



DUPAGE COUNTY
CSBG ADVISORY BOARD
FINAL AGENDA

August 19, 2025

Regular Meeting

11:30 AM

3500-B

421 NORTH COUNTY FARM ROAD
WHEATON, IL 60187

1. **CALL TO ORDER**
2. **PUBLIC COMMENTS AND CONCERNS**
3. **APPROVAL OF MINUTES**
 - CSBG Advisory Board – Regular Meeting – April 15, 2025- Action Item
4. **REPORTS –LISA HAMILTON**
 - Second Quarter 2025 Regular CSBG Grant–Handout
5. **BUDGET REVIEW – GINA STRAFFORD-AHMED**
 - Review CSBG 2025 Year to Date-Handout
6. **OLD BUSINESS**
 - Scholarship
 - Annual Board Self-Assessment Results
 - Strategic Plan Update
7. **NEW BUSINESS**
 - Review & Approve 2026 Community Action Plan, Needs Assessment Update and Grant - Action Item
 - Meeting dates for next year
8. **211**
 - Second Quarter 2025 Summary Report
9. **FUTURE AGENDA ITEMS**
10. **BOARD MEMBER COMMENTS**
11. **INFORMATIONAL ITEMS**
12. **ADJOURNMENT – NEXT MEETING October 21, 2025**

2025 MEETING DATES:
October 21, 2025

Please contact Jennifer Diaz at (630) 407-6421 or via email jennifer.diaz@dupagecounty.gov by August 15th to confirm your attendance.



**DUPAGE COUNTY
CSBG ADVISORY BOARD
MINUTES**

April 15, 2025

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 11:31 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. Paula Garcia made a motion to allow those on zoom to participate in the meeting, Greg Schwarze seconded the motion, and all voted aye. The motion was carried.

PRESENT: Kristen Sheffield, Vanessa Roth, Sergio Martinez, Christina LePage, Michael C. Pesola, Molly Howieson, Kathleen McNamara, Lisa Horne, Greg Schwarze and Paula Garcia.
DCEO Grant Manager Suraiya Akther. Quorum Present

ZOOM: Wendy Williams

ABSENT: Don Davia, Cindy Cronin Cahill, Lynn LaPlante, 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 the January 21, 2025, meeting minutes Paula Garcia made a motion to approve the minutes, Greg Schwarze seconded the motion, and all voted aye. The motion was carried.

5. REPORTS –LISA HAMILTON

Lisa Hamilton went over the 1st quarter 2025 CSBG Outcome Summary Reports. All programs have begun serving clients and started off well. She briefly explained in detail each program, the services offered and how progress is tracked. Lisa talked briefly about 360 Youth Service, a program that struggled last year due to staffing issues. This year 360 Youth Services has hired a new staff member and is currently serving 15 clients. The scholarship program was just launched in February and the application deadline is May 2, 2025. Lisa reviewed our community initiative with GardenWorks, on the Summary Report you will see tracking for our current gardens and anticipated gardens for this year. We are anticipating opening two more gardens this year and maintaining 4 from last year. Agency Capacity Building Activities are our annual report, update to our needs

assessment and training for our staff. Disaster Assistance we reserve in case of a disaster such as fire, flood and tornado. Water Assistance proposed to serve 30 and we have already served 21. This is only for clients who are completely shut off from their water service. Handouts provided.

6. BUDGET REVIEW – LISA HAMILTON/GEOFF KINCZYK

Lisa Hamilton reviewed in detail the 2025 CSBG Regular Grant Budget and Expenditure Report for the 1st quarter. She explained that the report was prepared before all invoices were received. As a reminder the Disaster Assistance on the budget includes assistance for water bills. Overall, we have a good start with spending the funds. Handout provided.

7. OLD BUSINESS

Bylaws: Lisa Hamilton reviewed the revisions of the current CSBG Bylaws. Kristin Sheffield called for a motion to approve the CSBG Bylaws. Molly Howieson made the motion to approve the Bylaws, Kathleen McNamara seconded the motion, and all voted aye. The motion was carried.

Needs Assessment Planning: Lisa Hamilton explained that the focus groups will be starting soon and that this year will be an update to our needs assessment. Lisa explained that we may be reaching out for assistance with focus groups. Lisa asked the Board if any agency has done a needs assessment and would feel it would be a good addition to ours to please let her or Gina know.

Strategic Plan: Mary Keating reported that there are no updates as of yet. The Strategic Planning Committee meets in June and at this meeting departments will be presenting updates. Mary will provide an update at our next meeting.

8. NEW BUSINESS-LISA HAMILTON

HOME DuPage Presentation: Maria Muengas and Jill Kimak from HOME DuPage presented information on the new credit counseling program. The purpose of this program would be to help clients understand the importance of credit and then to help build or repair their credit. This program would be hands-on and require commitment and engagement from the participants. The timeframe for the program depends on the goals and may take up to a year to complete. The follow-up will occur every 45-60 days depending on the individual needs. Jill explained that any client can call the office or register online to sign up for the program and hopefully will have more employees that will be certified by July for the credit counselling program.

Jill Kimak reviewed the other programs HOME DuPage also offers such as financial fitness and financial coaching. Greg Schwarze asked what the difference was between financial fitness, financial coaching, and the new credit counseling program. Jill explained that financial fitness is the actual class, financial coaching is the guidance, and the credit counseling is the last step where clients review their credit score and receive individual assistance building/repairing their credit.

CSBG Scholarship: Lisa Hamilton asked the Board for volunteers to review/grade applicant's packets- Kathleen McNamara, Molly Howieson, Lisa Horne and Paula Garcia all agreed to volunteer for the Scholarship review committee. Lisa Hamilton thanked the Board and stated the deadline to apply is May 2, 2025. The grading committee will meet in June.

Annual Board Self-Assessment: Lisa Hamilton explained DECO would like 100% Board

participation in the assessment. An email will be sent out after the meeting with the survey. We will be going over the results next meeting.

Review of Community Services Customer Satisfaction Surveys 2025: Lisa Hamilton reviewed the results from the 2025 DuPage County Community Services Customer Satisfaction Survey in detail. Mary Keating explained that the survey is composed of all units within Community Services and is a requirement of the CSBG Organizational Standards. Lisa explained that we have a new survey tool, and we are still working on the tools to improve the report that can be generated. Handout provided.

