycare for my husband. We got it last years I asked about this year and am waiting for followup

Eliminate the Salisbury steak meal

I can't think of one thing. You guys were nothing but excellent every time, Thank you

Meals on Wheels Hamburger is not edible has to be thrown away

I'm requesting more service hours as my health is getting worse. I am thankful to the provided services yet not enough to cover my needs.

I am so satisfied with the helper Dede, she is a great person to have at my home, very professional and person. Happy to have her.

The time on the phone waiting for assistance

Recommend other agencies to help

Responses:

They got to get better workers

I got less hours for my take care

It did not help - Could not agree

The scheduling process and confirmation email

The services I received are admirable.

When I received check-in, it isn't done well enough

Maybe having more time to try to come to a compromise on parenting time

it would be helpful if there was a schedule on-line

For LIHEAP we have to call many times just pickup your phone and answer correctly

Ms Dawkins was awesome

Sometimes you get different answers from different people. Referrals/calls to Home Improvement are not followed up upon by Home Improvement. Commitments made by H.I. not followed up upon either.

Nothing

Increase the amount its hard to live on 129.00 a month

Responses:

To be able to talk on the phone

Give an emergency box every month, I loved it

More time each section per meet

Everything was good.

She was great, respectful, professional, easy-going, and very well knowledgeable

One hour cancellation protocol for visitations

More information about meals and general support

My husband who has Parkinson's needs 3 more hours of help

More help with the move to residential facilities

if someone could come by for follow up more often

No

Our agency still has not provided a care giver. When we call, they are not giving me a satisfied answer. We cannot find an agency. Help us find a caregiver in the morning, and we need Indian free food and metro asian is providing free indian food.

Responses:

Do more w/agency for help - most offices do not notify changes, incompetent office staff. Unqualified caregivers need to screen better, check periodically.

Take parental concerns more seriously. Only allow the biological parent to be present for visits (No girlfriends, boyfriends, or family members). Care more about victims and take more preventative measures for their safety. Understand that not all parents should be in their child's lives, it's much more important that you don't risk a child's well being by having them around a toxic parent who traumatized them rather than traumatize them more by forcing them to be around the parent.

His Service hours are too low; his condition is very bad. He can't walk outside along because he has too many health issue problems. I need to be with him 24 hours. I had did this before.

The services are nonpariel

For them to check on peoples or us

Have Coffee

She told me about (211) I did not know about very appreciative

Its okay to let the parents go back and forth, its one place to vent everything without the stress of being in court

Nothing

Everything was very good

No changes. Everything was ok, Thank you.

The chairs

Responses:

Applied for Medicaid 12/2024 still waiting for approval 06/2025

Communication

Wish they had home care nurse service.

More follow up after services received

Please include hot coffee on premise

sometimes i think things we disagreed on were sent to hearing too quickly. allow more time for debate

Making parents come face to face

Make it where parents cant talk over each other

Shorter delivery time window if possible

Kudos to the case work Stephine Contreras, very kind and thorough for the information she needed.

I would change nothing, each service was explained

Respect of my fear and understanding of the situation. She was compassionate yet neutral and offered helpful suggestions

helpful & timely assistance

Responses:

We are well satisfied.

Parents' class is expensive and should be free. / la clase para padres es costosa debería ser gratuita

Faster response from case worker

More time

To provide more benefits like medical equipment

The initial interview could be a little longer, but i understand theres a lot of information to get to

keep up the good work

Increase the minimum # of hours for caregivers

Snacks! haha

Don't let other communities know how great DuPage County takes care of their seniors!

Everyone is so kind!!!!

Longer hours for SPT

More diverse knowledge about other agencies and what can help such as section 8, mental health stuff

Responses:

Would like to receive meals that are not 2 months old.

More Snacks

my mom needed a shower chair and lift recliner. she never received either. Even after follow up emails asking on update on items.

It would be nice to get help from a medical standpoint to help put on a lymphedema pump twice a day.

