



**DUPAGE COUNTY
CSBG ADVISORY BOARD
MINUTES**

August 19, 2025

Regular Meeting

11:30 AM

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

1. CALL TO ORDER

Meeting was called to order by Paula Deacon Garcia at 11:45 AM.

2. ROLL CALL

Paula Garcia called for a motion to allow those on zoom due to illness or family emergency to participate in the meeting. Vanessa Roth made a motion to allow those on zoom to participate in the meeting, Kathleen McNamara seconded the motion, and all voted ayes. The motion was carried.

PRESENT: Roger Cave, Vanessa Roth, Sergio Martinez, Christina LePage, Molly Howieson, Kathleen McNamara, Lisa Horne, Greg Schwarze and Paula Deacon Garcia. Quorum Present

ABSENT: Kristin Sheffield, Michael Pesola, Wendy Williams, Cindy Cronin Cahill, Lynn LaPlante, Dawn DeSart and Kari Galassi.

ZOOM: Don Davia

3. PUBLIC COMMENTS AND CONCERNS

No public comments were received at this meeting.

4. APPROVAL OF MINUTES

Chair Garcia called for a motion to approve the April 15, 2025, meeting minutes Molly Howieson made a motion to approve the minutes, Greg Schwarze seconded the motion, and all voted ayes. The motion was carried.

5. REPORTS- LISA HAMILTON

Lisa Hamilton reviewed the 2nd Quarter 2025 Outcome Summary Report which detailed each Work program's progress and accomplishments. Lisa explained we are still presenting 2nd quarter data (as of 6/30/2025) because intakes and invoices are still coming in for July. All programs are doing well and should have served about half of their proposed clients. 360 Youth Services should be on track to serve all their clients since hiring a new staff person. The Scholarship committee met in June and reviewed the scholarship applications. The checks will be going out this month to the recipients. H.O.M.E. DuPage has three different programs: financial fitness, financial coaching, and credit repair. Credit Repair is not listed on this report because they are just getting this program started. Catholic Charites is working with individuals at the Hope House Shelter. Catholic Charites is providing case management services including employment counseling, housing assistance, and

aftercare services. GardenWorks, our community initiative, is currently supporting four gardens from last year and two additional gardens this year. Teen Parent Connection holds car seat safety classes and provides age-appropriate car seats. They held another class this month, so the report does not reflect that class and how many car seats were distributed. Family Self Sufficiency is our five-year case management program which proposed to serve 30 and is currently serving 39. Comprehensive intakes is the program that we screen people for all County programs which include senior services, Weatherization and LIHEAP. Community Outreach we are looking to reach 7,000 and currently have served 3,582 but this number does not reflect the back-to-school fairs or national night outs. October's report will be inclusive of these numbers. Basic Needs we have an agreement with Repeat Boutique to help individuals with clothing. Under Agency Capacity Building Activities, we have completed the Community Services Annual Report, Needs Assessment Update is awaiting Board review and staff training is on-going. Disaster Assistance we have limited funds available if a disaster should happen as well as water assistance for disconnected families.

6. BUDGET REVIEW – GINA STRAFFORD-AHMED

Gina Strafford-Ahmed reviewed in detail the 2025 Budget and Expenditure Report. She explained that we are halfway through the year and pretty much on target. Please note that some of the funding is just now starting to be spent because we had to wait until the Modification was approved by the State. Gina explained that most agencies are on track to spend their funding, we are still waiting for some agencies to submit their 2nd quarter billing. She reminded the Board that the 2025 grant has until June 30th, 2026, to spend all funds. Also, the State has eliminated the "Special (T&TA and Roma Professional Training)" line.

7. OLD BUSINESS

CSBG Scholarship: Cassidy Drew gave a presentation highlighting 2025 CSBG Scholarship winners. This year \$54,000 were awarded to 10 recipients, 6 Colleges and Universities were represented. See attached presentation.

Lisa Hamilton reminded the board how the Scholarship could be used for books, transportation, tuition, laptops, room/board, fees, and supplies. She also thanked the Board for its support and assistance this year.

Board Self-Assessment: Gina Strafford-Ahmed went over the Board's Self-Assessment results. She encouraged any Board Member to take the time to meet with her or Lisa Hamilton to learn more about the Advisory Board or to visit the Intake and Referral Department. Gina also suggested during each meeting we take 10-15 minutes for training on various CSBG topics. Handout provided.

Strategic Plan: Mary Keating encouraged all Board Members to review the Strategic Plan. Mary highlighted the accomplishments this year from each division of Community Services. Two projects she highlighted were: Community Development's 61-unit affordable senior housing development in Addison that is under construction with projected occupancy of November 2025 and Intake and Referral achieved 2-1-1 accreditation status.

8. NEW BUSINESS-GINA STRAFFORD-AHMED

Needs Assessment Summary Update: Gina Strafford-Ahmed explained focus groups were completed by moderator Cassidy Drew from DuPage County Community Services. This year, three

focus groups were conducted with a total of 29 participants representing Kathy Paulson Hope House, Glendale Heights Center for Senior Citizens and WorkNet DuPage. Cassidy went over some of the feedback received. Overall, the focus groups highlighted the need for housing and utilities, employment, education, food/nutrition, transportation, healthcare, childcare, and community resources. Gina explained that for the Needs Assessment there are three surveys administered: Service Users, Community Members and Stakeholders. Gina reviewed the Executive Summary which compiled the results of the surveys and the focus with the Advisory Board. Member Garcia asked for a motion to approve the needs assessment update as presented, Greg Schwarze made a motion to approve the needs assessment update, Sergio Martinez seconded the motion, all voted aye. Handout provided

Review and approve the CSBG Community Action Plan and Grant 2026: The 2026 Community Action Plan and CSBG 2026 budget was discussed. This plan and Budget addresses how we will meet the needs of our community with CSBG funding in 2026. Member Garcia asked for a motion to approve the 2026 Community Action Plan and Budget as presented, Greg Schwarze made a motion to approve the 2026 Community Action Plan and Budget, Sergio Martinez seconded the motion, all voted aye. Handout provided

2026 Meeting Dates: Meeting dates for 2026 are tentative as follows: January 20th, April 21st, August 18th and October 20th. Meeting dates will be verified and save the dates will be emailed out to the Board since we cannot book the meetings until December for 2026 year.

211: Lisa Hamilton reviewed in detail the 211 DuPage 2025 Second Quarter Summary Report. She explained the text feature is slowly rising and hopefully soon they will be able to incorporate a chat feature. Lisa explained that after a year long process 211 has achieved accreditation status which examines staffing, training, data maintenance and categorization, and policies and procedures. She 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.

9. **FUTURE AGENDA ITEMS**
10. **BOARD MEMBER COMMENTS**
11. **INFORMATIONAL ITEMS**
12. **ADJOURNMENT**

Member Garcia called for a motion to adjourn the meeting, Kathleen McNamara made the motion to adjourn, Vanessa Roth seconded the motion, and all voted aye. The motion was carried. There being no further business, the meeting was adjourned at 1:02 PM.

2025 MEETING DATES: October 21, 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	2	7	2	3	0
WP 01.031 - 360 Youth Services		32	32	2	28	1	1	0
WP 02.061 - Scholarship		3	10	0	10	0	0	0
WP 03.011 - H.O.M.E. DuPage - (Financial Fitness)		30	0	17	0	0	0	0
WP 03.011 - H.O.M.E. DuPage - (Financial Coaching)		30	21	2	18	0	1	0
WP 04.041 - Catholic Charities (Housing/Case Management)		75	31	23	8	0	0	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	13	13	0	0	0	0
WP 05.081 - Teen Parent Connections (Pantry)		540	295	295	0	0	0	0
WP 07.011 - Family Self Sufficiency Program		30	39	2	35	0	2	0
WP 07.031 - Comprehensive Intakes		5,000	3,113	3,113	0	0	0	0
WP 07.031 - I&R/211 Calls		50,000	25,694	25,694	0	0	0	0
WP 07.031 - Community Outreach		7,000	3,582	3,582	0	0	0	0
WP 07.031 - Basic Needs - (Clothing/Household Goods)		100	110	110	0	0	0	0
WP 09.011 - Agency Capacity Building Activities		3	3	1	2	0	0	0
WP 10.01 - Disaster Assistance - (# of families)		2	0	0	0	0	0	0
WP 10.01 - Water Assistance		50	33	33	0	0	0	0

CSBG PY25
1/1/25 - 08/07/25
BUDGET AND EXPENDITURE REPORT

	PY25 BUDGET	PY25 MODIFICATION PROPOSED	PY25 MODIFIED	PY25 YTD EXPEND	PY25 UNSPENT
PROGRAM SUPPORT					
SALARY & FRINGE BENEFIT	792,542.00	(81,000.00)	711,542.00	414,172.13	297,369.87
OFFICE EQUIPMENT & SUPPLIES	1,096.00	43,000.00	44,096.00	255.22	43,840.78
POSTAGE	250.00		250.00	2.07	247.93
TRAVEL	2,000.00	5,000.00	7,000.00	2,516.36	4,483.64
T&TA	0.00	14,500.00	14,500.00	2,574.67	11,925.33
TELECOMMUNICATIONS	1,795.00		1,795.00	897.30	897.70
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	1,628.40	2,127.60
CATHOLIC CHARITIES (CMGT/BTSF)	65,000.00		65,000.00	22,691.62	42,308.38
360 YOUTH	55,242.00		55,242.00	9,393.77	45,848.23
OUTREACH COMMUNITY SERVICES	100,000.00	15,000.00	115,000.00	49,804.90	65,195.10
H.O.M.E. DUPAGE	46,888.00	40,000.00	86,888.00	22,894.00	63,994.00
TEEN PARENT CONNECTION	40,000.00		40,000.00	20,732.60	19,267.40
THE GARDEN WORKS	70,000.00	4,992.00	74,992.00	29,101.24	45,890.76
TOTAL PROGRAM SUPPORT	1,178,469.00	47,592.00	1,226,061.00	582,664.28	643,396.72
DIRECT CLIENT ASSISTANCE					
FAMILY SELF-SUFFICIENCY	15,000.00		15,000.00	5,599.28	9,400.72
DISASTER/EMER ASSISTANCE	10,000.00	31,340.00	41,340.00	10,258.11	31,081.89
HIGH TECH SCHOLARSHIPS	3,000.00	51,000.00	54,000.00	0.00	54,000.00
TOTAL DIRECT CLIENT ASSISTANCE	28,000.00	82,340.00	110,340.00	15,857.39	94,482.61
ADMINISTRATION					
DIRECT COST STAFF	37,557.00	3,715.00	41,272.00	23,818.74	17,453.26
TRAVEL/TRAINING	4,500.00	5,000.00	9,500.00	4,735.06	4,764.94
COPIER RENTAL	535.00		535.00	203.49	331.51
TELECOMMUNICATIONS	598.00		598.00	299.10	298.90
DUES, MEMBERSHIPS	4,400.00	8,235.00	12,635.00	67.00	12,568.00
MEETING EXPENSES	550.00		550.00	163.06	386.94
TOTAL ADMINISTRATION	48,140.00	16,950.00	65,090.00	29,286.45	35,803.55
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	1,401,491.00	627,808.12	773,682.88

CSBG 2026 Budget

	FY 25 Approved	FY25 Mod Approved	FY 26 Proposed
Total Grant Projection	\$1,269,609	\$1,401,491	\$ 1,346,680
PROGRAM SUPPORT			
SALARY/FRINGE	\$ 792,542	\$ 711,542	\$ 759,234
OFFICE SUPPLIES/EQUIPMENT	\$ 1,096	\$ 44,096	\$ 1,200
POSTAGE	\$ 250	\$ 250	\$ 250
TRAVEL	\$ 2,000	\$ 7,000	\$ 7,500
T/TA	\$ -	\$ 14,500	\$ 7,500
TELECOMMUNICATIONS	\$ 1,795	\$ 1,795	\$ 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	\$ 55,242	\$ 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	\$ 40,000	\$ 40,000
THE GARDEN WORKS PROJECT	\$ 70,000	\$ 74,992	\$ 70,000
TOTAL PROGRAM SUPPORT	\$1,178,469	\$1,226,061	\$ 1,210,875
DIRECT CLIENT ASSISTANCE			
FAMILY SELF-SUFFICIENCY	\$ 15,000	\$ 15,000	\$ 15,000
DISASTER/EMER ASSISTANCE	\$ 10,000	\$ 41,340	\$ 40,000
HIGH TECH SCHOLAR	\$ 3,000	\$ 54,000	\$ 10,000
TOTAL DIRECT CLIENT ASSISTANCE	\$ 28,000	110,340	\$ 65,000
ADMINISTRATION			
DIRECT COST STAFF	\$ 37,557	\$ 41,272	\$ 50,120
TRAVEL/TRAINING	\$ 4,500	\$ 9,500	\$ 12,500
DUES	\$ 4,400	\$ 12,635	\$ 5,500
TELECOMMUNICATIONS	\$ 598	\$ 598	\$ 600
COPIER RENTAL/PRINTING	\$ 535	\$ 535	\$ 1,535
MEETING EXPENSES	\$ 550	\$ 550	\$ 550
TOTAL ADMINISTRATION	\$ 48,140	\$ 65,090	\$ 70,805
TOTAL	\$1,269,609	\$1,401,491	\$ 1,346,680



2025 CSBG Scholarship

CSBG Advisory Board Meeting:
08/19/2025

2025 CSBG Scholarship Summary

- Total scholarships awarded: 10
- Total amount awarded: \$54,000
- 6 colleges and universities represented
- All applicants are first time recipients

Grading Process

- The candidates were graded on several qualifications that included:
 - Scholastic achievement
 - Quality of their personal goals essay
 - Quality of character shown in their recommendation letters
 - Educational honors or activities
- We also awarded points for candidates that demonstrated exceptional life circumstances, pursuing a career in high demand field, disability, veteran, or racial/ethnic minority.
- Thank you to this year's scholarship grading committee: Paula Deacon Garcia, Dawn Desart, Molly Howieson, Kathleen McNamara, Hayley Smart-Wachholz and Cassidy Drew.

Kayden Smith - \$8,500

- Exercise Science, North Central College
- First-generation student
- Community volunteer, student leader, and sports involved
- Career Goal: Higher Education



**NORTH CENTRAL
COLLEGE 1861**

"I applied for this scholarship to help me achieve my dream of graduating college and earning a diploma in the health field. My passion for the health care field developed when my grandmother was diagnosed with cancer. This is when I learned, that advocating for yourself, and your family is very important. This scholarship will support my goal of increasing representation in medicine while providing compassionate, equitable care for all patients. I want to bridge healthcare gaps!"

Annette Trusty - \$8,000

- Licensed Practical Nurse, Verve College
- Returning adult student
- Full-time student while employed
- Career Goal: Bachelors of Science in Nursing



"As a single mother, I am determined to create a better future for my son and be a role model who shows that perseverance, hard work, and faith can overcome adversity. Receiving this scholarship would ease my financial burden and allow me to remain focused on my coursework, clinical training, and long-term academic goals. It would not only support me achieving stability but also empower me to give back to my community through compassionate and quality healthcare."

Ciara Cook - \$7,500

- Naturopathic Medicine, National University of Health Sciences
- First-generation student
- Student leader and community volunteer
- Career Goal: Licensed Naturopathic Doctor



"I am deeply grateful for this scholarship, it represents more than financial assistance – it represents belief in my potential, support for my mission, and fuel for my purpose. I am committed to becoming a skilled, compassionate, naturopathic doctor who makes a tangible difference in the lives of others. With this scholarship, I can continue my education with greater confidence and clarity, knowing that I am not alone on this journey."

Francesca Mosley -\$7,500

- Paralegal, College of DuPage
- Returning adult student
- High academic GPA
- Career Goal: Certified Paralegal Assistant



"I am profoundly grateful for this opportunity, it affirms my calling to use both my voice and education in service to other just like myself. My mission is to stand beside those facing adversity, especially when the path forward is not as clear. This support not only fuels my journey it deepens my commitment to becoming the advocate I know I am meant to be."

Jasmine Hill - \$5,500

- Licensed Practical Nurse, Verve College
- Returning adult student
- Full time student employed
- Career Goal: Registered Nurse



"To me education means opportunity, independence, and growth it's more than just a degree; it's about breaking the generational cycles...it's gaining knowledge that can save lives and it's setting examples for my children. Education gives me confidence to dream bigger and make my dreams reality."

Samatha Gonzalez - \$5,500

- Aviation, Lewis University
- First-generation student
- Active military and community volunteer
- Educational Goal: Bachelors Degree in Aviation Technology



"Pursuing education has shaped my character and has given me a broader understanding of the world. I hope my education continues to nurture my qualities like kindness, integrity, and empathy...The CSBG scholarship has helped lift a huge weight off my shoulders, Thank you for selecting me."

Shavonne Keys - \$3,500

- Criminal Justice, Lewis University
- Returning adult student
- Full-time student and employed
- Educational Goal: Bachelors Degree in Criminal Justice



"Receiving the CSBG scholarship has impacted me a great deal...A few days ago I was thinking about not pursuing the rest of my education because of not having enough funds. Then I received the call I was awarded this scholarship; it was the motivation I needed to continue."

Madison Dugal - \$3,000

- Medical Laboratory Science, University of St. Francis
- High academic GPA
- Community volunteer
- Educational Goal: Complete Bachelors Degree



"The CSBG scholarship will impact me throughout my future, but especially when I graduate college debt free. It truly takes a village and I'm truly so grateful for all the support you've shown me. I cannot wait to start my journey and your kindness will get me far in life. Thank you so much for this opportunity"

Yasmin Garakat - \$3,000

- Nursing, College of DuPage
- First-generation student
- Full-time student and employed
- Career Goal: Nursing Degree



"Education to me is the most powerful weapon that can not physically get taken away from you...I am very grateful to be selected for this scholarship. I have always wanted a chance to attend and complete some type of degree. With this scholarship it really does help me get one step closer to fulfilling my dreams in life, not only for myself but for my two boys as well."

Anna Topar - \$2,000

- Accounting, Lewis University
- First-generation student
- High academic GPA
- Career Goal: Certified Public Accountant



"The CSBG Scholarship will provide me with the financial assistance I need to continue my education without compromising my family's well-being. I am committed to using this opportunity to it's full potential and giving back to my community in the future."

Thank You!

We would like to extend our heartfelt thanks to the **Illinois Department of Commerce & Economic Opportunity (DCEO)** for funding the **CSBG Scholarship**.

We also wish to thank the **CSBG Advisory Board** for its unwavering support and guidance.

Together, we have made a tremendous impact in the lives of our scholarship recipients — helping them pursue their educational goals and build brighter futures

Q1 - The advisory board meets frequently enough to be able to ensure that the Department's need for advice is met.



Q2 - The advisory board meetings are run effectively and in a way that respects the time of the advisory board members and staff.



Q3 - The advisory board reviews and provides meaningful advice on the CSBG program operations, CSBG budget, and 211 operations.



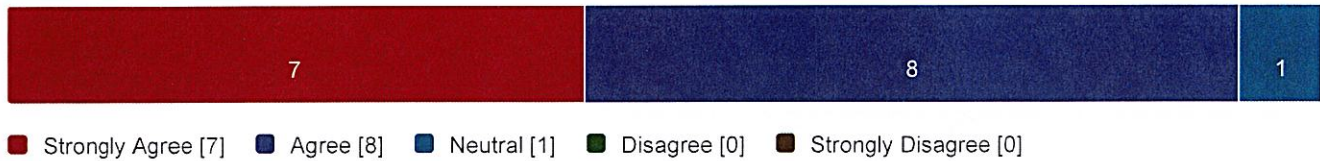
Q4 - The advisory board meetings are well attended, with near full turnout at each meeting.



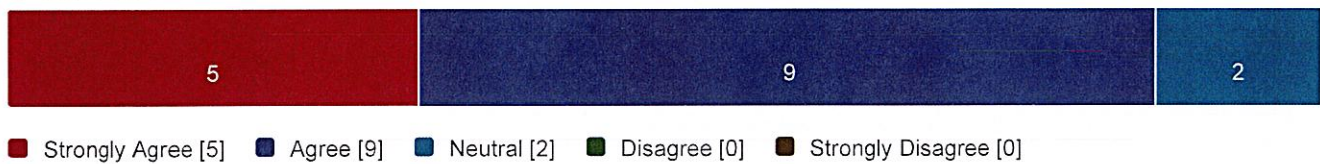
Q5 - The advisory board reviews the bylaws bi-annually to ensure they are current and that practices match those prescribed in the bylaws.



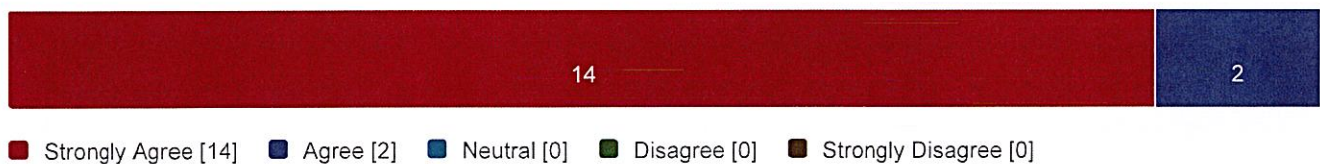
Q6 - The advisory board members are familiar with and understand the major programs and services offered by the department.