9. **211**

Lisa Hamilton reviewed in detail the 211 DuPage 2025 First Quarter Summary Report. She explained that the text feature just celebrated 1 year and we are seeing a slow rise in usage. Lisa gave a brief update on our Accreditation status. She explained that we passed the database, policy and procedure , and monitoring part of the accreditation and we are currently in the last phase of the which is the virtual visit. Lisa thanked Board Members Greg Schwarze and Molly Howieson who will be helping with the virtual visit. Lisa reviewed the last quarters data and explained our number one call is still for housing, but we are starting to see more calls for food, health care, and clothing. Mary Keating reminded the Board that they can see real time data on 211 counts which can be sorted monthly, yearly and by certain dates. Handout provided.

10. **FUTURE AGENDA ITEMS**

The Board would like to see a presentation from Catholic Charities.

11. **BOARD MEMBER COMMENTS**

12. **INFORMATIONAL ITEMS**

13. **ADJOURNMENT**

Kristin Sheffield called for a motion to adjourn the meeting. Greg Schwarze made the motion to adjourn, Paula Garcia seconded the motion, and all voted aye. The motion was carried. There being no further business, the meeting was adjourned at 12:30 PM.

2025 MEETING DATES:

August 19, 2025, and October 21, 2025

CSBG Summary Report 2025 - 1st Quarter (1/1/2025 - 03/31/2025)

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	14	1	12	1	0	0
WP 01.031 - 360 Youth Services	32	16	1	15	0	0	0
WP 02.061 - Scholarship	3	0	0	0	0	0	0
WP 03.011 - H.O.M.E. DuPage - (Financial Fitness)	30	0	0	0	0	0	0
WP 03.011 - H.O.M.E. DuPage - (Financial Coaching)	30	9	0	9	0	0	0
WP 04.041 - Catholic Charities (Housing/Case Management)	75	23	12	11	0	0	0
WP 05.000 - GardenWorks (New Gardens) (Community Initiative)	2	0	0	0	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	7	7	0	0	0	0
WP 05.081 - Teen Parent Connections (Pantry)	540	129	129	0	0	0	0
WP 07.011 - Family Self Sufficiency Program	30	36	0	36	0	0	0
WP 07.031 - Comprehensive Intakes	5,000	1,781	1,781	0	0	0	0
WP 07.031 - I&R/211 Calls	50,000	12,431	12,431	0	0	0	0
WP 07.031 - Community Outreach	7,000	1,849	1,849	0	0	0	0
WP 07.031 - Basic Needs - (Clothing/Household Goods)	100	50	50	0	0	0	0
WP 09.011 - Agency Capacity Building Activities	3	3	0	3	0	0	0
WP 10.01 - Disaster Assistance - (# of families)	2	0	0	0	0	0	0
WP 10.01 - Water Assistance	30	21	21	0	0	0	0

CSBG PY25
1/1/25 - 03/31/25
BUDGET AND EXPENDITURE REPORT

	PY25 BUDGET	PY25 MODIFICATION PROPOSED	PY25 MODIFIED BUDGET	PY25 YTD EXPEND	PY25 UNSPENT
PROGRAM SUPPORT					
SALARY & FRINGE BENEFIT	792,542.00	(60,000.00)	732,542.00	175,111.23	557,430.77
OFFICE SUPPLIES / EQUIPMENT	1,096.00	50,000.00	51,096.00	50.79	51,045.21
POSTAGE	250.00		250.00	0.00	250.00
TRAVEL	2,000.00	5,000.00	7,000.00	2,086.35	4,913.65
T&TA	0.00	14,500.00	14,500.00	0.00	14,500.00
TELECOMMUNICATIONS	1,795.00		1,795.00	299.10	1,495.90
REPEAT BOUTIQUE	0.00	6,000.00	6,000.00	0.00	6,000.00
WIOA MOU	3,656.00	100.00	3,756.00	820.00	2,936.00
CATHOLIC CHARITIES (CMGT/BT	65,000.00		65,000.00	3,211.77	61,788.23
360 YOUTH	55,242.00		55,242.00	0.00	55,242.00
OUTREACH COMMUNITY SERVIC	100,000.00	15,000.00	115,000.00	0.00	115,000.00
H.O.M.E. DUPAGE	46,888.00	40,000.00	86,888.00	0.00	86,888.00
TEEN PARENT CONNECTION	40,000.00		40,000.00	0.00	40,000.00
THE GARDEN WORKS	70,000.00	4,992.00	74,992.00	10,222.07	64,769.93
TOTAL PROGRAM SUPPORT	1,178,469.00	75,592.00	1,254,061.00	191,801.31	1,062,259.69
DIRECT CLIENT ASSISTANCE					
FAMILY SELF-SUFFICIENCY	15,000.00		15,000.00	2,168.14	12,831.86
DISASTER/EMER ASSISTANCE	10,000.00	31,340.00	41,340.00	4,890.82	36,449.18
HIGH TECH SCHOLARSHIPS	3,000.00	30,000.00	33,000.00	0.00	33,000.00
TOTAL DIRECT CLIENT ASSISTAI	28,000.00	61,340.00	89,340.00	7,058.96	82,281.04
ADMINISTRATION					
DIRECT COST STAFF	37,557.00	3,715.00	41,272.00	8,999.35	32,272.65
TRAVEL/TRAINING	4,500.00	5,000.00	9,500.00	1,361.85	8,138.15
COPIER RENTAL	535.00		535.00	87.16	447.84
TELECOMMUNICATIONS	598.00		598.00	99.70	498.30
DUES, MEMBERSHIPS	4,400.00	1,235.00	5,635.00	67.00	5,568.00
MEETING EXPENSES	550.00		550.00	0.00	550.00
TOTAL ADMINISTRATION	48,140.00	9,950.00	58,090.00	10,615.06	47,474.94
SPECIAL					
T&TA	7,500.00	(7,500.00)	0.00	820.00	(820.00)
ROMA PROFESSIONALS TRAININ	7,500.00	(7,500.00)	0.00	215.00	(215.00)
TOTAL SPECIAL	15,000.00	(15,000.00)	0.00	1,035.00	(1,035.00)
TOTAL	1,269,609.00	131,882.00	1,401,491.00	210,510.33	1,190,980.67



Quarterly Report – Q1 2025

Organization: The GardenWorks Project

Program: *Produce for People and Pantries*

Funder: DuPage County Community Services – Community Services Block Grant

Reporting Period: January 1 – March 31, 2025

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

1. Executive Summary

We are pleased to submit the first quarterly report on *Produce for People and Pantries*, a five-year initiative launched by The GardenWorks Project and supported by the DuPage County Community Services Block Grant. The program increases access to fresh, locally grown produce by installing and sustaining community gardens in partnership with food pantries, schools, housing communities, and local organizations.