So far everything is perfect

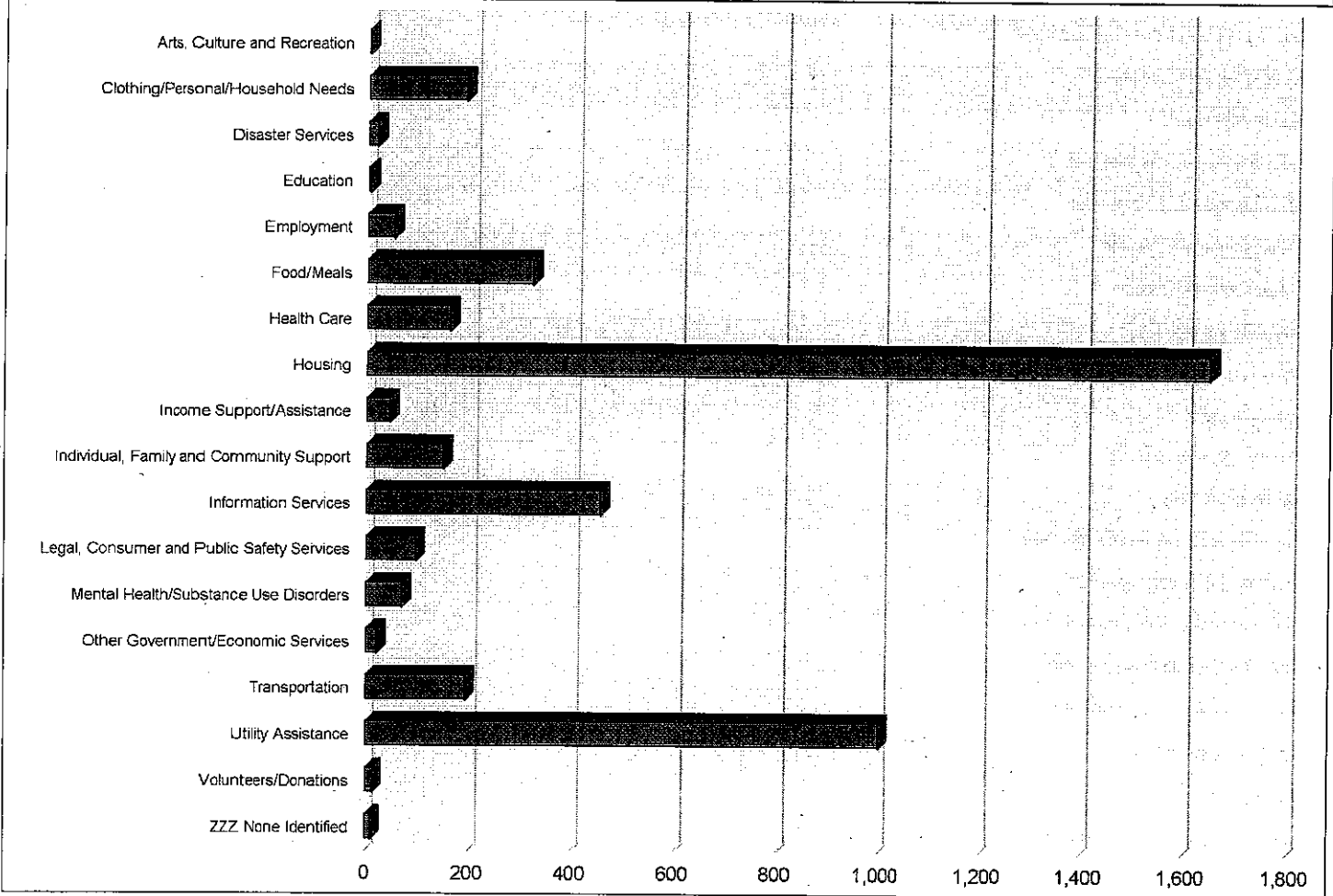
2-1-1 U.S. Problem/Needs Report

Summary

Report Period: 10/1/25 - 12/31/25

Need Category	Need Count	Percentage	Call Count	Percentage	Client Count	Percentage
Arts, Culture and Recreation	1	0.02%	1	0.03%		
Clothing/Personal/Household Needs	189	4.25%	164	5.51%		
Disaster Services	18	0.40%	18	0.61%		
Education	4	0.09%	4	0.13%		
Employment	51	1.15%	48	1.61%		
Food/Meals	321	7.21%	308	10.36%		
Health Care	161	3.62%	138	4.64%		
Housing	1,650	37.07%	1,250	42.03%		
Income Support/Assistance	45	1.01%	37	1.24%		
Individual, Family and Community Support	149	3.35%	114	3.83%		
Information Services	455	10.22%	453	15.23%		
Legal, Consumer and Public Safety Services	97	2.18%	78	2.62%		
Mental Health/Substance Use Disorders	70	1.57%	54	1.82%		
Other Government/Economic Services	21	0.47%	21	0.71%		
Transportation	193	4.34%	146	4.91%		
Utility Assistance	1,002	22.51%	925	31.10%		
Volunteers/Donations	14	0.31%	14	0.47%		
ZZZ None Identified	10	0.22%	26	0.87%		
Total:	4,451	100.00%	2,974	100.00%		