Q7 - Newly elected/appointed board members receive adequate orientation to their role and what is expected of them.



Q8 - Each advisory board meeting includes an opportunity for learning about the organization's activities and outcomes.



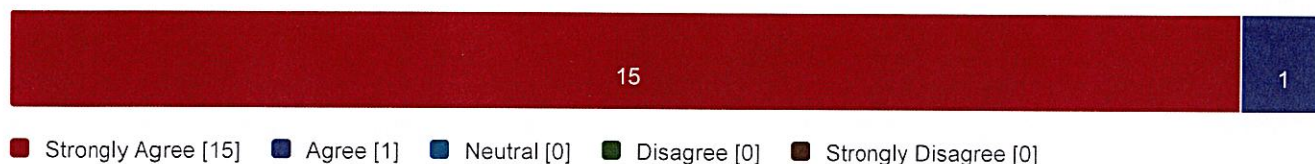
Q9 - The advisory board members are familiar with and understand the agency's mission.



Q10 - The advisory board fully understands and is supportive of the strategic planning process of the department.



Q11 - Board members receive meeting agendas and supporting materials in time for adequate advance review.



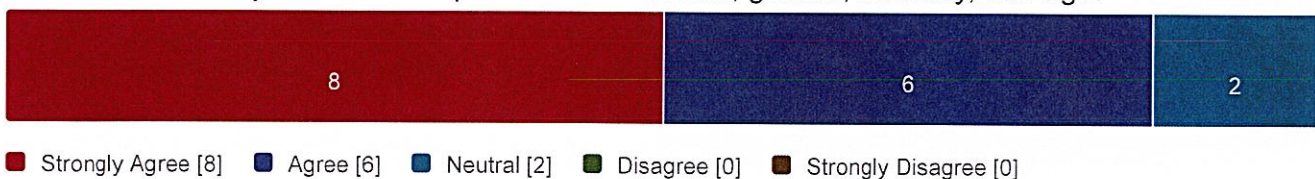
Q12 - Information provided by staff is adequate to ensure effective board decision-making.



Q13 - Board members actively participate in discussions.



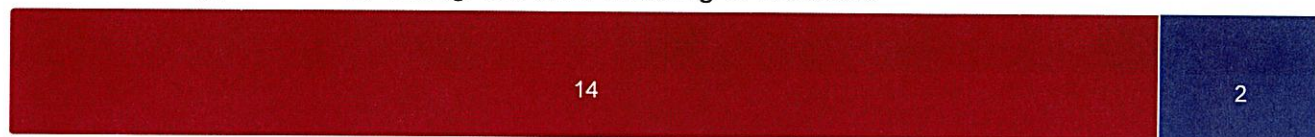
Q14 - The advisory board makeup is diverse with skill, gender, ethnicity, and age.



Q15 - The advisory board annually reviews and provides input on the Community Action Plan, changes in DuPage County's economic conditions, trends, and needs of the low-income residents.



Q16 - Staff support before, during and after meeting is effective.



☐ Strongly Agree [14]
 ☐ Agree [2]
 ☐ Neutral [0]
 ☐ Disagree [0]
 ☐ Strongly Disagree [0]

Q17 - What resources or training would be helpful to you as an advisory board member and you feel would help improve your performance as a board member?

more information on disability services.

In general, I believe that the advisory board has adequate information. If I had to name something, I would ask that the board be given a bit more information about each program that is funded by CSBG funds. Thanks.

I appreciate the effort staff puts into communications for the advisory board.

N/A

Everything we need is already available.

N/A

Review of basic tenets of CSBG

None, staff do a great job.

Never hurts to be reminded about CSBG history and goals.

None staff do a great job.

None

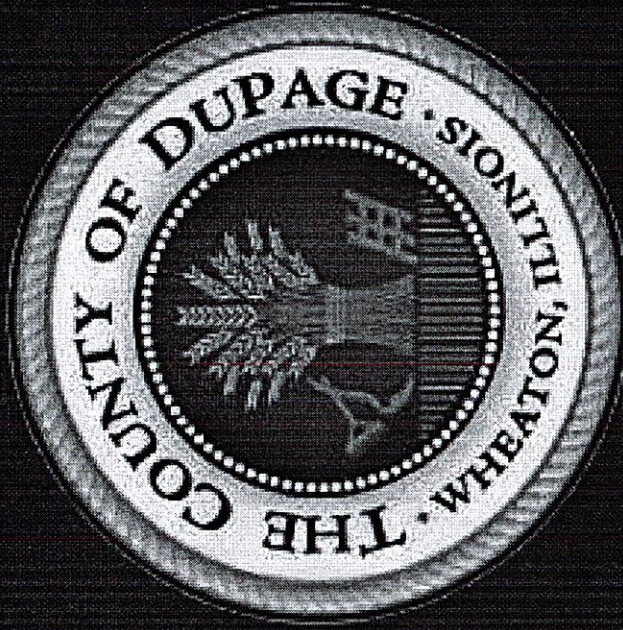
Presentations about the organizations board members are a part of

More encouragement to have clients attend Board meetings for public comment. Recruit more diverse board members.

I can't think of anything. The staff do a wonderful job keeping us informed and on track!

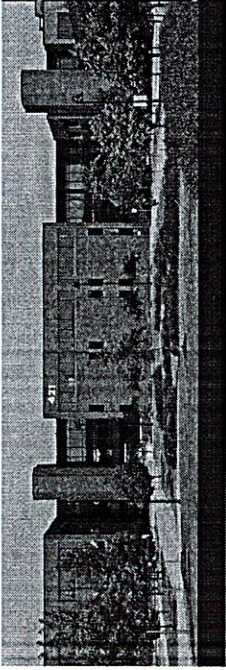
H.O.M.E presentation was very helpful. I think I need to learn how I can best promote 211.

A review of how CSBG funds are obtained. Federal Govt to recipient



DUPAGECOUNTY

Department of Community Services



Strategic Planning Initiatives

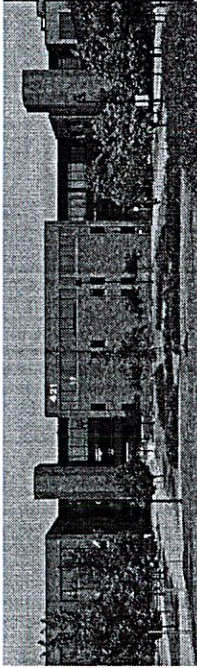
Community Development

- Alden Horizon 61-unit affordable senior housing development in Addison under construction with projected occupancy of November 2025
- Currently underwriting Tower Court Residences, a 71-unit affordable development in Naperville that will house seniors and persons with disabilities
- Currently underwriting Full Circle Communities, a 42-unit affordable development in Glen Ellyn that will serve households below 60% of area median income.



DUPAGECOUNTY

Department of Community Services



Strategic Planning Initiatives

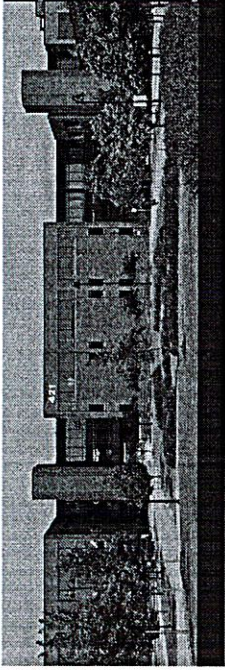
Family Center

- Initiated weekday exchanges and supervised parenting time sessions.
- Began working with juvenile courts for families with children in foster care
- Achieved 74% satisfaction with mediation outcome (strategic target 75%)
- Met strategic outcome of 90% satisfaction with mediation process



DUPAGECOUNTY

Department of Community Services



Strategic Planning Initiatives

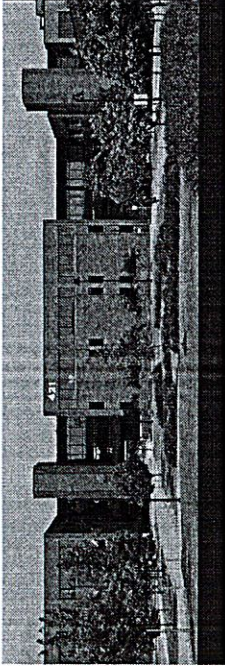
Housing Supports and Self Sufficiency

- Increased percentage of successful Family Self Sufficiency client completion rate from 47% in 2024 to projected 57% in 2025
- Assisted 450 households with rent assistance totaling over \$3M



DUPAGECOUNTY

Department of Community Services



Strategic Planning Initiatives

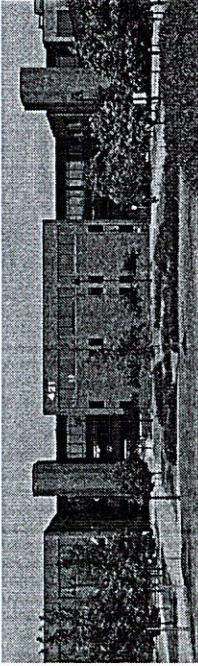
Intake and Referral

- Achieved 2-1-1 accreditation status, a year-long process that examines staffing, training, data maintenance and categorization, and policies and procedures
- Launched 2-1-1 text access
- Exceeded strategic target of 4% annual growth in 2-1-1 contacts



DUPAGECOUNTY

Department of Community Services



Strategic Planning Initiatives

Senior Services

- Hosting Senior Fair on June 13th with 39 agencies in attendance
- Creating new process to expedite guardianship cases for senior clients in crisis
- Investigated 424 Adult Protective Services and 156 LTC Ombudsman reports since January 1st



DUPAGECOUNTY

Department of Community Services

Community Needs Assessment 2025 Update

DuPage County Department Community Services



August 2025

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Introduction

The mission of DuPage County Community Services is to provide and support programs, services and partnerships that keep people safe in their homes, environments, and relationships; provide connections between those in need and the resources that support them; and help residents escape poverty, maintain independence, and achieve economic self-sufficiency. As a designated Community Action Agency, Community Services strives to empower people in DuPage County to connect with programs and services that can fulfill their unmet needs and promote self-sufficiency. This update to the Community Needs Assessment is being completed to examine populations not well-represented in 2024 Needs Assessment, research unmet needs, and investigate how program and service delivery can be updated to best serve the community.

Community Profile

Based on the available data, there has been no substantial changes to the demographic composition of DuPage County since the 2020 United States Census. A comprehensive analysis of the county's demographic profile is provided in the IACAA Needs Assessment in Appendix 1.

Updated Needs Assessment Data

Birth to Five Illinois Regional Early Childhood Regional Needs Assessment: Focus on Mental & Behavioral Health

In June of 2024, Birth to Five Illinois produced their first Early Childhood Regional Needs Assessments. This subsequent report, Focus on Mental and Behavioral Health, was the follow up to the needs identified in the Needs Assessment. Mental and Behavioral Health was a prominent and reoccurring need identified across all 39 regions. Regional Council members used data from various sources to guide their discussions including State agency data, University of Illinois Child & Family Research Center, County Health Rankings, and the Annie E. Casey Foundations. Council and community members shared their experiences accessing and providing mental and behavior health services during meetings, interviews, focus groups and surveys.

The report for DuPage County (Region 19) presents key takeaways, identified strengths and needs, and overall recommendations. One of the significant takeaways that lends also to the significance of our community needs assessments is that there are very few, if any, mental and behavioral health providers in DuPage County, who serve children from birth to age five. Of

those that do, waitlists are extremely long, or providers may not accept Medicaid. However, with eight hospitals and over 150 mental health providers, DuPage County has the potential to provide comprehensive Mental and Behavioral Health care. In summary, notable recommendations included:

- Increase the number of professionals who offer Early Childhood Mental and Behavioral Health Services specific to children from birth to age five, while also addressing accessibility, waitlists, and types of insurance coverage accepted.
- Build consistency for young children and families during the transition to school district programs, with special considerations for improved communication, stronger family partnerships.
- Community coordinated services that dismantle the current organizational silos, providing an expansion of Early Childhood Mental and Behavioral Health resources without duplicating existing services.

Customer Satisfaction Survey

The DuPage County Department of Community Services Customer Satisfaction Survey is administered to all constituents served by the Department, providing an opportunity for individuals to share feedback. It consists of nine closed-ended questions and one open-ended question, designed to gauge their experiences in receiving assistance directly from Community Services staff. The survey is entirely voluntary, and they may answer all or some of the questions at their discretion.

In 2024, 1,524 respondents provided quantitative and qualitative feedback via our survey. Of the 1,524 constituents surveyed, 95.08% answered that they were satisfied with their experience at DuPage County. Ninety-four percent (94.46%) of respondents answered that they got the information and/or services they needed. Respondents were also asked if they felt they were able to use the information and/or services they were given and 92.77% answered yes.

Of the 1,524 respondents, 204 provided additional qualitative feedback via question 10: What is ONE thing you would change about the services you received from our agency? Since the survey is provided to all constituents who have contacted or received services from any department in Community Services, responses were varied – most responses suggested a positive experience with their overall customer service delivery. A handful of respondents did take the opportunity to offer suggestions for improvement to the quality or quantity of services.

211 Annual Impact Year-In-Review

211 DuPage was implemented on November 15, 2022, as a 24/7, 365 days a year Human Services helpline. 211 DuPage provides certified specialists who identify underlying

problems, provide advocacy and connect people in need with resources and services in their community that improve their lives.

In 2024, 211 DuPage handled 8,518 contacts, identified 15,367 needs, and provided 24,849 referrals. Thirty-three percent (33%) of those referrals were for housing/shelter related needs, such as homeless shelters and rent payment assistance, 27% was for utility payment assistance, and 5% was for transportation, including public transit options and auto repair assistance.

In reviewing the 15,367 total needs identified, several remained unmet. Contributing factors to needs not being met included the service not being available, the client declining the referral, challenges in contacting the referral, ineligibility for the service, barriers such as accessibility or cost, and limited provider capacity.

Looking at the call trend data from 211 DuPage the top unmet needs were in the following categories:

- Housing & Shelter – included home repair/maintenance, mortgage assistance, and landlord/tenant issues.
- Utilities – included water utility bill assistance, and phone/internet payment or discount services.
- Transportation – included financial help with vehicle repairs or maintenance, and public transportation in the form of discounts or passes for persons with disabilities.

DuPage County is committed to assessing and evaluating the impact of these unmet needs and how we can better address them, alongside the crucial data gathered with surveys and focus group. The data gathered from 211 DuPage contacts is invaluable to measuring the overall unmet needs in our community.

Focus Groups

Focus Groups are designed to engage DuPage County community members who may not have the opportunity to share their perspectives or influence the development of services they receive. Participants are guided through a series of pre-planned questions covering key topics such as housing, transportation, childcare and development, employment, education, healthcare, and food security. A moderator from DuPage County poses each question, allowing

participants to interpret and respond freely. Participants are also encouraged to engage in open dialogue with one another, sharing agreements, disagreements, or differing viewpoints.

This year, three focus groups were conducted with a total of 29 participants representing Kathy Paulson Hope House Shelter, Glendale Heights Center for Senior Citizens, and WorkNet DuPage.

Kathy Paulson Hope House Shelter

The mission of the Kathy Paulson Hope House Shelter, operated by Catholic Charities Diocese of Joliet, is to provide housing and supportive services to homeless individuals and families, often due to divorce, job loss, or depleted savings. During a short stay, participants work toward securing employment and permanent housing. The Kathy Paulson Hope House Shelter also provides the only 24-hour crisis hotline to assist in the single point of entry for homeless services in DuPage County.

The Focus Group was conducted on May 14, 2025, with eight voluntary participants present. Each participant is a current resident of the shelter and is required to work with shelter staff on a purposeful and diligent plan to exit Hope House with established permanent, safe housing and reliable employment through case management and support.

In the category of Employment, Hope House participants overwhelmingly expressed that employment in DuPage County is financially inadequate and structurally inaccessible for many, particularly for those who are disabled, older, or even professionally trained. The current job support infrastructure is viewed as insufficient, particularly in offering customized, high-level assistance. Enhancements in transportation access, wage levels, and tailored employment services are essential to more effectively meet the needs of residents.

Responses to questions about Education had a similar tone. Participants expressed disillusionment with current educational pathways and training programs in DuPage County. Challenges include mismatched advice from workforce agencies, barriers due to being overqualified or lacking degrees, and age-related discrimination. There is a need for more flexible, outcomes-based training, better credential recognition for self-taught individuals, and support that aligns real-world skills with employer expectations.

Participants were also asked about Child Care and Development in DuPage County. While DuPage County is seen as offering higher-quality child services compared to nearby areas, participants shared that parents or people caregiving for children face major challenges with unreliable childcare staffing, inadequate support for minor victims of sexual violence, and a lack of job resources for youth. Based on participant responses, there is a clear demand for more

consistent childcare personnel, responsive legal advocacy for minors, and programs that help teenagers build work experience.

Concerning Transportation in DuPage County, participants widely viewed the transportation system as limited, inefficient, and overly restrictive. While some services like Ride DuPage are appreciated, broader issues include inconvenient routing, high costs, advance scheduling requirements, and insufficient funding. There is also an unmet need for greater access to personal transportation, particularly for those who rely on county programs for daily mobility.

Regarding Food Security, participants had few responses. Participants did not name a specific challenge with accessing food, stating that there are many food pantries and local churches that provide food, and they are typically generous in their giving. Participants had no response when asked about other resources they might need to access food.

Hope House participants were also asked about their experience obtaining Healthcare, including challenges they have faced and resources they would like to see in their community to manage their family's health. Challenges discussed amongst participants included access to dental care, issues with private providers, and limited coverage based on insurance plan type, such as PPO or HMO. Participants discussed the need for greater access to dental care and noted that some healthcare specialties are lacking in DuPage County. As a result, one participant must travel outside the county to receive necessary care.

Lastly, Hope House participants were asked about their experiences and challenges accessing Housing in DuPage County. As all participants in this particular focus group are currently residents of a shelter, there was great discussion amongst the group. Participants described housing as increasingly unaffordable, competitive, and inaccessible, especially for low-income or credit-challenged individuals. Key barriers include unpredictable rent hikes, excessive upfront costs, credit-based discrimination, and inadequate affordable housing options. Participants emphasized the need for better support systems, such as housing navigators, streamlined digital resources for locating available housing, reduced application fees, and voucher access, along with greater flexibility in how they receive assistance.

In closing, participants had an opportunity to share any other resources they believe to be missing from DuPage County. Participants cited a need for motel vouchers, more general assistance for veterans, and support groups for a broader spectrum of emotional needs.

Glendale Heights Center for Senior Citizens

The Glendale Heights Center for Senior Citizens is open to seniors in the community. Members of the center are eligible to participate in an array of activities, receive services and support, and access resources all specifically geared towards the senior population. DuPage County Community Services conducted a focus group on May 22, 2025, with fifteen voluntary participants present.

In the category of Employment in DuPage County, all participants in the focus group self-reported as being retired, so their perspectives on employment were shaped more by volunteer work, community engagement, and the employment landscape for others (e.g., younger family members) rather than direct job-seeking. The discussion surfaced themes around digital barriers, a desire for meaningful part-time or volunteer opportunities. Seniors reported a willingness and interest in contributing but face barriers in access, communication, and physical capability. Participants described a disconnect between available opportunities and actual engagement, attributed to post-pandemic behavioral shifts and digital hurdles. Participants called for more intentional outreach, possibly through non-digital channels, to tap into the senior population's willingness to serve and work part-time.

Participants were also asked about their experience with Education in DuPage County. Although no participants are currently seeking education to complete a degree or advance their career, participants displayed strong interest in lifelong learning and practical skill-building. One participant described how a hobby in model railroading led to a curiosity about motors, which they pursued through library resources. This illustrated a need for informal educational opportunities for older adults. Participants suggested that libraries could expand their role in the community by offering more hands-on classes, e.g., how to change a flat tire or basic household maintenance, which could benefit residents of all ages. Participants also noted positively that younger generations are increasingly choosing trade schools over traditional universities, viewing this shift as practical and valuable. There was also interest in seeing juvenile detention centers offer training or volunteer opportunities, like how the adult detention system engages individuals in community tasks.

Regarding their experiences with Child Care and Development in DuPage County, participants voiced strong concerns about the high cost of childcare, particularly at daycare centers. Licensing and capacity restrictions were seen as challenges for home daycares, which may offer more affordable or flexible options but require regulatory compliance. One respondent highlighted how they avoided daycare expenses by having parents work opposite shifts, a strategy no longer viable for many modern families due to work demands and economic pressures. While childcare itself was seen as expensive and limited, participants

acknowledged the abundance of local programs and activities available through Recreation departments, Libraries, and Village-run programs and day camps. These were viewed positively, though participants stressed that parental involvement is often required for children to benefit from activities like sports or dance, obstacles for families where both parents work full-time. Affordability of enrichment programs remains a key concern, despite availability.