This quarter, our focus was on site planning, partner engagement, and expanding garden locations for the 2025 growing season. As of March 31, we have secured two new sites while planning for expansion and continuation of returning garden sites that will provide produce directly to individuals and to food pantries serving food-insecure populations.

2. Program Goals & Activities (Q1)

Goal	Activity	Status
Install two new gardens	Secured two new sites	On track
Expand sites (2)	Two garden sites will be expanded	On track
Gardens (ALL)	Scheduling deliveries and planting dates	In progress
Donation Schedule	Identified recipients and deliver schedules	In progress

3. New Sites for 2025

- District 45 Early Childhood Center, Villa Park 60181
- Bensenville Community Public Library, Bensenville, 60106

4. Returning Sites

- **New Hope United Methodist Church, West Chicago, 60185**

In 2024, GardenWorks, in partnership with the church, Healthy West Chicago and People Made Visible, revived this garden site with existing beds. In 2025, this site will be completely rebuilt with 12 new garden beds installed. Twice weekly Work & Learn events will take place from late May – Oct. All produce grown will be donated to the Wayne Township Food Pantry and the Lehman Middle School Food Pantry (Peoples Resource Center).

- **Colony Park Senior Apartments, Carol Stream, 60188**

In 2024, 10 income eligible senior citizens received accessible tabletop gardens. The program was so successful it will be expanded in 2025 to include 16 participants.

- **Project Rise (A Dawoodi Bohra Initiative), Willowbrook, 60527**

Ten grow bags will be replaced this year and the volunteers at this site have committed to doubling their donations. Produce grown is donated to the Ann M Jeans Food Pantry.

- **Timber Lake Complex, West Chicago 60184**

This site will continue with four beds with produce donated to a community room.

8. Upcoming Priorities (Q2)

- Complete all garden installations by end of May.
- Launch produce tracking via the *Fresh Food Connect App*.
- Host volunteer events and educational programming.
- Finalize delivery schedules with food pantry partners.
- Continue outreach to identify 2026 garden sites (two new sites).
- Strengthen communication with pantry directors to improve produce variety and delivery methods.

9. Reflection & Gratitude

The most significant success in Q1 has been the establishment and reestablishment of meaningful partnerships that center community-led food access solutions. With every garden planted, we build capacity not just for growing food—but for growing equity, health, and shared responsibility.

We are deeply grateful to the DuPage County Board and the Community Services Department for their ongoing support, and to the many volunteers, partners, and stakeholders who make this work possible.

Credit Counseling Flow

Client Profiles:

- Credit invisible without collection accounts
- Credit invisible with collection accounts
- Credit scored in need of repair

Steps:

1. **Education: Understanding the Credit Report**
2. **Initial Appointment:** Financial assessment, including a tri-merge credit report review and action plan
3. **Credit Report Review:** Obtain and review the client's consumer credit report from annualcreditreport.com and create an action plan
4. **Identify and Dispute Inconsistencies:** Identify inconsistencies/mistakes to dispute and create an action plan
5. **Dispute Process:** Create dispute letters, track progress with a spreadsheet, and send letters via certified mail
6. **Debt Paydown Strategies:** Develop and implement debt paydown strategies and create an action plan

Program Details: This program is designed to be hands-on and requires commitment and active engagement from the participant. It is not a quick fix. The timeframe for the program depends on the identified goals and may take up to a year. Follow-up will occur every 45-60 days, depending on the individual's needs.