Need Count by Category



REFERRAL COUNT

Need Type	Total
211 Systems (TJ-3000.8500)	310
Adolescent/Youth Counseling (RP-1400.8000-050)	2
Adult Basic Education (HH-0500.0500)	1
Adult Day Programs (PH-0320)	3
Adult Protective Services (PH-6500.0500)	1
Adult Residential Care Homes (BH-8400.6000-040)	5
Affordable Care Act Insurance Information/Counseling (LH-3500.0200)	3
Alcohol Use Disorder Support Groups (PN-8100.0500-070)	3
Animal Control (PD-0700.0400)	2
At Risk/Homeless Housing Related Assistance Programs (BH-0500)	3
Automobile Donation Programs (TI-1800.9000-050)	1
Automobile Payment Assistance (BT-8300.0900)	2
Automobiles (BM-0500)	10
Automotive Repair and Maintenance (BM-7000.0500)	25
Baby Clothing (BM-6500.1500-100)	1
Basic Needs (B)	3
Bereavement and Grief Support Groups (PN-8100.1000)	5
Career Counseling (ND-2000.1500-160)	1
Cell Phones (BM-5050.1500)	8
Child Care Expense Assistance (NL-3000.1500)	11
Child Care Provider Referrals (PH-2400.1500)	3
Children's Clothing (BM-6500.1500-120)	4
Christmas Baskets (PH-2950.1500-120)	17
Christmas Programs (PH-2950.1500)	19
Cleaning Products (BM-3000.1500)	2
Clothing (BM-6500.1500)	66
Clothing Vouchers (BM-6500.1500-130)	1
Community Clinics (LN-1500)	20
Community Mental Health Agencies (RM-6500.1500)	10
Community Planning and Public Works (TE)	1
Community Service Work Crews (FF-0500.1300-100)	1
Comprehensive Job Assistance Centers (ND-1500)	15
Computer Distribution Programs (BM-6000.1500)	6
Continuing Education (HH-0500.1600)	1
Counseling Services (RP-1400)	5
County Clerk of the Courts Offices (TD-6600.4500-160)	3
Credit Counseling (DM-1500.1500)	1
Crisis Intervention Hotlines/Helplines (RP-1500.1400)	23

Crisis Shelter (BH-1800.1500)	43
Death Certificates (DF-7000.1700-300)	2
Dental Care (LV-1600)	19
Diapers (BM-6500.1500-150)	17
Disability Related Transportation (BT-4500.6500-170)	2
Discounted Internet Service (BV-8900.1700-330)	1
Domestic Violence Hotlines (RP-1500.1400-200)	12
Domestic Violence Shelters (BH-1800.1500-100)	40
Electric Service Payment Assistance (BV-8900.9300-180)	2
Emergency Rental Assistance Program (ERAP) (BH-3800.1920)	3
Employment (ND)	3
Eviction Prevention Assistance (FT-4500.1800)	29
Ex-Offender Reentry Programs (FF-1900)	3
Expectant/New Parent Assistance (PH-6100.1800)	1
Extreme Cold Warming Centers (TH-2600.1880)	20
Eye Care (LV-2400)	6
Eye Screening (LF-4900.2000)	1
Family Counseling (RF-2000)	3
Family Crisis Shelters (BH-1800.1500-200)	1
Federal Health Insurance Marketplace Call Center/Website (LH-3500.0200-200)	2
Financial Literacy Training (DM-2000)	7
Food Pantries (BD-1800.2000)	125
Food Stamps/SNAP (NL-6000.2000)	28
Food Stamps/SNAP Applications (NL-6000.2000-220)	12
Food Vouchers (BD-1800.2250)	3
Free Transit Passes (BT-8500.1000-200)	2
Gas Money (BT-8300.2500)	10
Gas Service Payment Assistance (BV-8900.9300-250)	4
General Counseling Services (RP-1400.2500)	11
General Legal Aid (FT-3200)	25
General Medical Care (LE)	2
General Mental Health Information/Education (RR-5150.2500)	2
General Paratransit/Community Ride Programs (BT-4500.6500-280)	16
General Relief (NL-1000.2500)	3
Group Residences for Adults With Disabilities (BH-8400.6000-280)	3
Health Insurance Information/Counseling (LH-3500)	4
Health Insurance Marketplaces (LH-3000.3050)	4
Health/Disability Related Support Groups (PN-8100.3000)	1
Hoarding and Clutter Cleanup Services (JP-6500.1500-360)	3
Holiday Adoption Programs (PH-2950.2950)	4