Senior citizens in DuPage County described transportation as a significant challenge, particularly due to the lack of fixed-route options and the digital divide that makes using services like Uber, Lyft, or online transportation platforms difficult or impossible for seniors. While some rely on the PACE senior bus or help from friends, they noted that calling for rides is less convenient than the frequent, predictable bus stops they had in other areas. Some participants expressed a longing for the independence public transit once provided, especially for those who can no longer drive on expressways or in bad weather. Participants also highlighted the difficulty in locating available transportation services, suggesting the need for a centralized resource hub to better support isolated seniors. There was a strong interest in expanding senior center shuttle hours for trips like medical appointments, and a preference for traditional taxi services over app-based alternatives. Overall, the group emphasized that while options may exist, they are often hard to navigate, especially for those without technological access or family support.

Participants expressed mixed experiences with Food Security in DuPage County, highlighting both the availability of support and the significant challenges they face. Participants shared that some rely on local food pantries, communal dining at senior centers, and programs like Meals on Wheels, which were generally praised for their convenience and quality. However, concerns were raised about the quality and freshness of pantry food—often expired or overly frozen—and the growing strain on resources, worsened by reduced SNAP benefits and overextended grocery store donations. Affordability was a major barrier, with rising food prices noted as a consistent concern. Criticism was also directed at nursing home food, described as poor in both quality and nutrition, and school lunch programs, which sparked debate over their value and execution. Suggestions included the need for community gardening spaces, though access remains uneven, with some residents unable to grow vegetables due to local restrictions.

Participants shared diverse experiences with Healthcare in DuPage County, highlighting issues of affordability, accessibility, and quality of care. While some had no issues obtaining care, others noted it took years to find a good primary care doctor, and they are now concerned about a wave of physician retirements. Navigating Medicare was identified as a significant hurdle, especially due to the reliance on online processes, which can be difficult for those less comfortable with technology. SHIP (Senior Health Insurance Program) counselors in Glendale Heights were appreciated, though participants suggested that DuPage County should provide a

comprehensive, broker-free list of SHIP locations. Additional concerns included insurance restrictions—such as limitations on topics discussed during wellness visits—and the high cost of prescriptions. Seniors expressed interest in reviving community health fairs that offer free screenings (e.g., diabetes, cholesterol, blood pressure) and emphasized the need for more accessible and affordable healthcare support tailored to older adults.

Senior citizens in DuPage County reported generally stable housing situations but acknowledged specific challenges related to aging in place, such as managing stairs and maintaining their homes. A major concern was the lack of access to affordable, reliable handymen or assistance with physical tasks, like moving mulch or heavy items—especially since many seniors lack family support and feel younger generations are less willing to help. While some local resources exist, such as tradesmen through the DuPage Senior Citizens Council or township newsletters, these services are often expensive and rarely offer senior discounts. Participants also emphasized a widespread lack of awareness about senior housing benefits, including the real estate tax exemption and freeze, noting that many seniors miss out simply due to lack of information. As for homelessness and housing insecurity in the broader community, seniors identified mental health issues and low income as key contributing factors, while noting that subsidized senior housing units can be a lifeline for those fortunate enough to secure them.

In closing, participants suggested the need for additional resources including affordable veterinary care, more funding and research to keep seniors in their homes, with an emphasis on people living with dementia, and overall support systems that allow seniors to retain their independence as long as possible.

WorkNet DuPage Career Center

WorkNet DuPage Career Center is a unique and valuable organization serving constituents in DuPage County who need guidance, support, and training to engage more fully in the workforce. Constituents of the career center come from a variety of educational and career fields, with widely varied experiences engaging with employment. On May 30, 2025, DuPage County Community Services conducted a focus group of twelve voluntary participants.

Participants in the focus group expressed a mixed experience with Employment in DuPage County, with some participants acknowledging access to jobs that cover their living expenses, while others highlighted significant barriers such as high taxes, job instability, and underemployment. Many shared that the job search landscape has deteriorated since 2020, with reduced networking opportunities, eliminated support roles, and fewer hiring events—especially for office-specific jobs. Older participants in the group shared that they had faced age discrimination and limited tailored resources, while others struggled with AI-driven hiring

systems, experience mismatches, and lack of local referral networks. Participants called for more resources such as government-supported internships, better support for mid- and late-career job seekers, more widespread returnships (programs designed to help professionals re-enter the workforce after a career break), local hiring events, and structural changes to protect workers during layoffs and economic shifts.

Participants also expressed a range of experiences regarding Education in DuPage County. While some felt adequately educated for their careers, others described systemic barriers, outdated credentialing requirements, and limited flexibility in re-entering the workforce—particularly for caregivers and single parents. Participants emphasized that educational needs often intersect with other factors like childcare, eldercare, and the realities of modern job markets. There was strong interest in more accessible and coordinated resources, particularly around emerging fields like AI, project management, and trades. Some participants called for earlier and more practical education in high school, greater visibility of existing resources (such as the Technology Center of DuPage and local library programs), and better outreach through centralized hubs or “one-stop-shops” to connect people with training and employment opportunities.

Focus group participants were also asked questions about their experiences with Childcare and Development in DuPage County. Participants shared that finding quality, affordable Childcare in DuPage County is challenging, often forcing difficult financial or lifestyle decisions. Participants described long commutes, high costs that consumed significant portions of income, and limited access to subsidized care, with some parents opting to stay home due to expenses. While resources like park districts and libraries were praised, others struggled to access additional child-focused services, especially mental health support and emergency financial aid for families just above eligibility thresholds. Participants expressed a strong need for more preventative mental health services, accessible youth programs, and skill-building opportunities for children under 18—emphasizing emotional intelligence, stress management, peer support, and social engagement outside of school. Participants called for better coordination of services and outreach to support working families navigating both logistical and emotional challenges of raising children in the county.

Focus group participants described transportation in DuPage County as limited and inflexible, posing significant challenges for those without personal vehicles or dealing with car troubles. Public transit options like Metra and buses were noted, but coverage was inconsistent, with services like dial-a-ride restricted to certain areas and often plagued by communication issues between riders, drivers, and dispatchers. Experiences with third-party transportation services were frustrating and unreliable, especially for seniors and individuals with health needs. Participants voiced a need for expanded bus routes, improved coordination across

township transportation programs, and more inclusive options for people with mental health challenges and non-veteran family members of veterans. Additionally, they called for systemic improvements, better service accessibility, and efforts to reduce stigma around seeking transportation support.

Participants were also asked about their experience with Food Security in DuPage County. Participants shared that while food pantries are available in DuPage County, accessing them can be difficult due to rigid appointment systems and transportation barriers. Those without a car may struggle not only to reach the pantries but also to carry food home, highlighting a significant access gap. Participants noted that some families rely exclusively on school meals as a primary source of nutrition for children. Additional challenges include the need for non-perishable yet healthy food options for individuals lacking refrigeration, emphasizing the importance of both transportation support and tailored food resources to ensure food security for all residents.

Regarding Healthcare in DuPage County, participants described mixed experiences, highlighting disparities based on insurance type and employment status. While some have been fortunate to maintain private insurance and consistent care, others, especially families relying on state-sponsored plans like AllKids—struggled to find in-network providers in suburban areas, facing barriers related to availability, transportation, and providers who accept their insurance. Navigating the Federal health insurance marketplace was described as frustrating and confusing, particularly during coverage gaps caused by job loss. Participants expressed a desire for more comprehensive, community-based health resources, including preventative care initiatives, wellness education, and mobile services for exams such as mammogram screenings and school-required exams, which would reduce the need to miss work and help bridge existing service gaps.

Lastly, focus group participants shared that housing in DuPage County is increasingly unaffordable, with high rents, burdensome property taxes, and limited availability of truly affordable options that also allow residents to cover necessities like food and utilities. Many cite affordability as the root cause of housing insecurity and homelessness, noting that even working individuals struggle to qualify for assistance unless they meet very specific eligibility criteria. Participants observed a rise in visible homelessness and expressed concern about the lack of access to basic hygiene and services for unhoused individuals. They emphasized the need for more flexible, inclusive housing solutions, especially for seniors and those with mobility challenges, including age-friendly housing configurations and transitional options like extended-stay hotels, which some families use to keep their children in local schools.

In closing, participants were asked to share any other resources they believed to be missing from DuPage County. One participant recommended a program that pairs youth with

senior citizens in which youth would help around the home as well as provide friendly social support for the senior, while the youth might also learn more about the generations that have come before them. No other additional needs were identified.

Focus Group Recommendations

Three focus groups shared their lived experiences across key areas such as employment, education, childcare, transportation, healthcare, food security, and housing in DuPage County. Despite representing different age groups, life stages, and backgrounds, all participants voiced remarkably consistent concerns. The overarching themes emphasized systemic barriers related to accessibility, affordability, service coordination, and digital inclusion.

Participants across all groups reported that employment in DuPage County often lacks inclusivity and sustainability. Community members recommended expanding access to government-supported internships, workforce re-entry initiatives, and job fairs, and emphasized the importance of providing human-centered, non-digital job search assistance.

Focus group members expressed a desire for more accessible and practical education pathways. Participants recommended expanding hands-on training in areas like technology and trades, integrating career readiness into high school programs, and developing centralized hubs to connect residents with educational and workforce opportunities.

High childcare costs limited subsidized options, and a lack of mental health and skill-building programs for children were common concerns. Participants noted that some families are forced to make difficult decisions due to the expense and inaccessibility of care. Recommendations included increasing the availability of affordable childcare, expanding youth development programs focused on social and emotional learning, and improving outreach to support working families.

Transportation was consistently described as fragmented, unreliable, and challenging to access—especially for those without personal vehicles, older adults, or people with health or mental health needs. Digital literacy barriers were also a major concern. Participants recommended expanding fixed-route and senior transportation services, improving coordination between township programs, and developing centralized, non-digital resources to make transportation options more visible and navigable.

While food pantries and meal programs exist, many participants reported difficulty accessing them due to rigid scheduling and transportation issues. There was a shared concern about the rising cost of groceries and the decrease in SNAP benefits. Recommendations included offering more mobile and home-delivered food programs, prioritizing healthy and shelf-stable options, and supporting community gardening initiatives.

Access to healthcare varies significantly depending on insurance type, employment status, and proximity to providers. Recommendations included expanding mobile health services, bringing back community health fairs, providing better insurance navigation support, and ensuring that healthcare options are comprehensive, affordable, and geographically accessible.

All groups highlighted housing as a major concern. High rents, increasing property taxes, and rigid eligibility requirements make it difficult for many residents to secure stable housing—even for those who are employed. Seniors reported challenges with aging in place. Recommendations included increasing the availability of affordable housing, expanding transitional shelter options, improving awareness of housing benefits, and reforming policies to remove unnecessary barriers to housing access.

Conclusion

DuPage County Department of Community Services strives to be the centralized resource hub for the county, providing crucial infrastructure and supportive services that meet the needs of our community. Community Services makes this possible through the combined efforts of our coordinated entry system, 211 DuPage, dedicated outreach specialist and our collaborative communication plan. Comprehensive data — including customer satisfaction surveys, 211 DuPage call data, and focus group analyses — provide an opportunity for Community Services to ensure that the needs of the community are being met and that gaps in service, access, and availability are addressed.

Analysis across multiple data sets highlighted persistent needs in housing, utilities, transportation, and employment. Furthermore, focus group participants and the Birth to Five Illinois Assessment stressed the urgency of strengthening community-based responses to children’s mental health in DuPage County through targeted, coordinated social service interventions. Here are some of the ways that the county is working to address these unmet needs:

Housing

Housing remains an unmet need in DuPage County. Median home prices are significantly higher than the national average, placing homeownership out of reach for many low- to moderate-income households. Rental costs have also risen steadily, outpacing wage growth, particularly for service-sector and entry-level workers.

Recognizing the need for affordable housing, the DuPage County Board has identified increasing housing availability as one of its strategic initiatives for the

next five years. Some of the way DuPage County is working to stabilize housing are:

- The DuPage County Board created an Ad Hoc Housing Committee and approved an initial \$2.5 Million to establish a Land Bank and Community Housing Trust.
- The County Board launched the Small Agency Program, this program provided grants to local agencies who are addressing housing and shelter needs. In FY25 \$711,336 has been approved in grants.

CSBG funding supports several programs which assist with housing including:

- 360 Youth Services - Homeless Youth Shelter which provides housing, employment coaching, life skills, financial literacy training and educational support.
- Outreach – Employment Opportunities Program while focused on employment and job training the program also provides housing assistance to ensure the whole family is stable and successful.
- Catholic Charities – Hope House Shelter funding is provided for clients residing in the shelter and rehousing assistance.
- Case Management – Family-Self Sufficiency program provides a whole family approach including providing housing assistance, life skills, employment coaching, educational support, social/emotional support.
- HOME DuPage – Provides Financial Literacy Programs including first time homebuyers classes, financial fitness programs, credit repairs programs and individuals budget counseling.

Utilities

Utility costs in DuPage County remain a financial burden for many households due to a combination of high regional living expenses, seasonal climate demands, and infrastructure costs. To help lessen this burden, programs that are available are:

- Low Income Home Energy Assistance Program (LIHEAP) is available through DuPage County and its community partners.
- In October 2024, a new Low Income Discount Rate (LIDR) program became available for Nicor Gas customers, providing a monthly discount on natural gas for qualifying households. Beginning in January 2026, ComEd customers will also receive the LIDR discount on their electricity bills.

Assistance with water costs remains a challenge for residents following the end of the Low-Income Household Water Assistance Program (LIHWAP). To help ensure continued access to water, Community Services Block Grant (CSBG) funding is available for residents who are disconnected and meet CSBG eligibility requirements.

Transportation

Transportation remains a challenge in DuPage County due to limited public transit coverage, high costs associated with vehicle ownership, and service gaps for residents with specialized needs. Ways this need is being addressed:

- DuPage County's Ride DuPage Program is a paratransit program that provides rides to help senior citizens, persons with low-income and/or who are disabled get transportation to medical appointments, mental health appointments, senior errands, and Community Services appointments. Individual income must be at or below 200% of the Federal Poverty Guidelines to be eligible. Income guidelines are open for seniors.
- DuPage County also sponsors a Ride to Work Program for individuals who are disabled who need transportation to employment or work experience.

While CSBG doesn't directly fund transportation programs, many of our work programs provide supportive services that include transportation costs.

Employment

In DuPage County, employment needs persist due to wages that fall short of the area's high cost of living, limited transportation and childcare options, and gaps between workers' skills and job requirements. Addressing this need is:

- The county's workforce development agency, WorkNet DuPage delivers free, federally funded services under the Workforce Innovation and Opportunities Act, offering career counseling, job search support, training grants (up to \$10,000), workshops, and career assessments for diverse groups-including job seekers, veterans, and individuals with disabilities.

CSBG funding supports several programs which assist with employment services:

- 360 Youth Services - Homeless Youth Shelter has a focus on not only housing but also employment coaching as well.

- Outreach – Employment Opportunities Program provides employment coaching and skills building to youths ages 18-24.
- Case Management – Family-Self Sufficiency program provides a whole family approach including employment coaching, educational support, life skills, housing assistance, benefit navigation and social/emotional support.

Mental Health

Mental health continues to show as a significant need in DuPage County due to limited availability of services, high costs, and long wait times for care. Residents report difficulty accessing specialized providers, particularly for children and adolescents. DuPage County is addressing mental health needs through a coordinated network of clinical services, crisis response systems, and strategic partnerships. The DuPage County Health Department provides outpatient counseling, case management, and psychiatric care at its public health centers in Wheaton, Addison, Westmont, and Lombard. Crisis services include a 12-bed Crisis Residential Unit, available 24/7 for short-term stabilization, and Mobile Crisis Response teams that deploy to assist individuals experiencing acute mental health episodes. For children and adolescents, the Screening, Assessment and Support Services (SASS) program offers 24/7 crisis intervention for Medicaid-eligible youth at risk of psychiatric hospitalization, while school-based mental health initiatives increase early identification and referral. The Behavioral Health Collaborative (BHC) convenes county leaders, service providers, and community stakeholders to expand access, improve youth mental health systems, and align resources. The DuPage Council on Strengthening the System (DCSS) advises on infrastructure development, de-stigmatization efforts, and policy recommendations. Community partners, including NAMI DuPage, provide peer-led youth and family support groups, educational programs, and crisis intervention hotlines. In addition, the county is investing in new infrastructure, with the Crisis Recovery Center (CRC) scheduled to open in summer 2025, which expands capacity for immediate and comprehensive crisis care for both adults and youth.

While CSBG does not directly fund mental health services, the 211 DuPage human services line connects residents with available resources and assists them in locating the support they need.

By addressing these cross-cutting community needs, DuPage County can enhance its wraparound capacity to serve residents of all ages, backgrounds, and life

circumstances—ultimately fostering a more resilient and supportive community for all. Strengthening these systems will not only improve immediate access to housing, utilities, transportation, employment, childcare, and mental health care, but will also create long-term benefits by reducing systemic barriers, promoting economic stability, and improving overall quality of life. Through coordinated planning, strategic partnerships, and data-driven decision-making, the county can ensure that services are responsive and sustainable, positioning DuPage as a leader in meeting the complex and evolving needs of its residents.

Appendix

IACAA Needs Assessment.

DuPage County Community Services



Community Action Plan 2026

DuPage County Community Services
Community Action Plan 2026

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DuPage County Department of Community Services

2026 Community Action Plan

I. Summary

DuPage County Department of Community Services is a designated Community Action Agency and our mission is to provide and support programs, services and partnerships that keep people safe in their homes, environments, and relationships; provide connections between those in need and the resources that support them; and help residents escape poverty, maintain independence and achieve economic self-sufficiency. Our mission is accomplished by working together to anticipate the needs of those we serve. Community Services uses a “one-stop approach” in which an individual’s or family’s situation is examined as holistically as possible. DuPage County will provide our community access to information and referral, case management services, aging and disability services, housing, career counseling, financial assistance/emergency assistance, transportation services, health care, and access to the appropriate resources with assistance from CSBG funding, CDBG funding, HUD funding, DuPage County general revenue funds, LIHEAP funding, IHWAP funding, IDOA funding, as well as numerous other State, Federal and Local funding streams.

CSBG funding plays an integral part in the general operations of the Department of Community Services. CSBG funds help DuPage County provide excellent and efficient services not only to residents falling at or below 200% of the Federal Poverty guidelines, but also to all residents of the county. CSBG provides staff salaries, training, program support, administrative costs, and direct client assistance. Without CSBG funding, the County would not be able to provide comprehensive assistance and exceptional service.

The Community Service Block Grant (CSBG) Advisory Board has oversight responsibility for assessing the unmet social service needs of DuPage County and designing programs that address these needs. DuPage County Department of Community Services staff and the CSBG Advisory Board undergo a yearly planning process to address the effectiveness and efficiency of current programs as well as prospective pilot programs. The 15-member Board is diverse and is comprised of five representatives from the private not-for-profit/for profit sector, five elected public officials, and five representatives from low-income families. Their varying ideologies help ensure objective decision-making. The CSBG Advisory Board also relies on the Community Services staff input and expertise to help mold the CSBG Work Plans. Staff report to the board on compiled data from client follow-up surveys, 211 DuPage call data, outcome data as well as trends in client needs at the quarterly board meetings.

In planning for the 2026 CAP, staff reviewed the information that was obtained from the 2024 comprehensive needs assessment and the 2025 update (see attached). Staff also related various statistics, compelling issues, client data, information on current trends, and gaps in services. Staff and the CSBG Advisory Board also evaluated the current work program’s outcome performance. Finally, staff reported to the CSBG Advisory Board on needs expressed by local community service agencies and residents gleaned from the various reports and needs assessments completed in the community. The CSBG Advisory Board discussed the 2026 plan and determined that the

focus of CSBG funding should continue to be on programs that are components of the Whole Family Approach. Our 2026 CSBG funding will fund the WIOA/workNet DuPage One Stop Center MOU due to the state mandate; we will subgrant to Catholic Charities to provide case management services and direct client assistance for those facing homelessness; we will subgrant to 360 Youth Services to provide case management services, job search services and wrap-around services for youth; we will subgrant to Outreach to provide case management, job skills training and employment; we will subgrant to H.O.M.E. DuPage to provide credit repair and counseling, financial counseling and money management training via partnerships with Catholic Charities, 360 Youth Services, Outreach, DuPage County Family Self-Sufficiency and other partners; we will subgrant to Teen Parent Connection to provide car seat safety classes, car seats and basic needs supplies to young parents. CSBG funding will also support two internal programs Intake and Referral which encompasses staff that complete comprehensive assessments for all internal programs (Senior and Disability Programs, Housing Programs, Weatherization, LIHEAP, CSBG, etc.), provides information and referral, 211, the CSBG Scholarship program, vouchers for basic needs, water reconnection assistance, disaster assistance, and outreach; and Family Self-Sufficiency which is our comprehensive case management program that assists families in attaining economic self-sufficiency. Lastly, we will continue with our Community Initiative in Partnership with GardenWorks to bring Community Gardens to communities in DuPage County to promote and sustain the availability of fresh produce this will be the fourth year of the project.