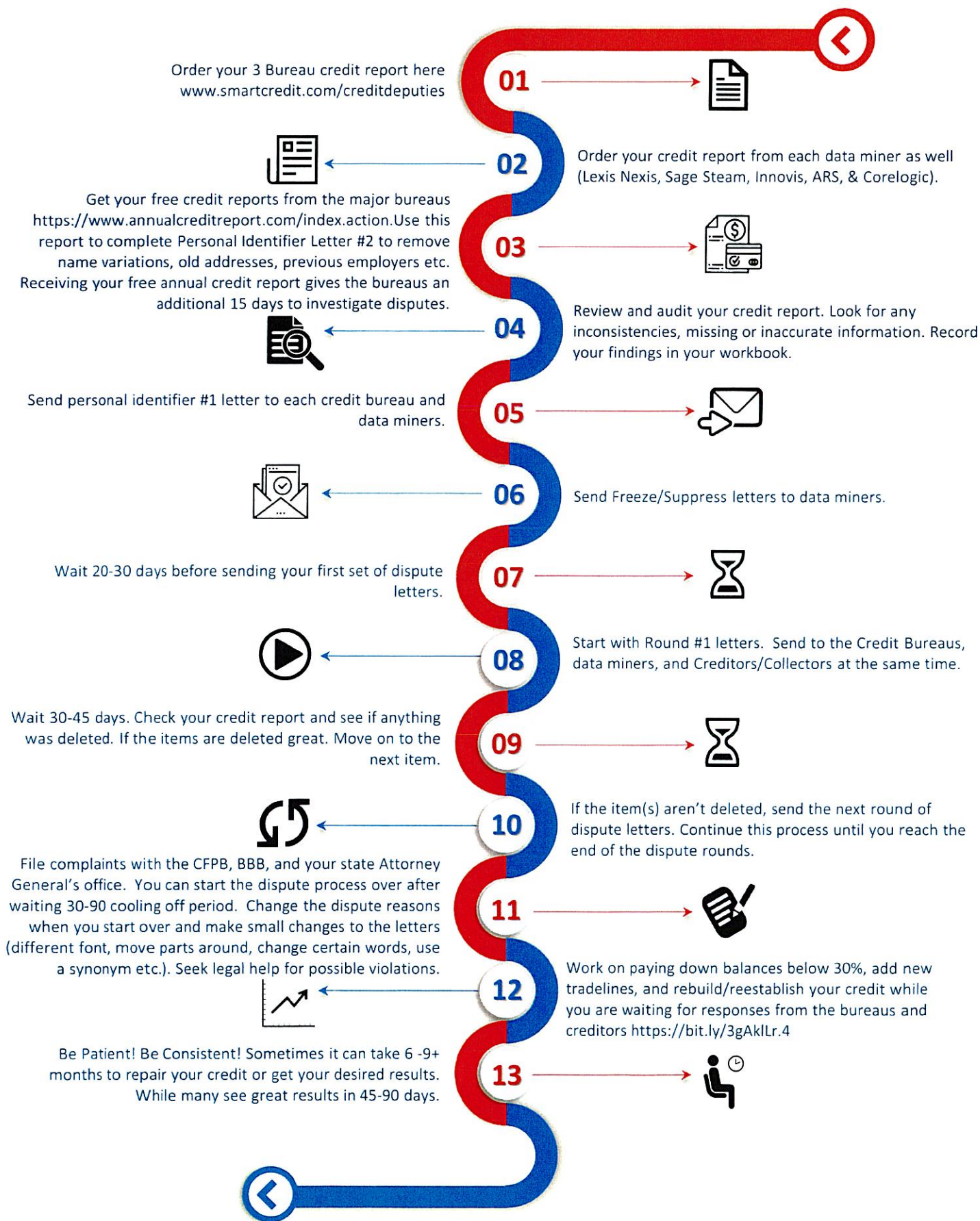


Making Dreams Possible



DIY Credit Repair Guide

CreditDeputies.com



1. Addressing Financial Literacy Gaps

Many individuals in underserved communities lack basic financial literacy, which hinders their ability to manage money effectively. According to a study by the Global Financial Literacy Excellence Center, only 37% of African Americans and people of color answered personal finance questions correctly, compared to 55% of white respondents [1]. This gap highlights the urgent need for financial education.

2. Reducing Reliance on Predatory Lenders

Without access to traditional financial services, many people turn to predatory payday lenders. In 2022, financially underserved, unbanked, and underbanked Americans spent an estimated \$189 billion in fees and interest on financial products [2]. This reliance on costly alternatives exacerbates financial instability.

3. Promoting Economic Stability

Financial instability affects millions of American families. In 2022, 19% of adults reported "just getting by" financially, and 8% found it difficult to get by [3]. By offering personalized counseling and support, the program can help individuals build a solid financial foundation, leading to greater economic security and resilience.

4. Encouraging Generational Wealth Building

Homeownership is a key component of building generational wealth. However, the median wealth of Black households in the United States was only \$24,100 in 2019, compared to \$189,100 for white households [4]. Credit counseling can assist individuals in understanding the home-buying process, improving their credit scores, and preparing for homeownership, thereby promoting long-term wealth accumulation.

5. Enhancing Community Well-being

Financial stress can have wide-ranging negative effects on individuals' mental and physical health. By alleviating financial burdens through education and support, a credit counseling program can contribute to overall community well-being. In 2022, only 64% of Black and Hispanic adults reported doing at least okay financially, compared to 77% of white adults [3].

6. Strengthening Local Economies

When individuals are financially stable, they are more likely to participate in the local economy. Local economic indicators, such as employment rates and household income, reflect the health and vitality of communities [5]. Increased economic activity can stimulate local businesses and contribute to the growth and vitality of the community.

7. Providing a Path to Financial Inclusion

A credit counseling program can serve as a gateway to broader financial inclusion. Financial inclusion has been shown to significantly reduce poverty rates and income inequality in developing countries [6]. This inclusion is crucial for breaking the cycle of poverty and enabling individuals to achieve their financial goals.

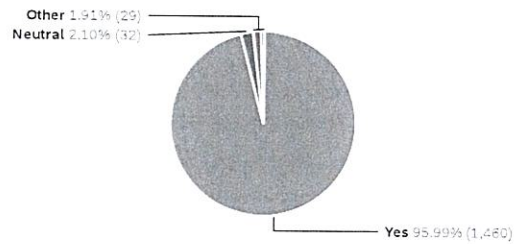
By addressing these critical areas with supporting statistics, a credit counseling program can have a transformative impact on underserved communities, fostering financial stability, economic growth, and overall well-being.

References

- [1] The Importance of Financial Literacy in Underserved Communities
- [2] New JEC Report Finds Barriers to Financial Inclusion Cause Widespread ...
- [3] The Fed - Overall Financial Well-Being - Federal Reserve Board
- [4] Eliminating the Black-White Wealth Gap Is a Generational Challenge
- [5] Understanding Local Economic Indicators and Their Impact on Communities
- [6] Does financial inclusion reduce poverty and income inequality in ...

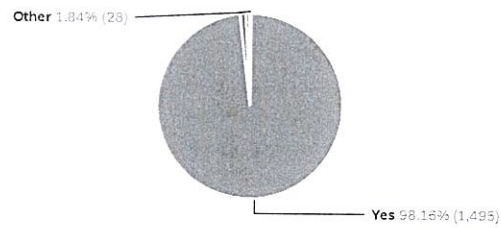
Customer Satisfaction Dashboard / 2024 Year Summary