Holiday Gifts/Toys (PH-2950.3200)	54
Holiday Programs (PH-2950)	18
Home Care/Hospice Associations (TN-2900)	2
Home Delivered Meals (BD-5000.3500)	14
Home Health Care (LT-2800)	4
Home Maintenance and Minor Repair Services (PH-3300.2750)	10
Home Nursing (LT-2800.3100)	5
Home Rehabilitation Loans (BH-3000.3550-360)	1
Home Rehabilitation Services (BH-3000.3550-390)	3
Homeless Motel Vouchers (BH-1800.5000)	5
Homeless Shelter (BH-1800.8500)	490
Homelessness Prevention Programs (BH-0500.3140)	1
Household Goods (BM-3000)	2
Housing Expense Assistance (BH-3800)	6
Housing Related Coordinated Entry (BH-0500.3200)	20
Housing Search and Information (BH-3900)	282
Housing/Shelter (BH)	16
In Home Assistance (PH-3300)	9
Individual Counseling (RF-3300)	1
Information and Referral (TI-3000)	31
Internet Service Providers (BV-9000.3300)	2
Landlord/Tenant Assistance (FT-4500)	14
Laundry Products (BM-6500.6500-455)	1
Lawyer Referral Services (FP-4800)	12
Legal Counseling (FP-4000)	7
Legal Services (FT)	12
Local Bus Transit Services (BT-4500.4700-500)	5
Long Term Care Ombudsman Programs (FT-4950)	1
Long Term Care Options Counseling (LH-4600)	3
Low Cost Home Rental Listings (BH-3900.3050-440)	49
Low Income/Subsidized Rental Housing (BH-7000.4600)	71
Mediation (FP-0700.5000)	1
Medicaid (NL-5000.5000)	37
Medical Care Expense Assistance (LH-5100.5000)	13
Medical Equipment/Supplies (LH-5000)	8
Medical Expense Assistance (LH-5100)	10
Medicare Information/Counseling (LH-3500.5000)	15
Mental Health Assessment and Treatment (RP)	6
Mental Health Evaluation (RP-5000)	2
Mental Health Related Support Groups (PN-8100.5000)	1

Mental Health Screening (RP-5000.5000)	2
Money Management (DM)	4
Mortgage Delinquency and Default Counseling (DM-1800.5000)	3
Mortgage Payment Assistance (BH-3800.5000)	28
Motor Vehicle Registration (DF-7000.5500)	1
Municipal Police (FL-6500)	2
Neuter/Spay Services (PD-9000.6000)	2
Non-Emergency Medical Transportation (BT-4500.6500-500)	8
Paratransit Programs (BT-4500.6500)	32
Personal Financial Counseling (DM-6500)	3
Personal/Grooming Needs (BM-6500.6500)	13
Personal/Grooming Supplies (BM-6500.6500-650)	19
Pet Food (PD-6250.6600)	3
Prescription Expense Assistance (LH-5100.6500)	29
Psychiatric Services (RP-6400)	3
Psychological Assessment (RP-5000.6400)	1
Public Health Departments (JP-6450)	2
Rabies Vaccinations (PD-9000.7000)	1
Rent Payment Assistance (BH-3800.7000)	401
Rental Deposit Assistance (BH-3800.7250)	176
Residential Mental Health Treatment Facilities (RM-7000)	21
Respite Care (PH-7000)	3
Section 8 Housing Choice Vouchers (BH-7000.4600-700)	22
Senior Housing Information and Referral (BH-8500.8000)	2
Senior Ride Programs (BT-4500.6500-800)	7
Shared Housing Facilities (BH-7000.4600-750)	2
Skilled Nursing Facilities (LL-5000.8000)	5
Social Security Numbers (DF-7000.8250)	2
Social Security Retirement Benefits (NS-7000.8000)	8
Specialized Counseling Services (RP-1400.8000)	1
State Secretary of State Offices (TD-6600.8000-820)	2
Substance Use Disorder Counseling (RX-8450.8000)	4
Substance Use Disorder Education/Prevention (RX-8250)	2
Substance Use Disorder Treatment Programs (RX-8450)	5
Supportive Housing (BH-8400)	6
TANF (NL-1000.8500)	1
Tax Preparation Assistance (DT-8800)	1
Temporary Financial Assistance (NT)	8
Toy/Game Donation Programs (TI-1800.4500-900)	5
Transitional Housing/Shelter (BH-8600)	299

Transitional Residential Substance Use Disorder Services (RX-8500)	3
Transportation (BT)	55
Transportation Expense Assistance (BT-8300)	2
Transportation Passes (BT-8500)	4
Utility Assistance (BV-8900)	15
Utility Service Payment Assistance (BV-8900.9300)	899
Veteran Benefits Assistance (FT-1000.9000)	3
Veterinary Referral Services (PD-9000.9500)	1
Volunteer Opportunities (PX)	2
WIC (NL-6000.9500)	1
Water Service Payment Assistance (BV-8900.9300-950)	79
Weatherization Programs (BH-3000.1800-950)	5
Well Animal Checkups (PD-9000.9700)	1
Yard Maintenance (PH-3300.9750)	2
Total	4452