The DuPage County Board and the CSBG Advisory Board realize the significance of coordinating services with community action groups as well as other service providers. DuPage County also coordinates with the nine county townships and 39 municipalities. These collaborations result in better utilization of social service dollars as well as the ability to develop a Community Action Plan (CAP) that encompasses unmet needs, gaps in service, and appropriate use of CSBG dollars. DuPage County's partner agencies and townships have proven to be beneficial and warrant the exploration of additional areas of increased cooperation and coordination. DuPage County has been able to regulate the resources administered through Family Self-Sufficiency, Comprehensive Information and Referral Services, the Continuum of Care, Catholic Charities, Housing Assistance Programs, and many others, to avoid duplication of services.

Developing partnerships and providing information to other social service providers is a goal not only for our CAP, but also for DuPage County Government. On November 15, 2022, DuPage County launched 211 DuPage giving residents access to social service information 24 hours a day, 7 days a week, 365 days a year. 211 is an easy to remember three-digit telephone number assigned by the Federal Communications Commission to provide quick and easy access to information about health and human services. Residents have online access to our free public resource database system, 211dupage.gov, formerly known as dupagecris.org. The database is managed by 2 full-time staff who actively research and update resources and provide training and outreach to providers and community members throughout DuPage County. There are currently 677 organizations that are offering approximately 2,802 services. Resources included in the database address essential human or economic needs for those residing in DuPage County. Areas targeted include clothing and household goods, education, employment, income and

financial resources, individual and family support, legal, food, health (dental, medical, mental), housing and utilities, senior services, disaster, and transportation.

The 2026 CAP was developed around our most recent 2024 Community Needs Assessment and 2025 Community Needs Assessment Update. The following were reported as the most common needs and challenges for our community: housing, financial issues, food insecurity and health/mental health issues. Additional needs categories frequently selected by clients included: transportation, childcare, obtaining basic needs and employment. DuPage County has shared the Needs Assessment findings with our partners and the public.

The County has many formal and informal agreements with our partners to ensure these needs are addressed. DuPage County Department of Community Services is the leader in social service provision and the “one-stop” service agency concept. Due to the agreements, partnerships, MOU’s, board input, and client needs, DuPage County Department of Community Services CAP addresses the following in our CSBG Work Plans:

- 1. Employment**
- 2. Education and Cognitive Development**
- 3. Income, Infrastructure and Asset Building**
- 4. Housing**
 - **Utility Payment Assistance**
- 5. Health and Social/Behavioral Development Services (including nutrition)**
- 6. Services Supporting Multiple Domains**
 - **Case Management/Family Self-Sufficiency**
 - **Referrals**
- 7. Agency Capacity**
- 8. Other- Disaster Relief**
 - **Disaster Assistance**

1. Employment:

Outreach Community Services

360 Youth Services

workNet DuPage/WIOA MOU

DuPage County Department of Community Services provides CSBG funding to Outreach and 360 Youth Services to provide job skills training, educational support, counseling, financial literacy, housing support and transportation support. CSBG funding is also provided to workNet DuPage/WIOA to support DuPage County’s one stop career center.

2. Education and Cognitive Development:

Scholarships

DuPage County Department of Community Services continues to provide scholarships to CSBG eligible residents attending a college, university, or vocational/technical school located in Illinois. The CSBG Advisory Board has determined scholarships can be used for any school-related needs such as tuition, supplies, day care for children, gas to get back and forth to school, books, computer, printer, lab fees, and other miscellaneous costs. Community Services staff send notification of the availability of the scholarships to past recipients, local colleges/universities, Neighborhood Resource Centers, high schools, social service agencies, as well as advertise on social media, outreach events and the County's website, www.dupagecounty.gov.

3. Income, Infrastructure and Asset Building

H.O.M.E. DuPage

DuPage County Department of Community Services continues to provide CSBG funding to H.O.M.E. DuPage to provide financial literacy classes to DuPage County residents and clients enrolled in CSBG sponsored programs. H.O.M.E. DuPage also provides support to individuals needing complex financial counseling assistance. H.O.M.E. DuPage will complete a financial assessment and develop a service plan for everyone served. Clients will receive financial counseling, budget development, credit negotiation for debt reduction, education on using credit wisely and available debt services. H.O.M.E DuPage launched a credit repair program in 2025 which will continue in 2026.

4. Housing

Catholic Charities

DuPage County Department of Community Services will support Catholic Charities, which provides housing case management services to individuals and families residing in the Kathy Paulsen Hope House Emergency Shelter moving these individuals to permanent stable housing. Catholic Charities will provide housing navigation, emergency shelter support, employment/vocational counseling, job search assistance and aftercare services. The CSBG Advisory Board as well as the DuPage County Board are very supportive of the services provided to the homeless residents of the county and will continue to support the needs of this vulnerable population with CSBG funds.

Water Bill Assistance

DuPage County Department of Community Services recognizes that access to safe, reliable water is essential for health, sanitation, and quality of life. For households facing financial hardship, water or sewer disconnection poses serious public health and safety risks.

CSBG funding will continue assisting residents who are disconnected as well as those with medical conditions requiring uninterrupted service. This support addresses urgent needs, prevents long-term crises.

5. Heath and Social/Behavioral Development (includes nutrition)

Teen Parent Connection

DuPage County Department of Community Services provides CSBG funding to Teen Parent Connections to provide child passenger safety education, age-appropriate car seats and installation instruction to eligible families. Safety classes ensure families understand the importance of transporting children securely as well as providing a car seat for each child. Illinois Child Passenger Safety Technicians help each family install the car seats properly at the conclusion of each class. Teen Parent Connection also provides families with access to diapers, wipes, supplemental food, and formula via their pantry.

6. Services Supporting Multiple Domains:

Case Management/Family Self-Sufficiency (FSS)

DuPage County Family Self-Sufficiency (FSS) is a five-year program which helps families to develop career plans, reach family goals, and obtain services with the goal of achieving economic self-sufficiency. FSS offers comprehensive case management services, educational support, individual and family counseling as well as supportive services to assist families in reaching their self-sufficiency goals.

Information and Referral/Outreach

DuPage County Intake and Referral Service (I&R) continues to be a part of the Community Action Plan. DuPage County I&R is the doorway to social services in DuPage County. We are the clearinghouse for many affiliated agencies and provide central intake for many of the social service programs within the county; providing comprehensive intakes for such programs as LIHEAP, IHWAP, and several housing programs to name a few. Though CSBG funds are no longer allocated for transportation, Intake and Referral also completes assessments for Ride DuPage, DuPage County's Paratransit program. DuPage County continues to be the leader in coordination of public transportation services. Thus, we provide an important support component with CSBG funds and supplement this with general county funds to address these needs. Linking families and individuals to medical care, food, and other assistance is an essential piece in keeping DuPage County healthy and meeting our mission..

DuPage County launched 211, an easy to remember three-digit telephone number for quick and easy access to information about health and human services, in November of 2022. This service is available 24 hours a day, 7 days a week, 356 days a year. This will continue to expand DuPage County's vision of a "one-stop approach" for social service needs for our residents; the main reason CSBG dollars continue to be allocated for program support in this area.

7. Agency Capacity:

DuPage County Department of Community Services conducts a Needs Assessment every 3 years and an update in between assessments including holding focus groups, updating statistical data and analysis data from partner agencies. The DuPage County Health Department will continue to assist with completing our DuPage County Department of Community Services Annual Report.

CSBG Funding will also assist our staff with continuing education for certifications such as ROMA, FCD, and Inform USA. Staff are provided with numerous educational training opportunities to expand their knowledge base to provide the highest standard of customer services to the clients we serve. Finally, CSBG funding will continue to support our Annual Report to ensure we remain in compliance with the CSBG Organizational Standards.

8. Other - Disaster Relief:

DuPage County Department of Community Services will provide disaster relief assistance to clients affected by manmade disasters, fires, floods, tornadoes, storms, pandemics, or other emergency incidents. Disaster assistance may include the following: basic health and safety needs, clothing, furniture, housing support, hotel/motel expenses, financial assistance, prescription and vision assistance, and referrals to additional needed services.

The Service Delivery System, Linkages, and Coordination sections of the CAP describe in detail how DuPage County Department of Community Services actively works with community organizations to provide comprehensive social services to all of DuPage County. Our Service Delivery System is one of the best in the northern Illinois region. We have working agreements with numerous agencies in the county. These relationships help us serve clients better as well as help other agencies in their service provision.

The Linkages area of the CAP discusses the depth of our service provision, our efforts to deliver services and explains our outreach activities. Staff in Community Services plays a major role in this area. Staff attend networking meetings for many community agencies not only to learn from them, but also to provide education on the services offered through DuPage County.

The Coordination of Services area of the CAP details how our programs at DuPage County are linked to other agencies. This section is similar to the Service Delivery section; however, it focuses on how our CSBG programs are integrated with other community providers of similar services and/or services that fill in the gaps the county does not address.

The CAP section dealing with Innovative Community and Neighborhood Based Initiatives identifies the following innovative programs: Access DuPage; Ride DuPage Transportation Program; West Suburban Jobs Council (WSJC); Bridge Communities; GardenWorks Community Initiative; DuPage County Small Agency Grant Program and Project Search. DuPage County is fortunate to have a County Board that believes in providing service to all members of the community. The Board knows that grant funding, be it CSBG, Federal, etc.,

cannot provide for all services. County funds are used for some of these new programs to free up grant dollars for direct client assistance and program support.

The CAP will also address Youth Programming. DuPage County has several Neighborhood Resource Centers (NRCs) providing youth programming, afterschool activities, mentorship, and counseling. Additionally, we partner with a variety of local agencies that provide programs and services to area youth. A brief description of them will be provided in this section. CSBG funds are used to provide education and counseling for homeless youth.

Finally, the CAP addresses CSBG Outcome Measures. Each CSBG program is listed with the need it addresses, the National Goal, and the measurable outcome to be attained.

DuPage County Department of Community Services focuses on our partnerships with local agencies to service our community. Maintaining an adequate standard of living is essential to alleviate poverty. With Federal, State, and local funds we hope to help people achieve some stability and offer a hand up, not a handout. Self-Sufficiency is our mission, and with CSBG, CDBG, HUD, LIHEAP, IHWAP, IDOA, and other funding we are better able to empower our low-income residents to attain that goal. The CAP and DuPage County are not able to address all identified needs in our County. Fortunately, there are several agencies that provide counseling services, youth programs, and services for the disabled. This will be further addressed in the Linkages, Coordination, and Service Delivery Sections. DuPage County also recognizes there have been significant cuts to social services programs. DuPage County will make every effort to preserve services; however, such cuts have affected the Community Services Department as well as other not-for-profit agencies in the County. Community Services staff will continue to work hard to link our residents with services and look for alternatives when needed.

II. Community Needs Assessment in DuPage County

The mission of the DuPage County Department of Community Services (Community Services) is to provide and support programs, services and partnerships that keep people safe in their homes, environments, and relationships; provide connections between those in need and the resources that support them; and help residents escape poverty, maintain independence, and achieve economic self-sufficiency. We support this mission by completing a comprehensive community needs assessment every three years. Additionally, we have chosen to complete a yearly update to the community needs assessment, during the years that a comprehensive needs assessment is not required. This allows us to stay current on unmet needs in the community, examine populations not well-represented in prior needs assessments, and investigate how program and service delivery can be updated to best serve the community.

Data was collected from service users, community members and stakeholders via surveys, focus group and community reports. From May 2024 to June 2024, DuPage County Community Services conducted focus groups with 42 participants across four agencies to reach this target population for the 2024 needs assessment. The findings will be used to help understand the needs of residents and improve the quality of the community services in DuPage County.

OVERALL FINDINGS

NEEDS AND CHALLENGES

1. Housing and Shelter

- **High Demand for Housing Assistance:** Housing and shelter were the most requested services, with 34% of calls to 211 related to these needs. Despite various support programs, there remains a substantial gap in meeting the demand for affordable housing, rent assistance, and shelter services. Surveyed service users (23.8%), stakeholders (41.7%), and focus group participants highlighted housing assistance as a top need.
- **Affordability and Safety Concerns:** Focus group participants highlighted the high cost of housing and utilities, lack of savings, and the need for safer and more stable housing solutions.

2. Food Security

- **Limited Access to Food Assistance:** Although food assistance requests comprised 4.3% of 211 calls, there were significant unmet needs in accessing food pantries, meal services, and other food support programs. 27.4% of service users surveyed indicated their top need was access to food. Focus group participants also emphasized difficulty obtaining fresh, healthy food and foods within their dietary restrictions.
- **Nutritional Support for Vulnerable Populations:** Survey data indicates that ongoing support for food security is critical, particularly for low-income families and individuals without consistent access to nutritious food. Surveyed service

users (6.0%), community members (3.0%), and stakeholders (40.0%) all listed meal delivery for seniors or disabled individuals as a top food/nutrition need.

3. Financial Needs

- **Financial Issues:** Surveyed service users (45.0%), community members (18.1%), and stakeholders (28.8%) consistently rated financial issues among the greatest needs in the community. Top financial needs included paying emergency expenses, paying bills or utilities, budgeting, managing money, and meeting basic needs. Focus group feedback also underscored challenges in these areas due to the rising cost of living.

4. Healthcare and Mental Health

- **Healthcare Access:** 24.2 % of Community members surveyed indicated health and mental health access as their top need. Additionally, participants in all focus groups disclosed challenges in obtaining healthcare from Medicaid-participating providers.
- **Mental Health Services:** Focus group participants emphasized the importance of expanding mental health support, addressing barriers such as stigma, accessibility, and the integration of mental health services into primary care.

5. Employment and Income

- **Job Security and Income:** Employment and income requests were significant, with many residents seeking job search assistance, financial support, and income stability. The need for better-paying jobs and more robust employment support services is evident. 45.0% of service users, 18.1% of community members, and 27.8% of stakeholders surveyed rated financial issues among the top three needs. Focus group participants disclosed struggles in obtaining full-time, living-wage, non-warehouse employment.
- **Barriers to Employment:** Logistical factors, such as navigating the job application process, balancing work, and family life, arranging transportation, and lack of savings major concerns for focus group participants.

6. Transportation

- **Transportation Barriers:** Focus group participants highlighted transportation assistance as a notable unmet need, affecting residents' ability to access jobs, healthcare, public facilities, and other essential services. Improved public transportation and affordable options are necessary to support community mobility. 8.3% surveyed stakeholders indicated transportation as a top need in the community.

BARRIERS TO ACCESSING SERVICES

1. **Awareness and Outreach:** Increasing outreach and awareness is critical. 53.4% of surveyed community members were unaware of where to go or whom to contact for help. Additionally, focus group participants noted reliance on informal social networks to learn about assistance, due to not seeing marketing on available programs and services.
2. **Transportation:** Limited public transportation makes it challenging for residents to access services, particularly for those without personal vehicles. Focus group participants detailed an inconsistent and distant public transportation system compared to other areas as a barrier to accessing services.

3. **Language Barrier:** Residents face language barriers that impede their ability to access services. Addressing these barriers through targeted language support and translation services is essential. Focus group participants requested an increased availability of services in their language, to allow them equal access.
4. **Service Availability:** Surveyed service users (32.2%), community members (35.6%), and stakeholders (50.0%) described the availability of service appointments as either limited, requiring a long wait, or unavailable at a convenient time. Increasing accessibility during non-traditional hours could help residents access services.

By addressing these needs and challenges, DuPage County can better serve its diverse and evolving population, ensuring that all residents have access to the resources and support they need to thrive.

SUMMARY TABLE: FINDINGS FROM SURVEYS

	Service Users	Community Members	Stakeholders
Greatest Challenge in Past 12 Months	<ul style="list-style-type: none"> Financial Issues (45.0%) Food/Nutrition (27.4%) Housing (23.8%) 	<ul style="list-style-type: none"> Health/Mental Health (24.2%) Financial issues (18.1%) Child Care (12.1%) 	<ul style="list-style-type: none"> Housing (41.7%) Financial Issues (27.8%)
Top Financial Needs	<ul style="list-style-type: none"> Problems with Paying Bills (24.5%) Paying Emergency Expenses (24.5%) Getting Clothing, Shoes, or Personal Care Items (19.4%) 	<ul style="list-style-type: none"> Paying Emergency Expenses (36.4%) Budgeting/ Managing Money (30.3%) Filling Out Tax Forms (27.3%) 	<ul style="list-style-type: none"> Budgeting/ Managing Money (60.0%) Problems with Paying Bills (45.7%) Paying Emergency Expenses (45.7%)
Top Housing Needs	<ul style="list-style-type: none"> Paying Rent/Mortgage, Rent Deposits (32.1%) Finding Affordable Housing (22.0%) Qualifying for a Loan to Buy a Home (16.7%) 	<ul style="list-style-type: none"> Finding Home Repair Services (50.0%) Making Home Energy Efficient (28.1%) 	<ul style="list-style-type: none"> Finding Affordable Housing (88.9%) Paying Rent/Mortgage, Rent Deposits (72.2%) Finding Emergency Shelter (30.6%)
Top Food/Nutrition Needs	<ul style="list-style-type: none"> Getting Food/Food Assistance (36.6%) Learning How to Shop/Cook for Healthy Eating (12.7%) Getting Meals Delivered for a Senior/ Disabled Individual (6.0%) 	<ul style="list-style-type: none"> Getting Food/ Food Assistance (24.2%) Learning How to Shop/Cook for Healthy Eating (21.2%) 	<ul style="list-style-type: none"> Getting Food/Food Assistance (82.9%) Learning How to Shop/Cook Healthy (54.3%) Getting Meals Delivered to Your Home for a Senior or Disabled Individual (40.0%)
Top Health/Mental Health Needs	<ul style="list-style-type: none"> Paying for Medical Expenses (30.5%) Finding Affordable Health or Dental Insurance (29.0%) Finding Health/Dental Care (25.4%) 	<ul style="list-style-type: none"> Getting Mental Health Treatment (45.2%) Paying for Medical Expenses (39.4%) Finding Health/Dental Care (25.0%) 	<ul style="list-style-type: none"> Getting Mental Health Treatment (86.1%) Paying for Medical Expenses (83.3%) Finding Affordable Health or Dental Insurance (44.4%)
Barriers to Accessing Services	<ul style="list-style-type: none"> Lack of Transportation (16.8%) Time from Appointment to Receiving Services Too Long (16.7%) Services not available/ convenient (15.5%) 	<ul style="list-style-type: none"> Did Not Know Who to Contact/Where to Go (48.5%) Services Unavailable (32.3%) Did Not Try (9.2%) 	<ul style="list-style-type: none"> Lack of Transportation (88.2%) Language Barrier (58.8%)

Education was provided to focus group participants that societal-level issues, such as diversity and discrimination, are not something that can be resolved immediately with CSBG funding. However, there are initiatives that we are driving to address these issues, such as frequent outreach via community presentations, meetings, back-to-school fairs, and National Night Out, which promotes partnerships between the police and the community. On a smaller scale, individual staff receive multiple diversity and cultural competency trainings, including SAGECare, which promotes competency when serving the LGBTQ+ older adult community. Finally, the DuPage County Board's sixth strategic imperative promotes diversity and inclusion among employees, businesses, and residents.

While not every issue identified in the Community Needs Assessment can be addressed with CSBG funding, Community Services is fortunate to have many nonprofits and a supportive County Board that support and deliver programs and services to address these needs. These include the DuPage County Health Department, which provides health services and resource referrals to residents; and the YWCA, which administers the Child Care Assistance Program (CCAP), childcare referrals and individual counseling, and training and assistance to childcare providers. Additionally, the DuPage Community Transformational Partnership (DCTP) is a grant program between DuPage County and the DuPage Foundation designed to support nonprofits assisting DuPage County residents. DCTP awarded nearly \$1.3 million in Immediate Intervention Grants to 18 nonprofit agencies in July 2023 to address food insecurity, housing instability, mental health, and substance use disorder. Finally, the County Board Human Services Committee recently approved funding through the Small Agency Grant Program. Designed to support programs and services to address economic development, education and mentoring, housing and shelter, behavioral health services, substance use disorder treatment, and food assistance, \$659,517.44 in Small Agency Grants were awarded to 43 nonprofit agencies in September 2023.

We currently use CSBG funds to provide programs and support subgrantees in addressing many of the needs illustrated in the Community Needs Assessment. Presently, we fund 11 work programs across 7 agencies that address housing, financial literacy, employment, transportation, health care, childcare, and food. We will continue to fund these programs as long as they assist residents with the needs outlined in the Community Needs Assessment.

In 2025, DuPage County Department of Community Services conducted an analysis of updated data from customer satisfaction surveys, 211 call data and focus groups to ensure the needs of the community were still being met and to determine any additional gap in service, access and availability.

Analysis across multiple data sets highlighted persistent needs in housing, utilities, transportation, and employment. Furthermore, focus group participants and the Birth to Five Illinois Assessment stressed the urgency of strengthening community-based responses to children's mental health in DuPage County through targeted, coordinated social service interventions. Here are some of the ways that the county is working to address these unmet needs:

1. Housing

Housing remains an unmet need in DuPage County. Median home prices are significantly higher than the national average, placing homeownership out of reach for many low- to

moderate-income households. Rental costs have also risen steadily, outpacing wage growth, particularly for service-sector and entry-level workers.