Q1- I was helped in a timely manner 1.521



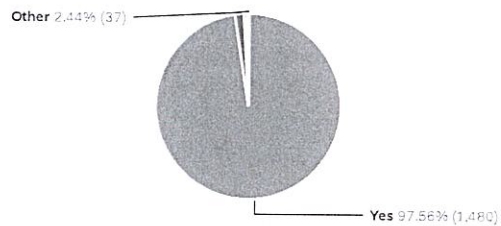
Yes Neutral No Not Applicable

Q2- I was treated with respect 1.523



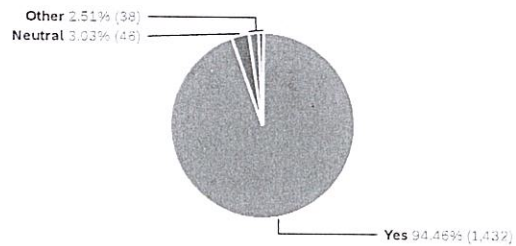
Yes Neutral No Not Applicable

Q3- The Staff was friendly and helpful 1.517



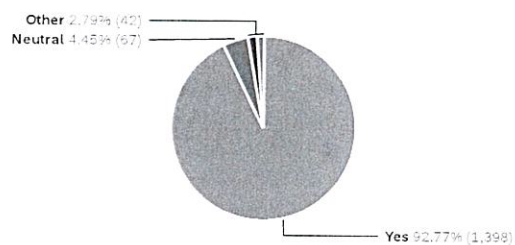
Yes Neutral Not Applicable No

Q4- I got the information and/or services I needed 1.516



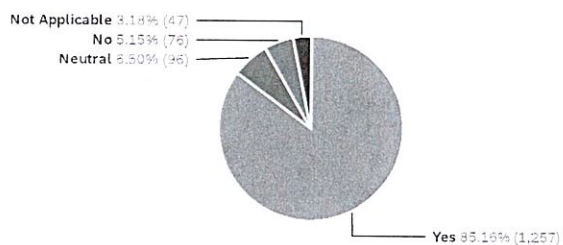
Yes Neutral No Not Applicable

Q5- I feel I will be able to use the information and/or services I was given. 1,507



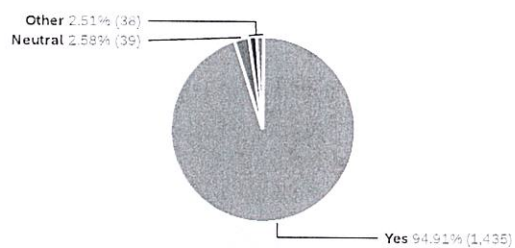
■ Yes ■ Neutral ■ Not Applicable ■ No

Q6 -I was informed about other agencies or community services. 1,476



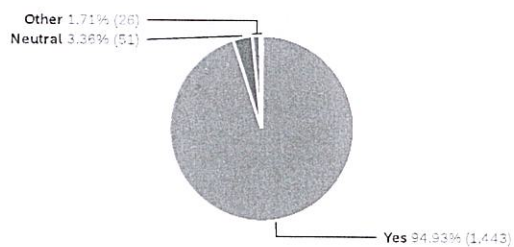
■ Yes ■ Neutral ■ No ■ Not Applicable

Q7 - The staff were knowledgeable. 1,512



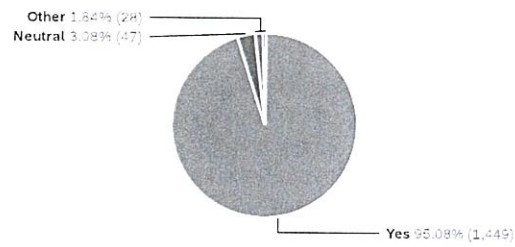
■ Yes ■ Neutral ■ Not Applicable ■ No

Q8-I would recommend your agency to family and friends. 1,520



■ Yes ■ Neutral ■ No ■ Not Applicable

Q9 -Overall, I am satisfied with my experience at DuPage County. 1,524



Yes Neutral No Not Applicable

One thing you would change 204

was told the wrong time

I would not change anything

More assistance for Seniors

doing okay

Can't think of anything. Thank you

water available

happy with services

quick phone responds

everyone is doing great !

Visiting the office went well.

Great job

I am satisfied with the services I received

Not a thing

Laura and Lucy were wonderful.

no

Hold time too long

good set up thank you for everything

I am satisfy with the service I am getting

equal rights of visitation and custody for fathers

Everything is good

More payment assistance for LIHEAP

211 is the best

Still waiting for case manager to return my call

nonthing that i can think about at this time

neutral

Keep up the good work! Thank you

More help with my COMED because the money go fast

having information available for assistance in near by counties

Always have good service

thank you for your service

Need Summer Cooling program

Enjoy my caregiver

time of parenting session too long

more meals to deliver

Phyllis is amagazing great service amd help

the agency was helpful

Very caring staff.

I don't like my case worker

Thank you

I don't have a suggestion at this time thank you

I can't think of one thing at this time

wait time on phone

No suggestions

Good customer service

Very hard to get a call back from case manager.

A little more variety in the meals program

Get more employees

great services

LIHEAP did a great job.

no

Call back faster when leave a message

amazing

no change

I would appreciate Mexican dishes.

having virtual appointments

delivery should be at the same time daily

More hours needed as to my health condition, age weakness

More water stations

More hours needed

More Sessions

More information about child support/ arrearage

Waiting room is too hot

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

More help for seniors

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

Having more staff so it can be done sooner

I am spanish speaking only. More available programs for spanish speaking elders

offer different/ more exchange times

Weekend hours

More Parking

I am diabetic so do not want rice everyday. Care with food should be meat free snacks. Soup with meat was given

great job

Love my case manager

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

Thank you for your help

quicker start up

The help should be for more hours instead of 15 hours weekly

I can't say no more other than thank you.

Different Meals

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

no comment

more time

everything was perfect

More batteries in some toys

ease of applying to the program Had to get through via phone.

Appreciate the service

Everything is wonderful.

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

easier & More communications

Everyone has been nice to me.

The scheduling process and confirmation email

case managers should visit clients on a regular basis quarterly basis to improve or change services or to see if more assistance is required.

Thank you for all you do for us

more assistance with receiving a homecare

more hours

everything was excellent

To be told the truth

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.

Wait time to get in for appt

everything is good

No comment everything went well

Thank you for helping my mom.

Increase the amount its hard to live on 129.00 a month

More time each session per meet

Very happy

Better Access

they didnt call me back after i call 5 times.

give me service when the regular service person goes on break to fulfill own task

One hour cancellation protocol for visitations

To know more about other senior services. It's a bit hard to call them and get someone to talk to.

Expediting of LIHEAP application via telephone.

Keep up the good work.

thank you

We are very grateful

The phone service

if someone could come by for follow up more often

Less gravy - or could put the gravy on the side

211 helped me a lot

I need some more Homes for home care help. Thanks

all is well

Grateful for services

Everything is put together great.

Just continue the outstanding customers services

Staff is very friendly and very helpful.

Clean they toys in the waiting room more often

Better choice for meals

Everyone in Community services is helpful

my experiences was amazing

I lost both legs above the knee. More often than not, the soap dispenser is out of my reach. I'm in a wheelchair. This puzzles me.

Only thing they need is to provide other agency works

coffe and snacks in waiting area

Add more veal & breakfast items for food delivery

Employees are overworked

NO RECOMMENDATION

Help with Finance for Rent bills

help know how to set up more services

Have Coffee

Everything was great! Thank you

Not a thing our Rep Lorena was extremely helpful

Your agency helped a lot.

please send me spanish

you were prfofessional

too much of the same thing, more variation would be better

It is all good. Thank you

N return calls, or VM only

Have a few more people to answer phones

senior services did not help much

we are very grateful to your services

Everything is good. Thank you

It is a great idea and service no changes needed

perhaps take the present economy into consideration when disbursing help it seems you guys are about 10 years behind

I would like a fulltime aide who speaks english

better than i anticipated

I wish the COMED BILL was not too much expensive

Make it where parents cant talk over each other

no changed

More hours of care for Seniors

Help with gas bills when they are included in conservice utilities

I would not change anything . Keep up the excellent service

I am grateful for any help.

The services are more than satisfactory

thank you for all your help

I am elderly with 82 yr old, need more hours of service if you allow more hours, it will be helpful to me. Thank you

doing great

i got everything i needed

having to make a decision on the day of mediation

Bring back the vanilla pudding with small oranges

Neede more helpfulness when i asked

Flexibility in caregiver hours based on needs

Meals on wheels are so bad: taste, appearance, etc. are so bad.

Meals have been hard to open

More smiles

More time

not having to come to mediation

I would not change anything. Very pleased. Thank you

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

For the staff to look into all parties background

Have the people in the front (check-in) more engaged w/ customers

I need more hours off services to cover all my needs. I am 91 years old and with wheelchair can't do everything I am limited with my movement. Plus no one visit me since I start my service with you except my first visit.

Keep up the good work

Longer hours for SPT

Longer hours

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.

Offer snacks and water

Thank you

Everything

I would prefer more time (service hours) from my service provider

Thank you for your services

All the services I am receiving are good

everything is perfect !

More hours please would be appreciated!

Most of the staffs are doing good job.

Meals on wheels lack variety

speed things up

No comment

When dealing with a specific staff, it would be helpful to also provide an extension.

Would like extension of staff person when they call

very helpful and always informative

Keep up the good work

Don't like the meals

very kind staff

I would like to learn about other services available

Very pleased with all services received.