Recognizing the need for affordable housing, the DuPage County Board has identified increasing housing availability as one of its strategic initiatives for the next five years. Some of the way DuPage County is working to stabilize housing are:

- The DuPage County Board created an Ad Hoc Housing Committee and approved an initial \$2.5 Million to establish a Land Bank and Community Housing Trust.
- The County Board launched the Small Agency Program, this program provided grants to local agencies who are addressing housing and shelter needs. In FY25 \$711,336 has been approved in grants.

CSBG funding supports several programs which assist with housing including:

- 360 Youth Services - Homeless Youth Shelter which provides housing, employment coaching, life skills, financial literacy training and educational support.
- Outreach – Employment Opportunities Program while focused on employment and job training the program also provides housing assistance to ensure the whole family is stable and successful.
- Catholic Charities – Hope House Shelter funding is provided for clients residing in the shelter and rehousing assistance.
- Case Management – Family-Self Sufficiency program provides a whole family approach including providing housing assistance, life skills, employment coaching, educational support, social/emotional support.
- HOME DuPage – Provides Financial Literacy Programs including first time homebuyers classes, financial fitness programs, credit repairs programs and individuals budget counseling.

2. Utilities

Utility costs in DuPage County remain a financial burden for many households due to a combination of high regional living expenses, seasonal climate demands, and infrastructure costs. To help lessen this burden, programs that are available are:

- Low Income Home Energy Assistance Program (LIHEAP) is available through DuPage County and its community partners.
- In October 2024, a new Low Income Discount Rate (LIDR) program became available for Nicor Gas customers, providing a monthly discount on natural gas for qualifying households. Beginning in January 2026, ComEd customers will also receive the LIDR discount on their electricity bills.

Assistance with water costs remains a challenge for residents following the end of the Low-Income Household Water Assistance Program (LIHWAP). To help ensure continued access to water, Community Services Block Grant (CSBG) funding is available for residents who are disconnected and meet CSBG eligibility requirements.

3. Transportation

Transportation remains a challenge in DuPage County due to limited public transit coverage, high costs associated with vehicle ownership, and service gaps for residents with specialized needs. Ways this need is being addressed:

- DuPage County's Ride DuPage Program is a paratransit program that provides rides to help senior citizens, persons with low-income and/or who are disabled get transportation to medical appointments, mental health appointments, senior errands, and Community Services appointments. Individual income must be at or below 200% of the Federal Poverty Guidelines to be eligible. Income guidelines are open for seniors.
- DuPage County also sponsors a Ride to Work Program for individuals who are disabled who need transportation to employment or work experience.

While CSBG doesn't directly fund transportation programs, many of our work programs provide supportive services that include transportation costs.

4. Employment

In DuPage County, employment needs persist due to wages that fall short of the area's high cost of living, limited transportation and childcare options, and gaps between workers' skills and job requirements. Addressing this need is:

- The county's workforce development agency, WorkNet DuPage delivers free, federally funded services under the Workforce Innovation and Opportunities Act, offering career counseling, job search support, training grants (up to \$10,000), workshops, and career assessments for diverse groups-including job seekers, veterans, and individuals with disabilities.

CSBG funding supports several programs which assist with employment services:

- 360 Youth Services - Homeless Youth Shelter has a focus on not only housing but also employment coaching as well.
- Outreach – Employment Opportunities Program provides employment coaching and skills building to youths ages 18-24.
- Case Management – Family-Self Sufficiency program provides a whole family approach including employment coaching, educational support, life skills, housing assistance, benefit navigation and social/emotional support.

5. Mental Health

Mental health continues to show as a significant need in DuPage County due to limited availability of services, high costs, and long wait times for care. Residents report difficulty accessing specialized providers, particularly for children and adolescents. DuPage County is addressing mental health needs through a coordinated network of clinical services, crisis response systems, and strategic partnerships. The DuPage County Health Department provides outpatient counseling, case management, and psychiatric care at its public health centers in Wheaton, Addison, Westmont, and Lombard. Crisis services include a 12-bed

Crisis Residential Unit, available 24/7 for short-term stabilization, and Mobile Crisis Response teams that deploy to assist individuals experiencing acute mental health episodes. For children and adolescents, the Screening, Assessment and Support Services (SASS) program offers 24/7 crisis intervention for Medicaid-eligible youth at risk of psychiatric hospitalization, while school-based mental health initiatives increase early identification and referral. The Behavioral Health Collaborative (BHC) convenes county leaders, service providers, and community stakeholders to expand access, improve youth mental health systems, and align resources. The DuPage Council on Strengthening the System (DCSS) advises on infrastructure development, de-stigmatization efforts, and policy recommendations. Community partners, including NAMI DuPage, provide peer-led youth and family support groups, educational programs, and crisis intervention hotlines. In addition, the county is investing in new infrastructure, with the Crisis Recovery Center (CRC) scheduled to open in summer 2025, which expands capacity for immediate and comprehensive crisis care for both adults and youth.

While CSBG does not directly fund mental health services, the 211 DuPage human services line connects residents with available resources and assists them in locating the support they need.

By addressing these cross-cutting community needs, DuPage County can enhance its wraparound capacity to serve residents of all ages, backgrounds, and life circumstances—ultimately fostering a more resilient and supportive community for all. Strengthening these systems will not only improve immediate access to housing, utilities, transportation, employment, childcare, and mental health care, but will also create long-term benefits by reducing systemic barriers, promoting economic stability, and improving overall quality of life. Through coordinated planning, strategic partnerships, and data-driven decision-making, the county can ensure that services are responsive and sustainable, positioning DuPage as a leader in meeting the complex and evolving needs of its residents.

III. Service Delivery System

DuPage County Intake and Referral Unit is the “First Step” for DuPage County residents in need of assistance. DuPage County Department of Community Services is one of the main service providers in DuPage County. Our holistic approach structure is designed to provide a safety net for low income, high-risk clients who too often fall through the social service cracks. To ensure each client has access to services, the County’s Ride DuPage program may be utilized to bring clients in for scheduled appointments. Clients needing energy assistance (LIHEAP), Weatherization (IHWAP), aging and disability services, and Single Family Rehabilitation funds must also be assessed and/or approved through DuPage County.

DuPage County Department of Community Services offers the following programs: Intake and Referral; 211; Giving DuPage; Housing/Rental Assistance; Energy Assistance/LIHEAP; Weatherization/IHWAP; Transportation/Ride DuPage; Senior Services Case Coordination Unit; Case Management; Family Self-Sufficiency (like a FCD/Whole Family Approach program); Community Development/CDBG grant program; Housing Rehabilitation, and Disaster Assistance. DuPage County Government also encompasses workNet/WIOA, and the Family Center/Neutral Site Exchange.

DuPage County installed the Unified Client Database (UCD) in April of 1998. The UCD has been revised and updated to meet our growing needs. This database is used for tracking such items as demographics, client profiles, availability of funds, and services provided and received. The UCD also has the capability to print intake sheets for general services as well as printing a copy of the CSBG Application, saving staff time. All Intake & Referral Specialists, LIHEAP staff, Weatherization staff, and Case Managers have access to the database. We can easily track repeat callers/clients and eliminate duplication of services. We continue to work on data sharing between our HMIS/WellSky system and the UCD to provide a community-wide client management system. All social/human service agencies receiving Community Development Block Grant Homeless assistance funding within DuPage County are required to link to the HMIS/WellSky database.

DuPage County also maintains the Internet database referral system, 211dupage.gov formally known as, DuPageCRIS.org. 211dupage.gov continues to improve our service delivery system. This database is managed by 2 full-time staff who actively research and update resources and provide training and outreach to providers and community members throughout DuPage County. There are 677 organizations that are offering approximately 2,802 services. Resources included in the database address essential human or economic needs for those residing in DuPage County. Areas targeted include clothing and household goods, education, employment, income and financial resources, individual and family support, legal, food, health (dental, medical, mental), housing and utilities, disaster, and transportation. 211dupage.gov is available to anyone who has access to the Internet. Staff as well as the community have ready access to current information. The ability to immediately update this database helps greatly in giving out correct and pertinent information to those in need of information, services or assistance with health and human service organizations.

Due to these innovations, obtaining services has been simplified for our residents. Not only have we computerized services, but also integrated the “one-stop approach” to social services. Our residents need only complete one comprehensive assessment by an Intake & Referral Specialist to access all

internal programs. This structure also discourages abuse and over-utilization of services as well as helps us in identifying barriers and gaps in services.

DuPage County Department of Community Services and community action groups realize that most low-income individuals and families have multiple needs. These needs are not always presented at time of intake. Staff in the Community Services department are cross trained in all areas of services to provide ease of access for residents in need. Our seamless structure is designed to serve people in a holistic, sensitive, and efficient manner due to our coordinated efforts.

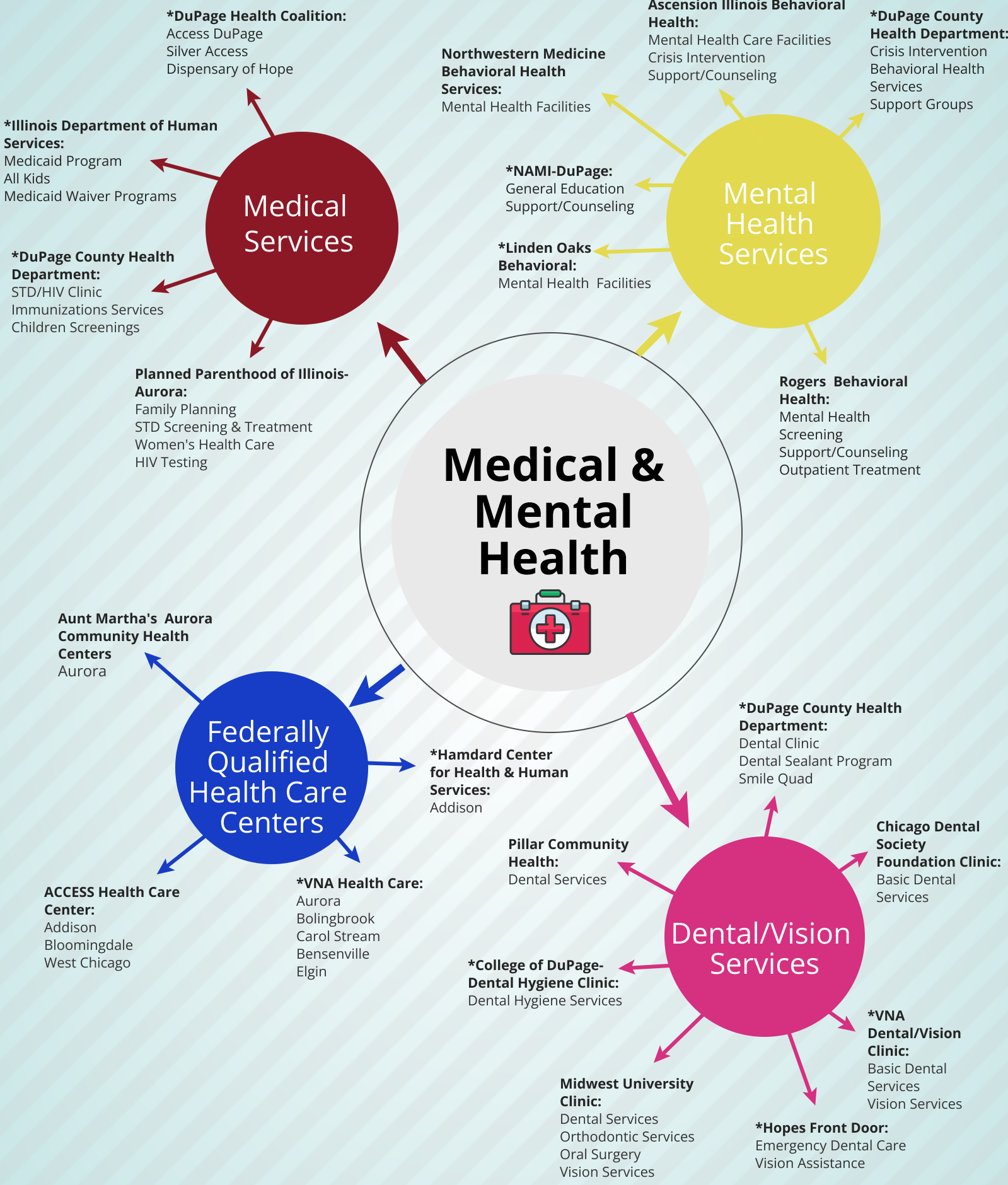
All individuals seeking assistance are initially directed to Community Services' single point of entry. They are screened by an Intake & Referral Specialist to determine needs and focus on those that are priorities. These staff work with the resident to address immediate concerns. A comprehensive assessment is conducted by Intake & Referral Specialists for the following programs:

- Financial assistance for items such as medical supplies, medical fees, prescriptions, gas cards, food, eyeglasses, furniture, and clothing vouchers/certificates
- Referral to Community Services Case Management unit
- Aging and Disability programs (Community Care Program, T-Care, Adult Protective Services, Self-Neglect Services, Home Delivered Meals, Ombudsman, Options Counseling, Choices-Nursing Home Prescreening, Money Management, Respite Caregiver Support, Flexible Community Service Funds, Benefit Access Applications, Grandparents Raising Grandchildren Funds)
- Medicare Counseling (SHIP)
- Continuum of Care coordinated entry for homeless services
- Referrals for rent/mortgage/security deposit assistance
- Energy assistance (LIHEAP) and Weatherization (IHWAP)
- Education about senior housing options (Long Term Care Facility, Assisted and Supported Living and Senior Home Share)
- Access DuPage and Silver Access applications
- Transportation
- Housing rehabilitation
- Disaster Assistance

Those with complex needs are referred to the Community Services Case Management unit where a case manager develops a thorough and comprehensive case plan if the client agrees to accept our services. The service plan clearly outlines steps to be taken to remedy presenting problems and delineates what the client will do and what the case manager will do. Case managers may work with individuals or families for up to 6 months to meet their case plan goals or if enrolled in Family Self-Sufficiency for 5-7 years. They advocate and link them to long-term community-based services as well. This structure enables comprehensive follow-up services to be provided. Case managers continually monitor their progress in achieving steps in their service plan by follow-up calls, home visits, and in-office visits.

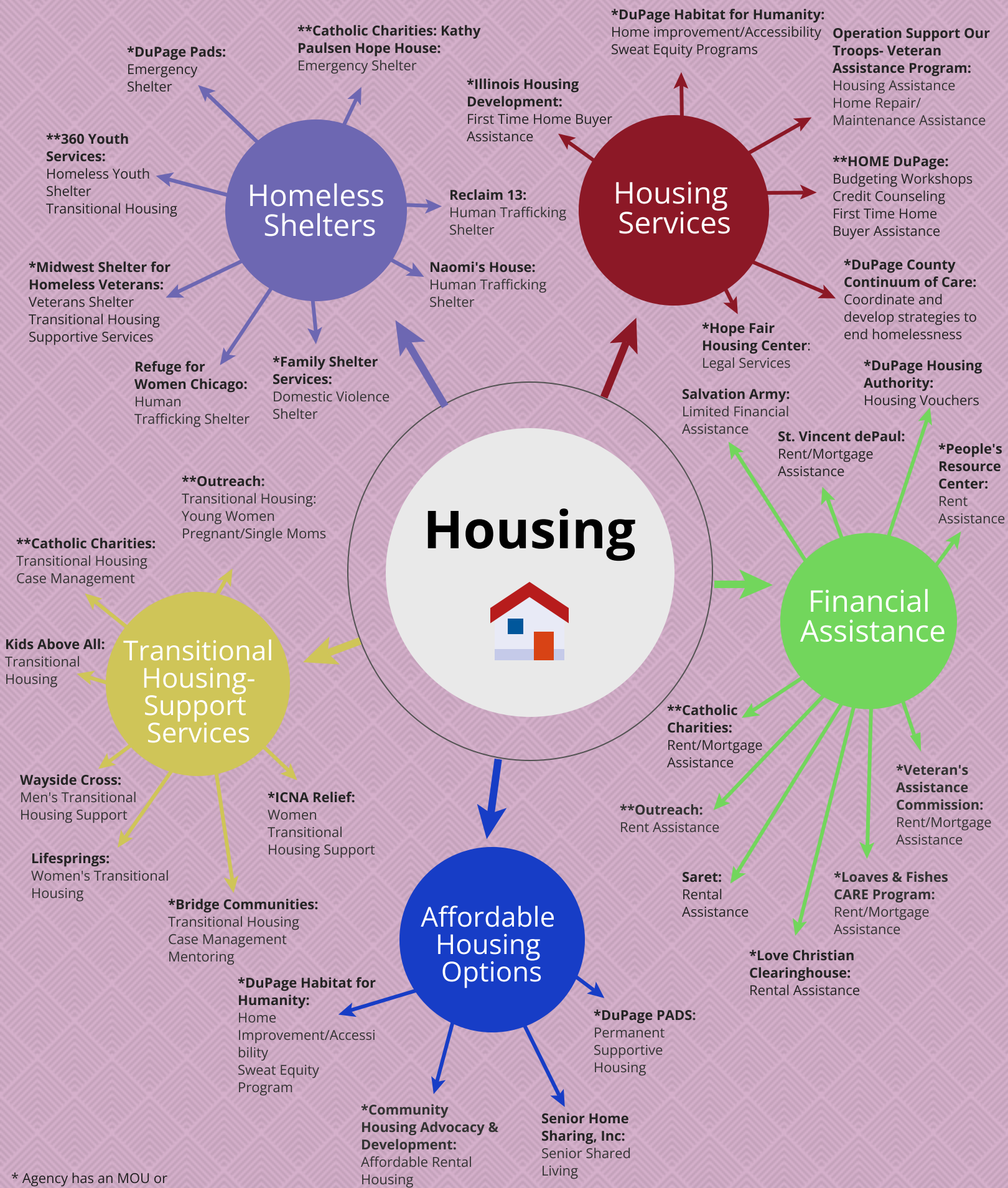
There are numerous providers of social/human service programs in DuPage County that we provide referrals to or have agreements with to assist the low-income population. DuPage County Department of Community Services provides transportation for clients to get to the county offices to apply for services or for appointments. PACE/RTA provides public transportation in DuPage County. DuPage

County Department of Community Services is a major referral and screening source for agencies that provide services in the following seven categories Medical and Mental Health, Housing, Basic Needs/Emergency Services, Youth and Family, Employment, Senior Services, and Substance Abuse. The following seven graphics demonstrate the coordination between DuPage County Community Services and agencies listed.