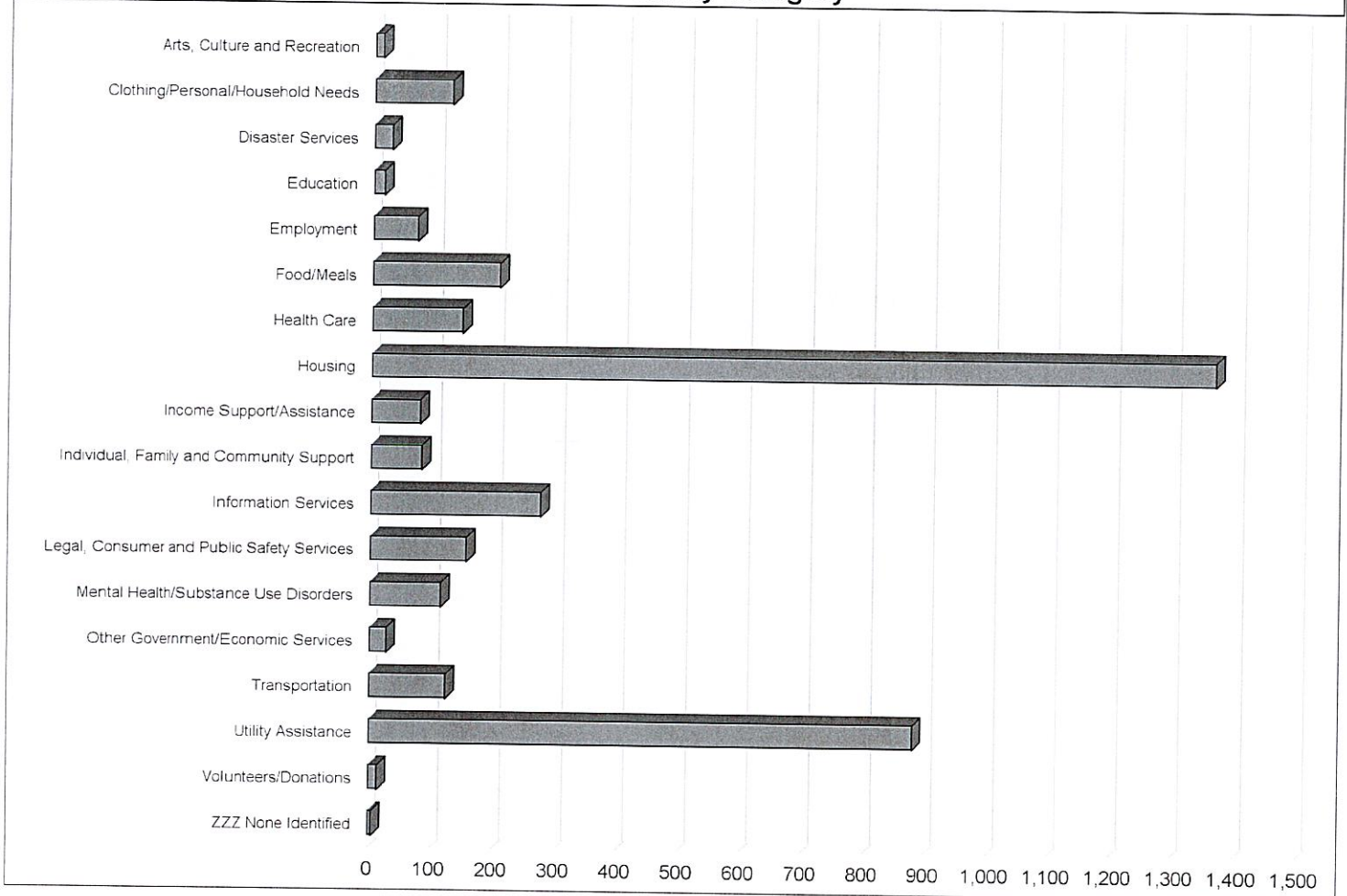
2-1-1 U.S. Problem/Needs Report

Summary

Report Period: 1/1/25 - 3/31/25

Need Category	Need Count	Percentage	Call Count	Percentage	Client Count	Percentage
Arts, Culture and Recreation	13	0.35%	8	0.39%		
Clothing/Personal/Household Needs	126	3.38%	105	5.17%		
Disaster Services	29	0.78%	26	1.28%		
Education	17	0.46%	12	0.59%		
Employment	72	1.93%	68	3.35%		
Food/Meals	205	5.50%	182	8.96%		
Health Care	146	3.91%	121	5.96%		
Housing	1,369	36.70%	917	45.15%		
Income Support/Assistance	79	2.12%	65	3.20%		
Individual, Family and Community Support	82	2.20%	72	3.55%		
Information Services	274	7.35%	273	13.44%		
Legal, Consumer and Public Safety Services	155	4.16%	115	5.66%		
Mental Health/Substance Use Disorders	114	3.06%	63	3.10%		
Other Government/Economic Services	27	0.72%	24	1.18%		
Transportation	123	3.30%	87	4.28%		
Utility Assistance	880	23.59%	478	23.54%		
Volunteers/Donations	14	0.38%	14	0.69%		
ZZZ None Identified	5	0.13%	19	0.94%		
Total:	3,730	100.00%	2,031	100.00%		

Need Count by Category



REFERRAL COUNT

Need Type	Total
211 Systems (TJ-3000.8500)	144
AARP Tax Aide Program Sites (DT-8800.0100-100)	1
Administrative Entities (TD-0300)	4
Adolescent/Youth Counseling (RP-1400.8000-050)	4
Adult Basic Education (HH-0500.0500)	1
Adult Day Programs (PH-0320)	1
Adult Literacy Programs (HH-4500.0500)	1
Adult Protective Services (PH-6500.0500)	8
Adult Psychiatry (RP-6400.0200)	2
Adult Residential Care Homes (BH-8400.6000-040)	3
Alcohol Use Disorder Support Groups (PN-8100.0500-070)	2
Animal Control (PD-0700.0400)	5
Animal Surrender Services (PD-7600.0700)	2
Autism Therapy (LR-0450)	3
Automobiles (BM-0500)	7
Automotive Repair and Maintenance (BM-7000.0500)	45
Baby Clothing (BM-6500.1500-100)	3
Banking and Financial Services (TB-0700)	3
Bereaved Parent Support Groups (PN-8100.1000-100)	8
Bereavement and Grief Counseling (RP-1400.8000-100)	4
Better Business Bureaus (DD-2100.1000)	2
Budget and Finance Offices (TD-0350.1000)	3
Building and Safety (TE-1000)	6
Burial Benefits (NS-1000)	4
Bus Fare (BT-8300.1000)	2
Career Counseling (ND-2000.1500-160)	2
Caregiver Consultation and Support (PH-0780)	2
Caregiver/Care Receiver Support Groups (PN-8100.4500-120)	3
Case/Care Management (PH-1000)	3
Cell Phones (BM-5050.1500)	4
Centers for Independent Living (LR-1550)	3
Child Care Expense Assistance (NL-3000.1500)	15
Child Support Assistance Enforcement (FT-3000.1600)	1
Children's Protective Services (PH-6500.1500)	1
Clinical Psychiatric Evaluation (RP-5000.1500)	2
Clothing (BM-6500.1500)	30

Clothing Vouchers (BM-6500.1500-130)	2
Community Clinics (LN-1500)	10
Community Meals (BD-5000.1470)	2
Community Mental Health Agencies (RM-6500.1500)	3
Comprehensive Disability Related Employment Programs (ND-6500.1500)	3
Comprehensive Job Assistance Centers (ND-1500)	76
Comprehensive Outpatient Substance Use Disorder Treatment (RX-8450.1150)	3
Computer Distribution Programs (BM-6000.1500)	3
Computer Literacy Training Programs (PL-7400.1500)	5
Congregate Meals/Nutrition Sites (BD-5000.1500)	1
Consumer Protection Agencies (DD-2100)	1
Counseling Services (RP-1400)	24
Crime Victim Support (FN-1900)	1
Criminal Justice and Legal Services (F)	3
Crisis Intervention (RP-1500)	1
Crisis Intervention Hotlines/Helplines (RP-1500.1400)	12
Crisis Shelter (BH-1800.1500)	40
Debt Management (DM-1800)	3
Dental Care (LV-1600)	10
Detoxification (RX-1700)	4
Diapers (BM-6500.1500-150)	38
Discount Transit Passes (BT-8500.1000-180)	16
Domestic Violence Hotlines (RP-1500.1400-200)	1
Domestic Violence Intervention Programs (FF-0500.9100-180)	1
Domestic Violence Shelters (BH-1800.1500-100)	21
Domestic/Family Violence Legal Services (FT-3000.1750)	2
Driver Licenses (DF-7000.1850)	3
Economic Self Sufficiency Programs (PH-2360.2000)	4
Electric Service Payment Assistance (BV-8900.9300-180)	261
Emergency Rental Assistance Program (ERAP) (BH-3800.1920)	5
Emergency Veterinary Services (PD-9000.1800)	2
Eviction Prevention Assistance (FT-4500.1800)	9
Ex-Offender Employment Programs (ND-6500.1950)	2
Ex-Offender Reentry Programs (FF-1900)	2
Extreme Cold Warming Centers (TH-2600.1880)	10
Eye Care (LV-2400)	1
Family Based Services (PH-2360)	2