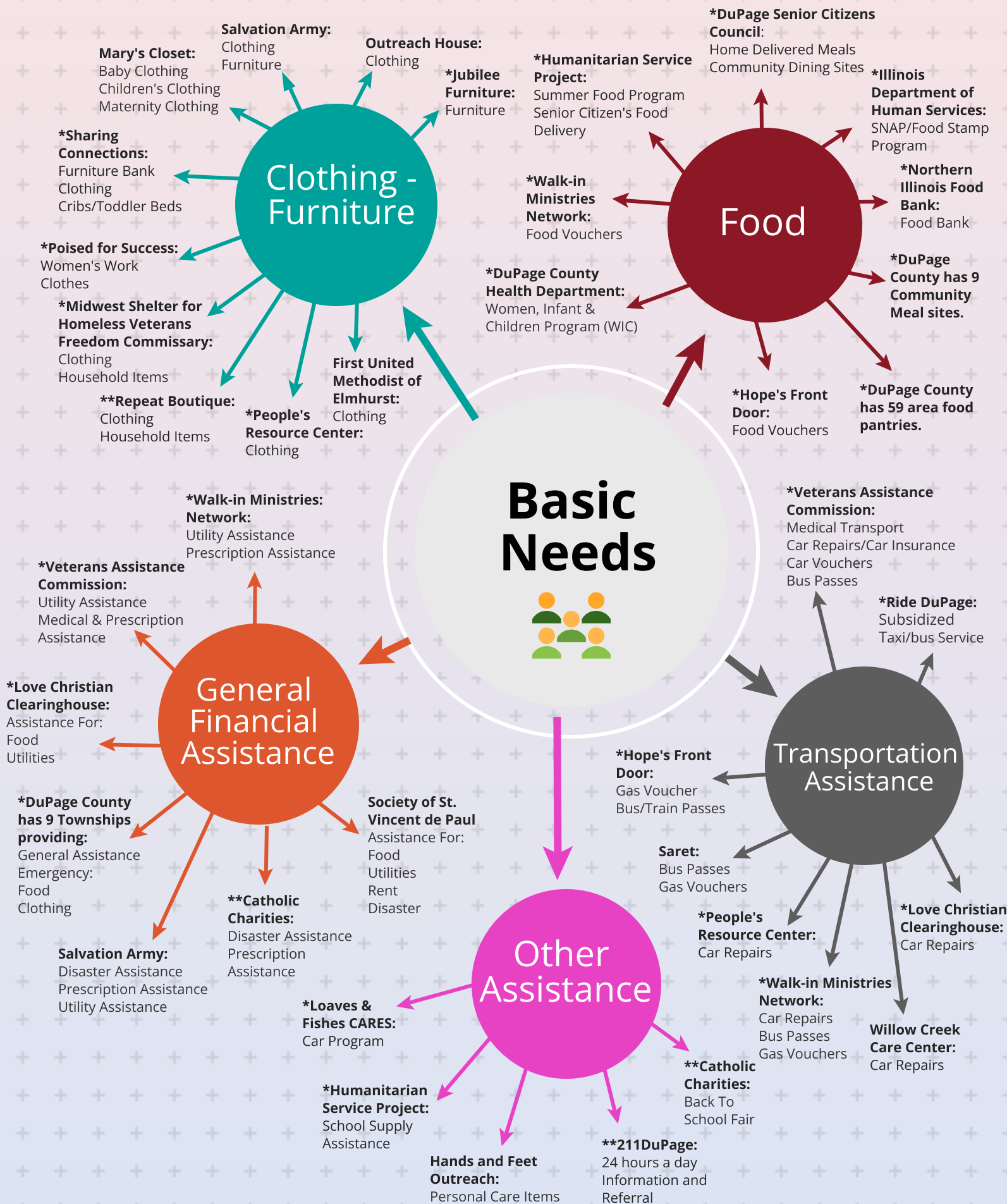
*Agency has an MOU or Contractual Agreement with our Agency

**CSBG Funded



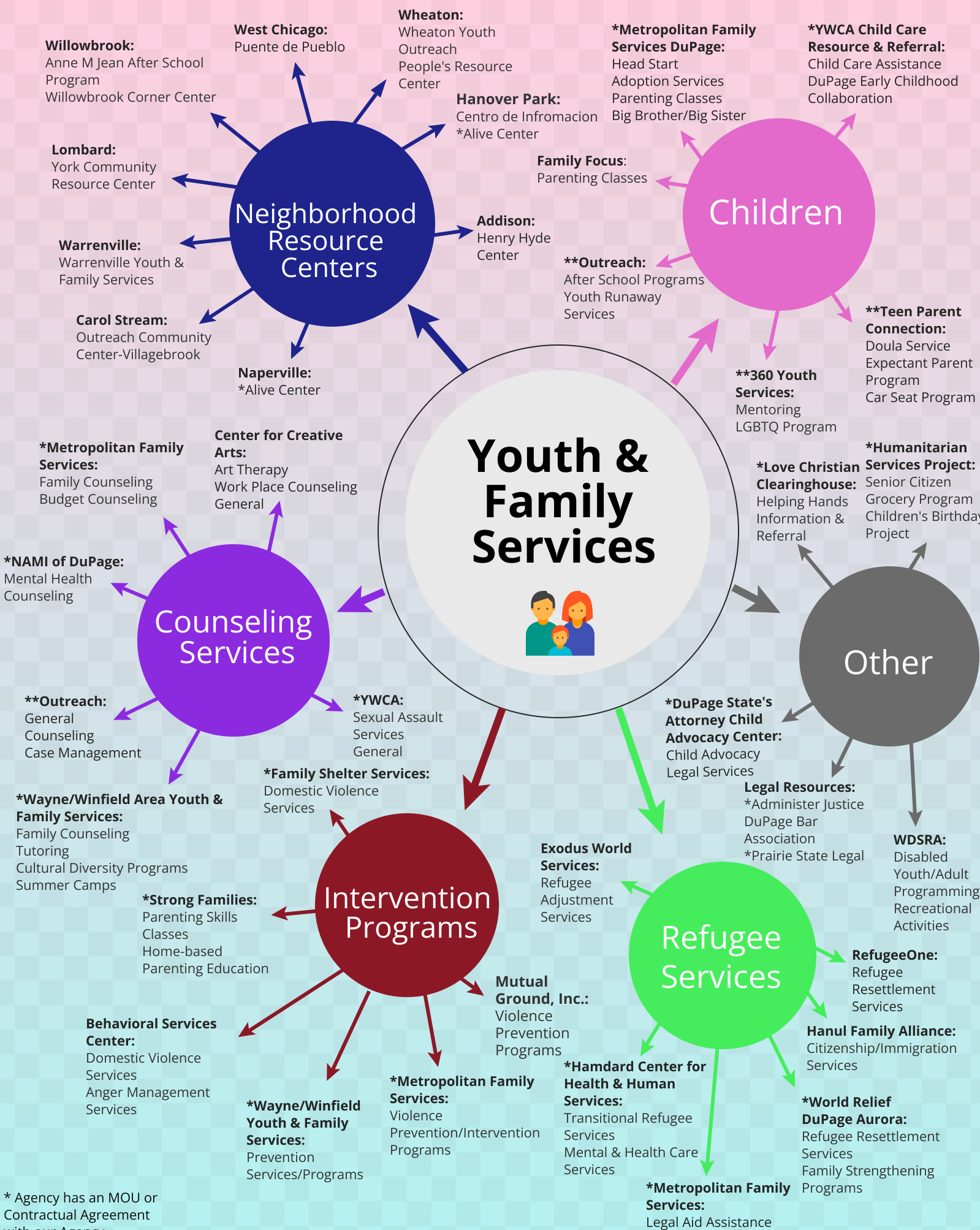
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* Agency has an MOU or Contractual Agreement with our Agency

**CSBG Funded

Disability Related Services

***DONKA:**
Computer Training
Job Readiness

***Illinois Department of Rehabilitation Services:**
Employment Programs

Aspire:
Employment Programs
Life Skills Instruction

We Grow Dreams:
Job Training
Employment Opportunities

PRIDE Industries:
Job Training/Placement
Employment Development

***Ray Graham:**
Job Search
Job Development
Job Facilitation

***UCP Seguin:**
Job Coaching
Supportive Services
Job Search
On-the-job Training

***Parent's Alliance Employment Project:**
Job Coaching
Employment Development
Job Training/Placement
Career Counseling

***Little Friends-Spectrum Vocational Services:**
Career Counseling
Job Coaching
Job Preparation

Jane Addams Resource Corp (JARC):
Job Training
Tutoring/Mentoring
ALPS Services
ESL classes

***College of DuPage:**
Vocational Training
Computer Training
Career Assessment
WIOA Approved Training Programs

****workNet DuPage/WIOA:**
Provides Financial Assistance for Training

Safer Foundation:
Ex-Offender Employment Programs
Ex-Offender Reentry Programs

****Outreach - Employment Opportunities Center:**
Computer Training
Life/Soft Skills Training
Internships
On-the-job Training

Jewish Vocational Services:
Job Coaching
Job Placement
Employment Training

***Midwest Shelter for Homeless Veterans:**
Veteran Employment Programs

****workNet DuPage/WIOA:**
One-Stop Employment Center

Goodwill Workforce Connection Center:
Resume Writing
Job Postings
Interview Workshops
Networking
On-the-job Training

World Relief - DuPage Refugee/Immigrant Services:
Job Search/Placement
Career Development

National Able Network:
Job Search
Placement Assistance

***Loaves & Fishes:**
Job Search Assistance
Resume Writing

Upward Global:
Resume Writing
Job Search Assistance
Job Placement Services

Career & Networking Center:
Resume Writing
Job Search Assistance
Job Bank

Centro de Informacion:
Employment Services for Hispanic Immigrant families including job search, referrals and networking

***People's Resource Center:**
Job Search Assistance
Resume Writing

Job Search Assistance

National Able Network:
Job Search
Placement Assistance

***Loaves & Fishes:**
Job Search Assistance
Resume Writing

Upward Global:
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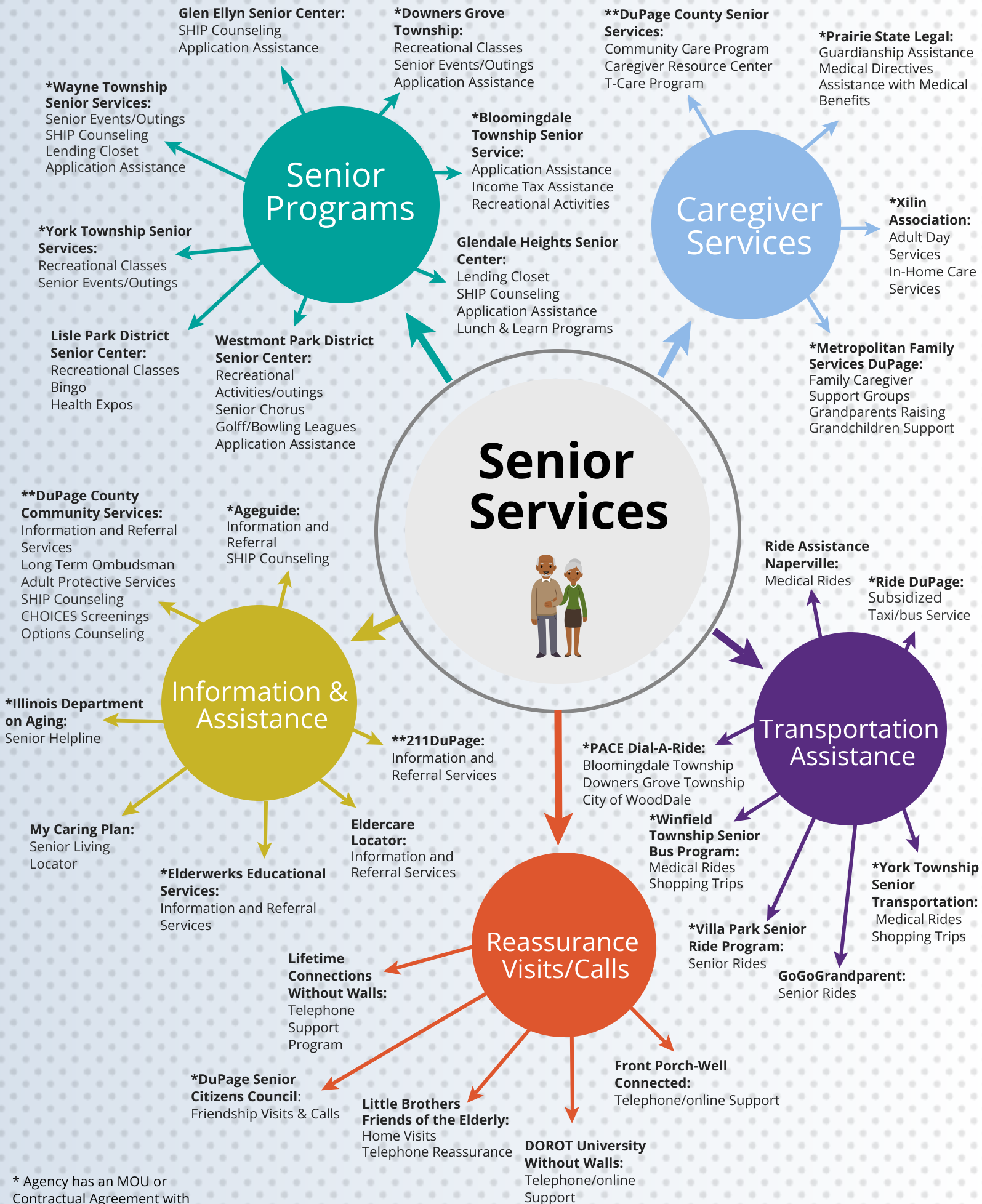
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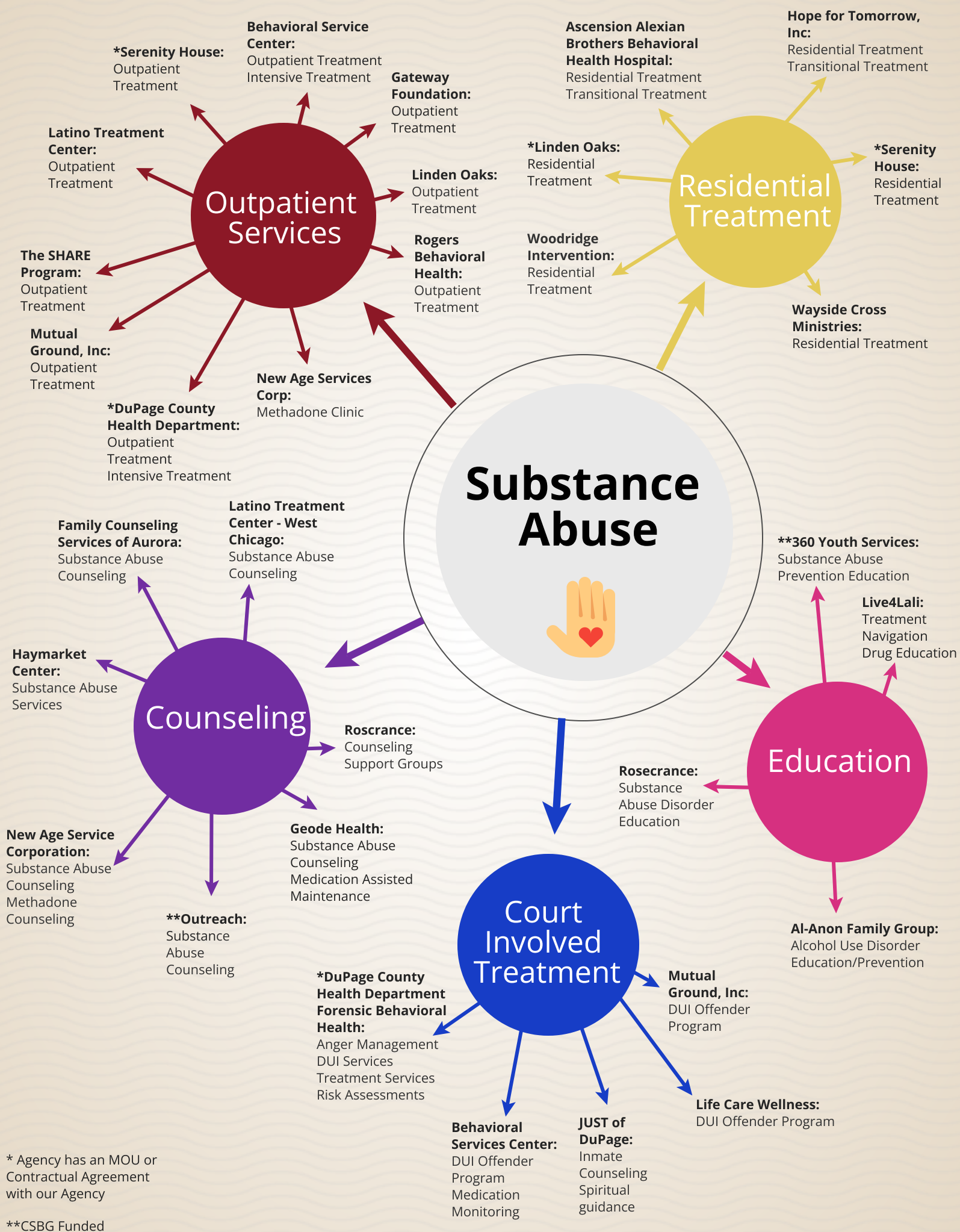
****Outreach - Employment Opportunities Center:**
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Life/Soft Skills Training
Internships
On-the-job Training

Jane Addams Resource Corp (JARC):
Job Training
Tutoring/Mentoring
ALPS Services
ESL classes

* Agency has an MOU or Contractual Agreement with our Agency

**CSBG Funded





IV. Linkages

DuPage County provides information and referral services to all residents of the County who call or walk in, regardless of income via 211DuPage. Community Services has the most comprehensive database of human service/social service providers of any agency in the region. The database also contains information about resources outside of DuPage County (e.g. Cook, Will, Lake, Kane, Grundy and Kendall Counties). All resources are updated annually as well as resources can be immediately updated if programs change. The agency information is stored in the 211dupage.gov database that is Internet based. Anyone with access to the Internet can easily look up information on available services.

All agencies and organizations are encouraged to update their program information as needed. Individuals, groups, and agencies can immediately update their information online via a secured login/password into 211dupage.gov. New agencies are required to fill out a form and return it to the County for approval or submit it online for approval. We can provide the DuPage community at large with the most current information as it is supplied to us by each resource. When we published a paper version, we were only able to complete updates every three years due to cost and staff time. Changes and updates are now virtually instantaneous.

DuPage County residents now have access to 211; an easy to remember three-digit telephone number that provides 24 hours a day, 7 days a week, 356 days a year access to health and human services information. These calls are entered in HMIS/WellSky's Callpoint database. Calls and walk-ins referred to our Intake and Referral line for comprehensive assessments will be entered into the Unified Client Database and if they are over the age of 60, they are also entered into the CMIS/Shawnee Alliance Client Database System. The Intake & Referral Specialists may also refer clients to the DuPage County Department of Community Services case management unit, for complex needs. This structure enables us to follow up with clients and monitor services provided. Case Managers monitor client's progress in achieving steps in the service plan. They also identify the community agencies that are most responsive to referrals and helping low-income clients access their services. Finally, all Case Managers and Intake & Referral Specialists provide some type of follow-up (either a survey, phone call, home visits) to ensure that a client's needs have been met and to track unmet needs.

DuPage County also provides outreach to bring awareness to the services our Community Services provides. In 2026, Outreach will remain a priority for DuPage County Department of Community Services and our Outreach Specialist will continue to coordinate these efforts. One of the largest outreach events in DuPage County continues to be the Catholic Charities Back to School Fair. During CSBG fiscal year 2025, we continued to partner with Catholic Charities to provide funding for the Back to School Fair. This year the event continues to be drive-thru to ensure families are able to be served efficiently. The event was very successful supplying kits/backpacks, gift cards, and social service materials to 2160 Individuals providing over 1126 backpacks. In 2026, Catholic Charities will be providing smaller Back to School Fair for their clients only.

DuPage County Department of Community Services also takes part in many informational fairs throughout the county. DuPage County also markets our programs to the community via public service announcements, brochures, presentations, social media, television commercials, County district newsletters, 211dupage.gov community events section, DuPage County Website and mass

mailings on programs. We also provide presentations to area not-for-profit agencies on our services. In the next year, we will continue to enhance our outreach efforts by developing informational videos that can be shared on social media, continue attending more community events and providing informational sessions to agencies unaware of our services.

Finally, staff members attend community meetings with two purposes in mind: keeping local agencies informed about programs and gathering pertinent information which will be shared with agency staff to better serve the DuPage County community. Some of our meetings include: Illinois Maternal & Child Health Coalition, DuPage Housing Action Coalition, FSS Program Coordinating Committee, Continuum of Care meetings, the State Wide Housing Action Coalition, ADAPT (Alliance of DuPage Advocates for Pregnant and Parenting Teens), Inform Illinois, Inform USA, Glen Ellyn Walk-in Ministry Meeting, Community Resource Network Meeting, CQC Community Quality Counsel for IDHFS, Homeless Students Roundtable, Community Connection Network, Back to School Fair Committee, SHIP Coordination Meetings, State PIPP Steering Committee, Parent's Alliance Employment Project, West Suburban Jobs Council, WeGo Together for Kids, DuPage Early Childhood Collaborative, COAD of Northern Illinois, Naperville-Lisle TRIAD Meeting, Downers Grove SALT Meeting, World Relief Quarterly Meeting, and AgeGuide ARDN.

DuPage County Department of Community Services is continuously trying to improve its ability to reach out to the community. Staff actively seek out new agencies and networking meetings. Management encourages staff to offer presentations to agencies and to attend appropriate networking meetings. DuPage County also distributes program brochures to area social service agencies as well as conducts site visits to agencies that are major referral sources. Staff have visited the People's Resource Center, Sharing Connections, Loaves & Fishes, DuPage Workforce Collaborative, West Suburban Job's Council, Catholic Charities Kathy Paulsen Hope House Shelter, 360 Youth Services, Access DuPage, Teen Parent Connection, DuPage workNet, Repeat Boutique, H.O.M.E. DuPage and several other agencies. Staff are better able to understand their services and those agencies have an opportunity to meet our staff and get a better understanding of our referral process.

V. Coordination of Services

DuPage County has been experiencing significant and ongoing demographic change, marked by substantial increases in the number of residents with incomes that place them at or near the Federal Poverty Level. These changes are due to the characteristics of new county residents, as well as changes in the types of jobs available. Further, the aging of the baby boom generation is causing increases in the number of seniors.

Exacerbating the impact of these demographic changes is DuPage County's continuing status as one of the counties with the highest cost of living in the state. The issues that challenge DuPage County, and are therefore the focus of its coordination of anti-poverty efforts, include the following:

1. Increased numbers of low-income persons
2. Increased numbers of persons without health insurance
3. Increased numbers of low-wage jobs, often without benefits

This CAP has already addressed how we link with other agencies via outreach and explained how our organization is designed as a "one stop shop" for social services. All our Intake & Referral Specialists and Case Management Staff are trained to take LIHEAP, IHWAP, and CSBG applications. This CAP has also addressed some of our agreements with other community social service agencies to provide comprehensive services. Again, DuPage County Department of Community Services is the main referral and screening source for a variety of community agencies. CSBG funds are used to coordinate eleven programs. The following describes how Community Services coordinates with other agencies and the community for the CSBG funded programs:

WP 01.011 Skills and Opportunities for Experience (1)

Outreach (sub-grantee) continues to receive CSBG funding to assist CSBG eligible young and vulnerable adults with job skills training, work readiness, transportation, financial counseling, housing assistance, life skills training and educational support. Outreach is responsible for outreach and promotion of program. Referrals for the program are made from DuPage County staff, Naomi's House, Neighborhood Resource Centers and DuPage County Probation.

WP 01.031 Job Search

360 Youth Services (sub-grantee) continues to receive CSBG funding to provide services to homeless youths needing job skills, employment support, life skills training, financial literacy, housing support, educational support, and transportation. 360 Youth Services is responsible for client recruitment/coordination. DuPage County staff and other social service providers will also refer clients to the program as necessary.

WP 02.061 (1) Educational Financial Aid Assistance (Scholarship Program)

DuPage County Department of Community Services will provide scholarships to CSBG eligible persons for post-secondary education or trade/certificate education. The Scholarship Program coordinates with the local and state colleges, universities, high schools, townships, and social services organizations to promote the program. Staff distributes posters and application packets for the scholarship. All local colleges, junior colleges, and universities are informed of the scholarship program each year. The Scholarship Program is promoted on social media platforms as well. This scholarship will follow the DCEO prescribed grading guidelines and have a maximum award of \$5,000 per recipient.

WP 02.061 (2) Educational Financial Aid Assistance (Scholarship Program)

DuPage County Department of Community Services will provide scholarships to CSBG eligible persons for post-secondary education or trade/certificate education. The Scholarship Program coordinates with the local and state colleges, universities, high schools, townships, and social services organizations to promote the program. Staff distributes posters and application packets for the scholarship. All local colleges, junior colleges, and universities are informed of the scholarship program each year. The Scholarship Program is promoted on social media platforms as well. This scholarship program will be grades based on our previous guidelines approved by the CSBG Advisory Board.

WP 03.011 Training and Counseling Services (Financial)

H.O.M.E. DuPage (sub-grantee) continues to receive CSBG funding to provide financial literacy workshops, budgeting seminars, financial counseling, income management skills, and credit repair to CSBG eligible clients. H.O.M.E. DuPage will coordinate with DuPage County Department of Community Services, CSBG Sub-grantee agencies and other area not-for-profit agencies to recruit clients. H.O.M.E. DuPage's Financial Fitness classes are free of charge and held at several locations throughout the county.

WP 04.031 Utility Payment Assistance

DuPage County Department of Community Services will provide assistance with payment water/sewer bills for households who have been disconnected or where there is a medical need. This will ensure households have access to water to remain safe and healthy.

WP 04.041 Housing Placement/Rapid Re-Housing

Catholic Charities (sub-grantee) will provide housing case management services to CSBG eligible individuals residing in the Kathy Paulsen Hope House Emergency Shelter to moving homeless individuals to permanent stable housing. Catholic Charities will provide housing navigation, employment/vocational counseling, job search assistance, aftercare services and school supplies. Referrals for assistance typically come from DuPage County Department of Community Services or the Continuum of Care providers.

WP 05.000 Health and Social/Behavioral Developmental Strategies (Community Initiative)

GardenWorks (sub-grantee) will continue the community initiative with CSBG funding to plan, build, promote, and sustain community gardens within DuPage County. The goal will be to improve the supply, access, and equity of fresh produce throughout DuPage County. GardenWorks will also develop outreach and educational material designed to spread awareness and recruit growers. The gardens will eventually be self-sustaining and assist with supply local food pantries with fresh produce. This is the third year of the initiative.

WP 05.081 Family Skills Development

Teen Parent Connection (sub-grantee) will provide CSBG eligible families child passenger safety education, installation assistance and car seats to ensure children are secured appropriately in passenger vehicles. Teen Parent Connection also assists with pantry items such as wipes, diapers, supplemental formula, and food for families. Referrals for assistance can be from DuPage County Department of Community Services, Teen Parent Connections Programs, local police department, DuPage County Health Dept and other social service agencies identifying a family in need.

WP 07.011 Case Management

DuPage County Department of Community Services Family Self-Sufficiency Program works to move participants away from crisis and toward self-sufficiency by providing case management, counseling, referrals, and financial assistance. Staff coordinates closely with Metropolitan Family Services DuPage, H.O.M.E. DuPage, Catholic Charities, Townships, YWCA, DuPage County Housing Authority, Bridge Communities, People's Resource Center, and other area social service agencies to obtain client referrals into our program. Staff also provide outreach at local fairs, networking meetings, and not-for-profit agencies.

WP 07.31 Referrals/Outreach (Intake and Referral)

The Intake and Referral Specialists work closely with all other units within Community Services. Specific examples include referring clients to the Case Management Unit for more complex needs, Weatherization for energy conservation, and/or the Aging Case Coordination Unit for clients over 59 years of age for senior services. Information and consultative services are provided to human services and other organizations daily. The Intake & Referral Specialists attend networking meetings, receive frequent updates on rapidly changing Illinois Department of Healthcare and Family Services Programs, as well as research and stay current with resources in the community. Intake & Referral Specialists use our 211dupage.gov resource database daily to provide referrals to residents.

DuPage County Department of Community Services also actively participates in the DuPage County's Housing Continuum of Care, the Transitional Housing Network/SHIFT Program, ADAPT, Parent's Alliance Employment Project, 211 Illinois Board, and Illinois Alliance of Information and Referral Services (IL AIRS). We are the lead agency for The Continuum of Care and provide funding via CDBG funds. The CSBG coordinator serves on the not-for-profit boards of Illinois Ventures in Community Action (IVCA), Parents Alliance Employment Project, DuPage Early Childhood Collaborative Steering Committee, Inform USA and Inform Illinois. She has an active voice in developing programs for these organizations. Parent's Alliance Employment Project is a partner with workNet DuPage and provides services to the disabled population in DuPage County who are unemployed, underemployed, or in need of job coaching. Inform Illinois is a statewide agency that provides training, policy guidance, and networking opportunities to member agencies that are information and referral providers throughout the state of Illinois. IVCA is a statewide organization that provides loan assistance to member agencies in the community action network. Inform USA is a national organization that provides training, accreditation, certification, networking, policy guidance to member agencies that are information and referral providers throughout the USA and Canada.

Additionally, DuPage County Department of Community Services works with the agency coordinators listed below to provide the most effective and efficient services for the low-income residents. Note that the County provides funds/grants to many of these organizations and/or has MOU's with the organizations. The agencies are as follows:

Poised for Success	DuPage County Health Dept. (MOU)	Catholic Charities (CSBG)
DuPage County Sheriff's Dept. & Local Police Depts.	DuPage Veterans Assistance Commission (MOU)	Alive Center (Grant)

Senior Citizens Council (MOU)	Love Christian Clearinghouse (MOU)	Hope's Front Door (Grant)
Repeat Boutique (MOU)	Salvation Army	9 County Townships (MOU)
Hinsdale Community Services	workNet DuPage/WIOA, (MOU)	Outreach (CSBG)
Target Department Store	Speedway Gas Station	Jewel/Osco Food Store
Red Cross	Sharing Connections (MOU)	DuPage PADS (Grant)
Local Women's Clubs	10 area Clothing Closets	Libraries
Loaves & Fishes (Grant)	NAMI (MOU)	Illinois Department on Aging (Contract)
DuPage Health Coalition (Grant)	Midwest Shelter for Homeless Vets (Grant)	Ride DuPage Paratransit/PACE (Contract)
51 area Food Pantries (Grant)	LIHEAP, Energy Assistance	American Legions
All DuPage County Schools	IHWAP Weatherization	Senior Citizens Clubs
Administer Justice (MOU)	Walk-in Ministries of Northwest, Lombard/Villa Park, Itasca, and Glen Ellyn	Illinois Department of Human Services
H.O.M.E. DuPage (CSBG)	Humanitarian Service Project	AIM-CIL
DuPage County Community Development	Safelink Wireless	Illinois Department of Rehabilitative Services
PACT	Habitat for Humanity	Hamdard Center
Metro Family Services (MOU)	DuPage Rx	World Relief (Grant)

WP 10.01 Disaster Relief

DuPage County Department of Community Services Intake and Referral and Case Management unit will provide disaster relief assistance to clients affected by manmade disasters, fires, tornadoes, pandemics, storms, or other disaster/emergency situation. Community Service Staff will also partner with Red Cross, Catholic Charities, People's Resource Center, 9 Townships, Outreach Community Services, and Loaves and Fishes to help when disaster relief is needed on a larger scale.

VI. Innovative Community and Neighborhood-Based Initiatives

DuPage Health Coalition

DuPage Health Coalitions is a partnership of health partners including hospitals, doctors and leaders of community organizations which strives to make healthcare more efficient and effective. DuPage Health Coalition provides three important programs which help address health care needs in our community: Access DuPage, Silver Access, and Dispensary of Hope:

Access DuPage: provides medical services to residents of DuPage County who lack access to healthcare because of economic and immigration issues. Enrollees are assigned to a participating primary care physician or clinic that will provide ongoing primary medical care.

Silver Access: assists clients purchasing health insurance on the ACA Marketplace with their monthly premium. Silver Access is a partnership between DuPage Health Coalition, Edward-Elmhurst, Advocate Good Samaritan, Northwestern Medicine, and Duly Health & Care designed to encourage residents to maintain healthcare coverage.

Dispensary of Hope: is a collaborative partnership between DuPage Health Coalition and DuPage County to provide a free pharmacy program which gives low-income uninsured residents access to life sustaining medications.

Ride DuPage Transportation Program

DuPage County Community Services has received funding from federal, state, and local government to help senior citizens, persons with low-income and/or who are disabled get transportation to medical appointments, mental health appointments, and Community Services appointments. Individual's income must be at or below 200% of the Federal Poverty Guidelines to be eligible for non-seniors. Income guidelines are open for seniors.

DuPage County also sponsors a Ride To Work Program for individuals who are disabled who need transportation to employment or work experience.

West Suburban Jobs Council (WSJC)

West Suburban Job Council (WSJC) is a coalition of community agencies striving to increase access to employment for low-income residents in DuPage County. WSJC works with several agencies and businesses/companies to identify individuals who are ready to go back into the work force. WSJC will do prescreening and other services with emphasis on entry-level and mid-range hiring needs for the low-income and disadvantaged workers.

Bridge Communities

Bridge Communities provides a holistic program of services that provide the necessary elements to create permanent change in the lives of families experiencing homelessness in DuPage County. The strength of Bridge Communities Program is in the positive relationship that develops between client families and their volunteer mentors. Bridge's Transitional Housing Program provides housing,

intensive case management and life-skills mentoring through volunteer mentors. Together the family, case manager and volunteers work toward a brighter future. Key components to the program include:

Housing: Families reside in Bridge Communities owned apartments which are spread across DuPage County. The apartments are primarily two- or three-bedroom units, allow for families to have enough space. Typically, families reside in the program for about two years.

Mentoring: Volunteer mentors from Program Partners sponsor and assist families as they work to develop the life-skills necessary for self-sufficiency. Mentors help families with budget development, savings plans, debt reductions, financial literacy, self-esteem building, emotional support, parenting support and healthy decision making.

Case Management: Bridge Communities professional case managers are available to assist mentors and families in accessing resources that are important in achieving the families' goals. Case managers lead the families through goal planning and are available for support throughout the program.

Family Wellness: As part of the holistic approach to helping families achieve lifelong success, Bridge provide families wellness services including nutrition counseling, gardening programs and peer-to-peer support workshops to encourage clients to come together in fellowship, create connections over shared lived experience and build resilience.

Children's Services: Families enrolled with Bridge Communities are evaluated for their children's needs within the first 90 days of being enrolled. The evaluation is a comprehensive assessment of 10 areas of potential needs (psychological, social, recreational, etc.). They are identifying needs of the children and providing resources internally and externally. By focusing on the children early, we can stop the cycle of poverty. Additional services include tutoring for school age children, and scholarships for collegebound students.

Willowbrook Corner Coalition

Willowbrook Corner Coalition is a collection of community agencies focused on improving the quality of life of the residents in the Willowbrook Corner neighborhood. The initiative involves a multifaceted, multi-agency approach to meeting the identified needs of the community of unincorporated Willowbrook. DuPage County Department of Community Services is a partner agency. The Coalition has successfully organized summer camps, resource events, enrollment fairs, counseling services, and is currently working on a transportation project to serve the residents of this area.

The GardenWorks Project

The mission of The GardenWorks Project is to promote organic suburban agriculture to improve the well-being of our community, the environment, and those facing food insecurity. We empower, educate, and support all food growers in their efforts to nourish their families and neighbors in need.

Founded in 2011, The GardenWorks Project began the Home Gardening Program through a partnership with the Glen House Food Pantry to support families reliant on food pantry assistance. The first year four families received home vegetable gardens to provide a nutritional supplement. Now 13 years later, The GardenWorks Project continues to utilize a volunteer-based model to educate the community about the importance of healthy eating and sustainability, as well as a partnership-based focus to collaborate and work in tandem with food pantries and social service agencies to promote health and wellness and fight hunger. Since 2012, we have provided gardens to over 2,600 individuals in western Chicagoland. In addition, GardenWorks has supported the establishment of 26 community garden sites dedicated to nourishing those facing food insecurity. CSBG is currently partnering with this GardenWorks for a 5-year initiative to bring community gardens to communities in DuPage County.

In summary, 2026 CSBG funds will continue to support The GardenWorks Project and Ride DuPage as our Intake and Referral Staff do the registration for this program. The other programs do not receive CSBG funding, but staff frequently refer clients to these agencies and county funding is provided, via grants, to most of the agencies listed above.

VII. Youth Programming

Teen Parent Connection

Teen Parent Connection provides programming to adolescent parents and their children, as well as pregnancy prevention education in middle schools and high schools. They also connect families to the Parents' Pantry, which helps with diapers, wipes, supplemental formula, and personal items. Teen Parent Connection also provides weekly group services, Doula services, and a variety of curricula, parents can find commonality, strength, and support to meet the demands of parenthood. They also offer childbirth classes and scholarships. Finally, Teen Parent Connection offers a car seat program that provides safety education to parents on installation and provides the family with age-appropriate car seats. The training is held at least quarterly and CSBG provides funding for this program.

360 Youth Services

360 has a variety of programs that includes individual and family counseling, crisis intervention, and short-term housing. The Cornerstone Group Home is for adolescent boys who have emotional, substance abuse, and/or family problems. The group home provides a safe place for the boys to develop life skills, so that they can function and contribute to their community. The 360 Transitional Housing program serves homeless youth who are struggling to maintain their independence and have no place to reside. This program is a supportive environment that offers case management, goal setting and achievement. 360 also supports operation Snowball, Snowflake, and Snowflurry, which are substance abuse prevention programs. They also provide the LGBTQ+ Collaborative, a professional community network that provides education, training and resources to service providers working with LGBTQ youth.

DuPage County Family Center

The Family Center provides several support programs to assist families while they are going through a divorce or negotiating visitation. These programs are as follows: neutral site exchange, mediation, supervised visitation, transitional exchange, court mandated parent education classes, co-parenting course, Caring, Coping and Children program, parents and kids' seminars, and the PEACE Program conflict resolution group. With each of these programs the center provides a safe and stable environment for all family members.

DuPage Community Neighborhood Resource Centers (NRCs)

The Resource Centers are in place to provide youth and their families with safe and constructive programs. The centers strive to enhance family life and offer a positive influence on the communities. Services provided at each center include after-school programs for students' K – 12, summer day camp, translating Spanish English, ESL classes, parenting classes, mentorship, and referrals to local social services agencies. There are currently 8 centers throughout DuPage County.

Metropolitan Family Services Head Start and Early Head Start Serving all of DuPage County

Head Start serves children ages three to five years and Early Head Start serves children ages zero to three and their families. Head Start/Early Head Start provides comprehensive health, education, nutrition, and social services to children, while promoting parent interaction and involvement.

- *Center-based full-day classrooms:* Infant and toddlers are provided in Addison and Bensenville locations. Children ages 3-5 classrooms are available in Addison, Bensenville, Burr Ridge, Wheaton/Warrenville, two community sites in Carol Stream, Wheaton, Glendale Heights, and Villa Park. Children attend for 5 days: 6 hours and 15 minutes per day.
- *Home-based services:* provides comprehensive services to those families living outside the center-based service areas. Families receive weekly one-to-one visits with the Head Start parent/child educator in the home. Family days for both parents and children are scheduled twice a month.

Strong Families formally Project HELP

Strong Families provides mentoring and educational support services to enhance parents' capacity to meet their children's socio-emotional needs. Through home-based parent mentoring and education, Strong Families empowers parents to create a nurturing environment, thereby enhancing the opportunities for children to reach their full potential. Professionally trained volunteers provide weekly one-on-one supportive services to families assisting in areas of day-to-day stress management, understanding child behavior, creating tools for a nurturing environment, and promoting healthy attachment.

In 2017, Strong Families became a program offering of the YWCA Metropolitan Chicago. This program expansion allows Strong Families the ability to increase its impact and serve more families leveraging the strong infrastructure of the YWCA and connecting families with additional services offered by the YWCA.

Outreach

Outreach serves more than 400 children and teens each year. Whether it's youth in crisis, or kids and teens who need tutoring, academic support or mentoring staff walk alongside at-risk kids to help them find their own unique and positive path forward.

All programs incorporate a focus on life- and career-building skills, academic success, and character development. Most programs also incorporate faith development activities. Attendance is voluntary in all the faith development activities at Outreach.

Education Programs (Elementary and Middle School)

From after-school programs to all day summer school, Outreach works with each student on growing academic skills and increasing success in school. Elementary students concentrate on learning activities in math and language arts. Middle school programs work on homework completion and life skills activities, concentrating on developing healthy relationships and making healthy choices.

Outreach's after school and summer school programs help students grow in life skills and character through classroom discussions and community service. Community service activities in middle school concentrate on early job readiness skills by having students do assigned tasks at various sites around the community in the summer.

At the Outreach Carol Stream (OCS), high school students participate in education, life skills and employment activities preparing them for college, vocational training or entering the military. The College Opportunity Program (COP) removes the barriers that prevent promising young students who come from struggling families or financial circumstances from seeking higher education. COP is a holistic college assistance program, consisting of two components: college preparation for high school students (Student Achievement Leadership Program) and college scholarships and support.

The Student Achievement Leadership Program or SALT program provides weekly tutoring and ACT prep classes as well as teaching life skills and leadership development classes. The students must be motivated to attain high levels of academic achievement, employment, and strong character. Open gym nights and Bible study groups are optional activities. Occasional field trips, college visits, retreats and career nights are offered. Every summer, students are placed in real work experiences out in the community, teaching them job development skills.

College Scholarships

After completing the high school college preparation program, students are eligible to apply for a college scholarship leading them to a four-year college or vocational certification program. Since most the students at OCS will be the first in their family to attend college, removing the financial barriers that could keep them from college is a dream come true.

Mentoring Programs

Children and youth from Outreach Carol Stream and Outreach Warrenville participate in one-on-one mentoring. Mentor pairs meet regularly to forge strong, supportive relationships that encourage healthy life choices and increased self-esteem. Shared areas of interest form the basis for a wide variety of activities that the mentor and youth do together.

In Carol Stream, the mentoring program is done in partnership with Wheaton Bible Church, who provides over half of the volunteer mentors in the program. In Warrenville, the mentoring program is hosted weekly at Immanuel Presbyterian Church.

Crisis Intervention for Youth and Families

The Crisis Intervention Program serves at-risk youth between the ages of 11 and 17 who are in crisis at home or in school or are at risk of becoming involved in the child welfare or juvenile justice systems. This program has three goals:

- to keep at-risk youth safe, to reunify and preserve families of at-risk youth
- to prevent or minimize involvement of at-risk youth in the child welfare/juvenile justice systems

The Crisis Intervention Coordinator at Outreach Wheaton works with self-referred youth and youth that are referred by families, local police departments, schools, court and probation services and other

social services agencies to address the needs of at-risk youth and their families. The Crisis Intervention Team members are licensed individual and family therapists, qualified to deliver a range of crisis and counseling services.

Outreach Wheaton provides 24/7 crisis intervention support to police departments in Central/Western DuPage County, responding to crisis calls about runaway, locked out and ungovernable youth. Resolution of the immediate crisis is followed by counseling services to help the family deal with the underlying issues that led to the crisis.

Wayne/Winfield Area Youth and Family Services/WAYS

WAYS is a social service agency that provides numerous services to families and professionals in a seven-town area. They provide the following comprehensive services for youth: Counseling, Parenting Classes, Anger Management Classes, Tutoring, In-School Groups, and Continuing Education Seminars for Professionals.

Depending upon community need, the agency has been known to design other support programs. For instance, four programs have been added to respond to community need: Youth Tutoring; Summer Day Camp; Managing Anger Productively for Teens; and Somewhere to Go Teen Group.