Family Crisis Shelters (BH-1800.1500-200)	4
Family Planning (LJ-2000)	2
Federal Health Insurance Marketplace Call Center/Website (LH-3500.0200-200)	5
Financial Literacy Training (DM-2000)	10
Food Pantries (BD-1800.2000)	303
Food Stamps/SNAP (NL-6000.2000)	25
Food Vouchers (BD-1800.2250)	1
Foreclosure Prevention Loan Modification Refinancing Programs (BH-3500.3400-300)	5
Formula/Baby Food (BD-1800.8200-250)	2
Foster Care/Temporary Shelter for Animals (PD-7600.2100)	5
Free Transit Passes (BT-8500.1000-200)	7
Friendly Visiting (PH-1400.1900-230)	4
Furniture (BM-3000.2000)	3
Gas Money (BT-8300.2500)	10
Gas Service Payment Assistance (BV-8900.9300-250)	298
General Counseling Services (RP-1400.2500)	10
General Paratransit/Community Ride Programs (BT-4500.6500-280)	13
Glasses/Contact Lenses (LH-0600.9000-250)	2
Health Care (L)	3
Health Care Referrals (LH-2600)	1
Health Insurance Marketplaces (LH-3000.3050)	6
High School Equivalency/GED Test Instruction (HH-0500.2500-300)	1
Higher Education Awareness/Support Programs (HL-2500.2900)	3
Home Barrier Removal Grants (BH-3000.3520)	5
Home Delivered Meals (BD-5000.3500)	13
Home Health Care (LT-2800)	6
Home Maintenance and Minor Repair Services (PH-3300.2750)	10
Home Rehabilitation Services (BH-3000.3550-390)	3
Homeless Diversion Programs (BH-0500.3100)	6
Homeless Shelter (BH-1800.8500)	204
Homelessness Prevention Programs (BH-0500.3140)	10
Household Goods (BM-3000)	8
Housing Discrimination Assistance (FT-1800.3000)	6
Housing Expense Assistance (BH-3800)	21
Housing Search and Information (BH-3900)	194
Housing/Shelter (BH)	1
Identification Cards (DF-7000.3300)	2

Immigrant Benefits Assistance (FT-1000.3300)	5
In Home Assistance (PH-3300)	6
Individual Counseling (RF-3300)	2
Information and Referral (TJ-3000)	17
Job Finding Assistance (ND-3500)	3
Landlord/Tenant Assistance (FT-4500)	11
Lawyer Referral Services (FT-4800)	49
Legal Counseling (FP-4000)	30
Legal Services (FT)	29
Local Bus Transit Services (BT-4500.4700-500)	2
Low Cost Home Rental Listings (BH-3900.3050-440)	69
Low Income/Subsidized Rental Housing (BH-7000.4600)	52
Medicaid (NL-5000.5000)	18
Medicaid Information/Counseling (LH-3500.4900)	8
Medical Care Expense Assistance (LH-5100.5000)	21
Medical Equipment/Supplies (LH-5000)	10
Medical Expense Assistance (LH-5100)	9
Medicare (NS-8000.5000)	2
Medicare Information/Counseling (LH-3500.5000)	12
Mental Health Related Support Groups (PN-8100.5000)	2
Mobile Food Pantry Programs (BD-1800.5000)	2
Mortgage Payment Assistance (BH-3800.5000)	8
Motor Vehicle Registration (DF-7000.5500)	2
Municipal Police (FL-6500)	8
Neuter/Spay Services (PD-9000.6000)	3
Paratransit Programs (BT-4500.6500)	22
Pediatric Developmental Screening (LF-7000.6520)	6
Personal Financial Counseling (DM-6500)	13
Personal Grooming Supplies (BM-6500.6500-650)	5
Prescription Drug Discount Cards (LH-6700.6250)	3
Prescription Expense Assistance (LH-5100.6500)	42
Property Tax Assessment Appeals Boards (DT-8400.6500)	2
Property Tax Exemption Information (DT-8700.6500-600)	2
Psychiatric Services (RP-6400)	5
Rent Payment Assistance (BH-3800.7000)	224
Rental Deposit Assistance (BH-3800.7250)	145
Residential Substance Use Disorder Treatment Facilities (RX-8450.7000)	2

SSI Applications (NL-1000.8100-820)	2
Section 8 Housing Choice Vouchers (BH-7000.4600-700)	39
Section 8/Rental Assistance Program Rental Listings (BH-3900.3050-750)	10
Senior Housing Information and Referral (BH-8500.8000)	8
Senior Ride Programs (BT-4500.6500-800)	7
Separation/Divorce Support Groups (PN-8100.6500-750)	4
Shared Housing Facilities (BH-7000.4600-750)	10
Sheriff (FL-8200)	6
Social Security Numbers (DF-7000.8250)	2
Social Security Retirement Benefits (NS-7000.8000)	5
Speech and Language Pathology (LR-8000.8000)	4
Spouse/Intimate Partner Abuse Counseling (RP-1400.8000-020.80)	3
State Government Agencies/Departments (TD-0300.8000)	4
State Unemployment Insurance (NS-9000.9000)	1
Street Maintenance (TE-8000)	3
Student Financial Aid (HL-8000)	7
Substance Use Disorder Treatment Programs (RX-8450)	5
Summer Camps (PL-6400.1500-820)	4
Supportive Housing (BH-8400)	5
TANF (NL-1000.8500)	6
Tax Preparation Assistance (DT-8800)	3
Transitional Housing/Shelter (BH-8600)	229
Transportation (BT)	35
Transportation Passes (BT-8500)	4
Utility Assistance (BV-8900)	5
Utility Service Payment Assistance (BV-8900.9300)	225
VITA Program Sites (DT-8800.9300-930)	9
VITA Programs (DT-8800.9300)	19
Veteran Education Benefits (HL-8000.1800-900)	3
Veterinary Care Expense Assistance (PD-9000.9000)	2
Volunteer Opportunities (PX)	8
Voter Registration Offices (TQ-1800.9000)	2
WIC (NL-6000.9500)	3
Water Service Payment Assistance (BV-8900.9300-950)	55
Weatherization Programs (BH-3000.1800-950)	3
Well Animal Checkups (PD-9000.9700)	3
Yard Maintenance (PH-3300.9750)	3
Total	3730