Project SEARCH

A national job training program model, Project SEARCH has been implemented within DuPage County since 2014. Project SEARCH is a collaborative program between partners:

- Local High School District's 94 and 200
- School Association for Special Education in DuPage County (SASED)
- Northwestern Medicine/Central DuPage Hospital
- Parents Alliance Employment Project, (PAEP)
- Illinois Department of Human Services/Division of Rehabilitation Services
- Local Workforce Investment

The Project SEARCH program serves students with disabilities who are in the last year of their educational program. Students attend the program for a full school year at the business host site, Northwestern Medicine Central DuPage Hospital. Central DuPage Hospital has built and provided a classroom space within the hospital where the program is run out of. The site is staffed by a teacher (provided by SASED), a lead skills trainer and one additional job coach (provided by PAEP) who meet and provide the educational and job training and support needs of the students.

Through a series of three, 10-week long targeted internships, the students acquire competitive, marketable, and transferable skills to enable them to apply for a related position at the end of the school year. Through this program, students receive intensive, hands-on training and experience in several different hospital departments: janitorial, cafeteria, linen, patient services, sterilization, physical therapy, and other hospital departments.

The DuPage County program site has been awarded for achieving 96% job placement of its participants every year at the Project SEARCH national conference since 2015. Because of this

program, students with developmental disabilities are immersed in a true business-led employment program where they build and refine skills, gain exposure to industry specific career options and are placed into competitive, paid employment before high school graduation allowing them to be self-sufficient, contributing members to their community.

In summary, 2026 CSBG funds will continue to support 360 Youth Service, Outreach, and Teen Parent Connection. The other programs do not receive CSBG funding, but staff frequently refer clients to these agencies and county funding is provided, via grants, to most of the agencies listed above.

VIII. CSBG Outcomes

01.011 Skills Training and Opportunities for Experience (Outreach Community Services)

Problem Statement:

Low income young and vulnerable adults do not have appropriate skills to obtain and maintain employment.

National CSBG Goal 1:

Individuals and Families with low income are stable and achieve economic security.

Measurable Outcomes:

Unemployed youth who obtained employment to gain skills or income (01.01); Individuals who obtained a high school diploma and/or obtained an equivalency certificate or diploma (02.07); Individuals who demonstrated improved mental and behavioral health and well-being (05.03); Individuals engaged with the Community Action Agency who report improved financial well-being (03.08) Households who maintained safe and affordable housing for 90 days (04.02.A) and Individuals who achieved and maintained capacity to meet basic needs for 90 days (03.01).

01.031 Job Search (360 Youth Services)

Problem Statement:

Homeless young adults are unable to obtain living wage employment to be self-sufficient.

National CSBG Goal 1:

Individuals and Families with low income are stable and achieve economic security.

Measurable Outcomes:

Unemployed youth who obtained employment to gain skills or income (01.01); Individuals who obtained a high school diploma and/or obtained an equivalency certificate or diploma (02.07); Adults who demonstrated improved basic educations (02.06); Individuals who made progress to a post-secondary degree (02.11); Households experiencing homelessness who obtained safe temporary shelter (04.01); Individuals who demonstrated improved mental and behavioral health and well-being (05.03); Individuals who achieved and maintained capacity to meet basic needs for 90 days (03.01); and Individuals engaged with the Community Action Agency who reported improved financial well-being (03.08).

02.061 Educational Financial Aid Assistance (1)

Problem Statement:

Low-income individuals cannot afford tuition for post-secondary education.

National CSBG Goal 1:

Individuals and Families with low income are stable and achieve economic security.

Measurable Outcomes:

Individuals who made progress to a post-secondary degree (02.11).

02.061 Educational Financial Aid Assistance (2)

Problem Statement:

Low-income individuals cannot afford tuition for post-secondary education.

National CSBG Goal 1:

Individuals and Families with low income are stable and achieve economic security.

Measurable Outcomes:

Individuals who made progress to a post-secondary degree (02.11).

03.011 Training and Counseling Services (H.O.M.E. DuPage)

Problem Statement:

Low-income households need assistance with income management, budgeting, and credit repair.

National CSBG Goal 1:

Individuals and Families with low income are stable and achieve economic security.

Measurable Outcomes:

Individuals engaged with the Community Action Agency who report improved financial well-being (03.08); Individuals who achieved and maintained capacity to meet basic needs for 90 days (03.01); Individuals who opened a savings account or IDA (03.03); Individuals who increased their savings (03.04) and Individuals who used their savings to purchase an asset (03.05).

04.031 Utility Payment Assistance

Problem Statement:

Individuals need access to water/sewer service to remain healthy.

National CSBG Goal 1:

Individuals and Families with low income are stable and achieve economic security

Measurable Outcomes:

Individuals who achieved and maintained capacity to meet basic needs for 90 days (03.01).

04.041 Housing Placement/Rapid Re-Housing (Hope House)

Problem Statement:

Homeless households need permanent stable housing.

National CSBG Goal 1:

Individuals and Families with low income are stable and achieve economic security.

Measurable Outcomes:

Households who obtained safe and affordable housing (04.02), Households who obtained improved living conditions (04.09); Community Action program participants who gained other skills, knowledge, and abilities to enhance their ability to engage (06.01.C); Individuals engaged with the Community Action Agency who report improved financial well-being (03.08); Households who obtained safe and affordable housing (04.05); Youth who demonstrated improved positive

approaches toward learning including improved attention skills (02.03.b); and Unemployed adults who obtained employment (up to a living wage) (01.02).

05.000 Health and Social/Behavioral Strategies (GardenWorks)

Problem Statement:

Low-income households need access to fresh produce that can be sustainable.

National CSBG Goal 2:

Communities where people with low-income live are healthy and offer economic opportunity.

Measurable Outcomes:

Change in the number of available opportunities for fresh produce in a community (02.05.A.5.a) and Change in the number of partnerships that are actively engaged in activities to promote and/or produce fresh produce (02.05.A.5a).

05.081 Family Skills Development (Teen Parent Connection)

Problem Statement:

Low-income households lack access to safe, age-appropriate car seats and diapers, wipes and formula for their children.

National CSBG Goal 1:

Individuals and Families with low income are stable and achieve economic security.

Measurable Outcomes:

Individuals who improved skills related to the adult role of parent/caregiver (05.02) and Individuals who demonstrated improved physical health and well-being (05.02).

07.011 Case Management (Family Self Sufficiency Program)

Problem Statement:

Low-income families need guidance, direction, and assistance to attain economic self-sufficiency.

National CSBG Goal 1:

Individuals and Families with low income are stable and achieve economic security.

Measurable Outcomes:

Community Action program participants who gained other skills, knowledge and abilities to enhance their ability to engage (06.01.C); Households who obtained safe and affordable housing (04.02); Households who avoided eviction (04.05); Individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills (02.08); Individuals who made progress to a progress to a post-secondary degree (02.11); Employed participants in a career advancement related program who entered and transitioned into a position that provided increased income and/or benefits (01.08); Individuals who demonstrated improved mental and behavioral health and well-being (05.03); Parents/caregivers who improved their home environments (02.05); Unemployed adults who obtained employment (up to a living wage) (01.02); Individuals who achieved and maintained capacity to meet basic needs for 90 days (03.01); and

Individuals engaged with the Community Action Agency who report improved financial well-being (03.08).

07.031 Referrals

Problem Statement:

Low-income individuals need assistance finding resources to meet their complexity of needs.

National CSBG Goal 1:

Individuals and Families with low income are stable and achieve economic security.

Measurable Outcome:

Community Action program participants who gained other skills, knowledge, and abilities to enhance their ability to engage (06.01.C); Individuals who achieved and maintained capacity to meet basic needs for 90 days (03.01); and Households who experienced improved living conditions (04.09).

09.011 Agency Capacity Building Activities

Problem Statement:

To maintain compliance with CSBG Organizational Standards planning, coordination and research is needed to achieve 100% compliance.

National CSBG Goal 00:

CSBG Eligible Entity Capacity Building.

Measurable Outcome:

Hours Agency Staff in capacity building activities (00.02)

10.01 Disaster Relief

Problem Statement:

Households experiencing a disaster need assistance with basic needs such as food, clothing, temporary shelter, transportation, or other immediate needs.

National CSBG Goal 1:

Individuals and Families with low income are stable and achieve economic security.

Measurable Outcomes:

Households who demonstrated improved physical health and well-being (05.02.B), Households who experienced improved living conditions (04.09) and Individuals who demonstrated improved physical health and well-being (05.02).

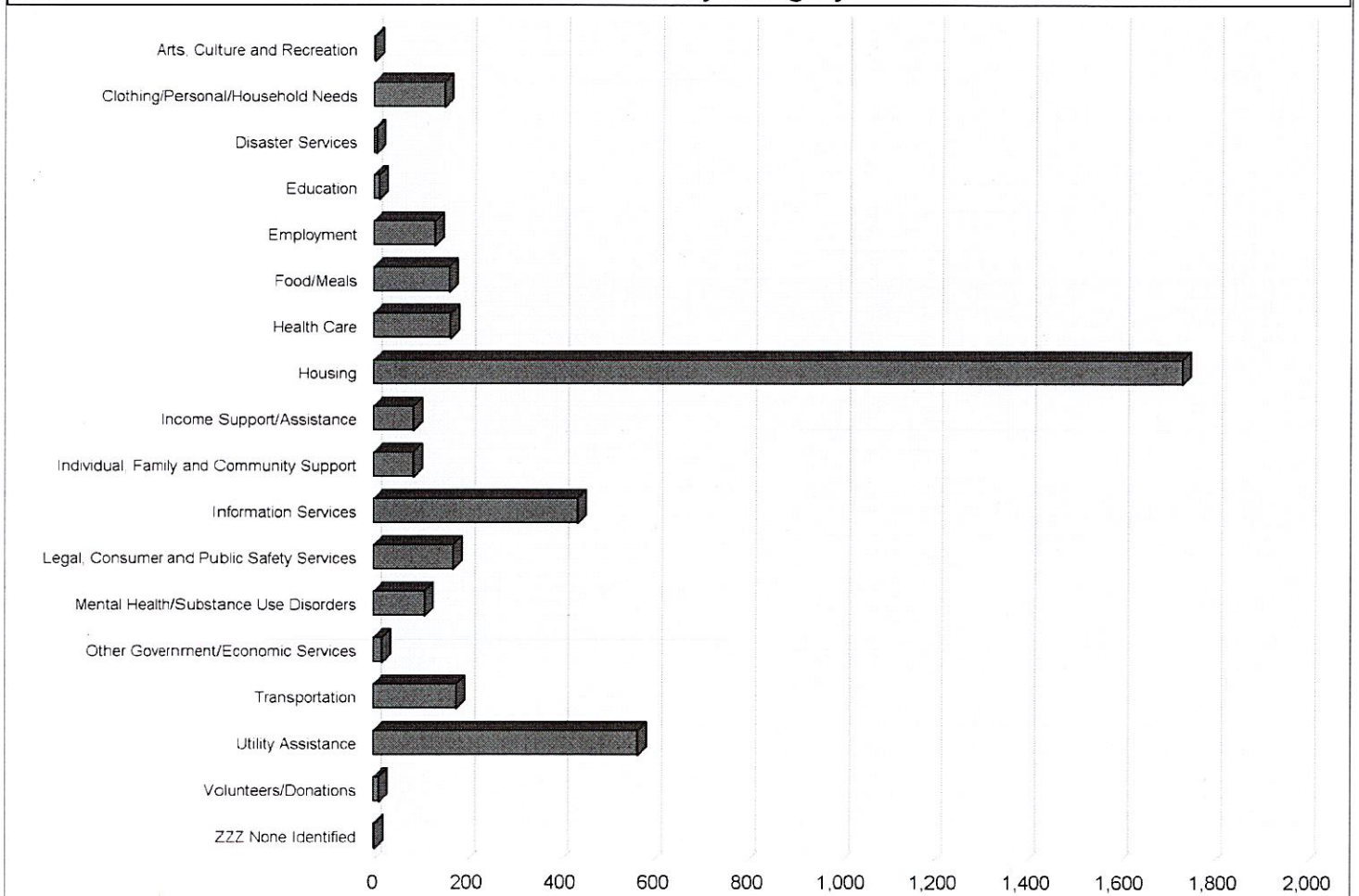
2-1-1 U.S. Problem/Needs Report

Summary

Report Period: 4/1/25 - 6/30/25

Need Category	Need Count	Percentage	Call Count	Percentage	Client Count	Percentage
Arts, Culture and Recreation	3	0.07%	3	0.13%		
Clothing/Personal/Household Needs	150	3.73%	129	5.38%		
Disaster Services	6	0.15%	6	0.25%		
Education	12	0.30%	9	0.38%		
Employment	130	3.23%	102	4.25%		
Food/Meals	161	4.01%	147	6.13%		
Health Care	164	4.08%	127	5.30%		
Housing	1,732	43.10%	1,136	47.37%		
Income Support/Assistance	85	2.11%	66	2.75%		
Individual, Family and Community Support	85	2.11%	79	3.29%		
Information Services	436	10.85%	432	18.02%		
Legal, Consumer and Public Safety Services	170	4.23%	125	5.21%		
Mental Health/Substance Use Disorders	109	2.71%	72	3.00%		
Other Government/Economic Services	19	0.47%	19	0.79%		
Transportation	177	4.40%	132	5.50%		
Utility Assistance	565	14.06%	375	15.64%		
Volunteers/Donations	12	0.30%	10	0.42%		
ZZZ None Identified	3	0.07%	11	0.46%		
Total:	4,019	100.00%	2,398	100.00%		

Need Count by Category



REFERRAL COUNT	
Need Type	Total
211 Systems (TJ-3000.8500)	296
AARP Tax Aide Program Sites (DT-8800.0100-100)	1
Administrative Entities (TD-0300)	36
Adolescent/Youth Counseling (RP-1400.8000-050)	4
Adult Basic Education (HH-0500.0500)	5
Adult Day Programs (PH-0320)	3
Adult Literacy Programs (HH-4500.0500)	4
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)	1
Autism Therapy (LR-0450)	1
Automobiles (BM-0500)	10
Automotive Repair and Maintenance (BM-7000.0500)	46
Baby Clothing (BM-6500.1500-100)	1
Banking and Financial Services (TB-0700)	5
Bereaved Parent Support Groups (PN-8100.1000-100)	6
Bereavement and Grief Counseling (RP-1400.8000-100)	2
Better Business Bureaus (DD-2100.1000)	1
Budget and Finance Offices (TD-0350.1000)	8
Building and Safety (TE-1000)	1
Burial Benefits (NS-1000)	1
Bus Fare (BT-8300.1000)	8
Career Counseling (ND-2000.1500-160)	6
Caregiver Consultation and Support (PH-0780)	2
Caregiver/Care Receiver Support Groups (PN-8100.4500-120)	1
Case Care Management (PH-1000)	2
Cell Phones (BM-5050.1500)	9
Centers for Independent Living (LR-1550)	3
Child Care Expense Assistance (NL-3000.1500)	19
Child Support Assistance/Enforcement (FT-3000.1600)	5
Children's Protective Services (PH-6500.1500)	2
Clinical Psychiatric Evaluation (RP-5000.1500)	3
Clothing (BM-6500.1500)	35

Clothing Vouchers (BM-6500.1500-130)	15
Community Clinics (LN-1500)	11
Community Meals (BD-5000.1470)	3
Community Mental Health Agencies (RM-6500.1500)	2
Comprehensive Disability Related Employment Programs (ND-6500.1500)	1
Comprehensive Job Assistance Centers (ND-1500)	79
Comprehensive Outpatient Substance Use Disorder Treatment (RX-8450.1150)	4
Computer Distribution Programs (BM-6000.1500)	2
Computer Literacy Training Programs (PL-7400.1500)	6
Congregate Meals/Nutrition Sites (BD-5000.1500)	4
Consumer Protection Agencies (DD-2100)	2
Counseling Services (RP-1400)	34
Crime Victim Support (FN-1900)	1
Criminal Justice and Legal Services (F)	1
Crisis Intervention (RP-1500)	2
Crisis Intervention Hotlines/Hotlines (RP-1500.1400)	11
Crisis Shelter (BH-1800.1500)	43
Debt Management (DM-1800)	5
Dental Care (LV-1600)	12
Detoxification (RX-1700)	2
Diapers (BM-6500.1500-150)	15
Discount Transit Passes (BT-8500.1000-180)	19
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)	232
Emergency Rental Assistance Program (ERAP) (BH-3800.1920)	7
Emergency Veterinary Services (PD-9000.1800)	2
Eviction Prevention Assistance (FT-4500.1800)	9
Ex-Offender Employment Programs (ND-6500.1950)	1
Ex-Offender Reentry Programs (FF-1900)	2
Extreme Cold Warming Centers (TH-2600.1880)	1
Eye Care (LV-2400)	9
Family Based Services (PH-2360)	2

Family Crisis Shelters (BH-1800.1500-200)	2
Family Planning (LJ-2000)	2
Federal Health Insurance Marketplace Call Center/Website (LH-3500.0200-200)	1
Financial Literacy Training (DM-2000)	11
Food Pantries (BD-1800.2000)	109
Food Stamps/SNAP (NL-6000.2000)	29
Food Vouchers (BD-1800.2250)	3
Foreclosure Prevention Loan Modification Refinancing Programs (BH-3500.3400-300)	9
Formula/Baby Food (BD-1800.8200-250)	1
Foster Care/Temporary Shelter for Animals (PD-7600.2100)	2
Free Transit Passes (BT-8500.1000-200)	9
Friendly Visiting (PH-1400.1900-230)	2
Furniture (BM-3000.2000)	5
Gas Money (BT-8300.2500)	17
Gas Service Payment Assistance (BV-8900.9300-250)	278
General Counseling Services (RP-1400.2500)	14
General Paratransit/Community Ride Programs (BT-4500.6500-280)	19
Glasses/Contact Lenses (LH-0600.9000-250)	1
Health Care (L)	3
Health Care Referrals (LH-2600)	1
Health Insurance Marketplaces (LH-3000.3050)	8
High School Equivalency/GED Test Instruction (HH-0500.2500-300)	2
Higher Education Awareness/Support Programs (HL-2500.2900)	4
Home Barrier Removal Grants (BH-3000.3520)	1
Home Delivered Meals (BD-5000.3500)	15
Home Health Care (LT-2800)	9
Home Maintenance and Minor Repair Services (PH-3300.2750)	18
Home Rehabilitation Services (BH-3000.3550-390)	3
Homeless Diversion Programs (BH-0500.3100)	2
Homeless Shelter (BH-1800.8500)	307
Homelessness Prevention Programs (BH-0500.3140)	14
Household Goods (BM-3000)	9
Housing Discrimination Assistance (FT-1800.3000)	4
Housing Expense Assistance (BH-3800)	25
Housing Search and Information (BH-3900)	199
Housing Shelter (BH)	1
Identification Cards (DF-7000.3300)	5

Immigrant Benefits Assistance (FT-1000.3300)	15
In Home Assistance (PH-3300)	4
Individual Counseling (RF-3300)	8
Information and Referral (TJ-3000)	97
Job Finding Assistance (ND-3500)	2
Landlord/Tenant Assistance (FT-4500)	6
Lawyer Referral Services (FT-4800)	39
Legal Counseling (FP-4000)	36
Legal Services (FT)	28
Local Bus Transit Services (BT-4500.4700-500)	5
Low Cost Home Rental Listings (BH-3900.3050-440)	75
Low Income/Subsidized Rental Housing (BH-7000.4600)	59
Medicaid (NL-5000.5000)	18
Medicaid Information/Counseling (LH-3500.4900)	5
Medical Care Expense Assistance (LH-5100.5000)	18
Medical Equipment/Supplies (LH-5000)	11
Medical Expense Assistance (LH-5100)	6
Medicare (NS-8000.5000)	3
Medicare Information/Counseling (LH-3500.5000)	19
Mental Health Related Support Groups (PN-8100.5000)	3
Mobile Food Pantry Programs (BD-1800.5000)	4
Mortgage Payment Assistance (BH-3800.5000)	9
Motor Vehicle Registration (DF-7000.5500)	2
Municipal Police (FL-6500)	2
Neuter/Spay Services (PD-9000.6000)	1
Paratransit Programs (BT-4500.6500)	25
Pediatric Developmental Screening (LF-7000.6520)	6
Personal Financial Counseling (DM-6500)	15
Personal/Grooming Supplies (BM-6500.6500-650)	6
Prescription Drug Discount Cards (LH-6700.6250)	4
Prescription Expense Assistance (LH-5100.6500)	44
Property Tax Assessment Appeals Boards (DT-8400.6500)	3
Property Tax Exemption Information (DT-8700.6500-600)	5
Psychiatric Services (RP-6400)	5
Rent Payment Assistance (BH-3800.7000)	244
Rental Deposit Assistance (BH-3800.7250)	147
Residential Substance Use Disorder Treatment Facilities (RX-8450.7000)	3

SSI Applications (NL-1000.8100-820)	2
Section 8 Housing Choice Vouchers (BH-7000.4600-700)	61
Section 8/Rental Assistance Program Rental Listings (BH-3900.3050-750)	11
Senior Housing Information and Referral (BH-8500.8000)	8
Senior Ride Programs (BT-4500.6500-800)	9
Separation/Divorce Support Groups (PN-8100.6500-750)	4
Shared Housing Facilities (BH-7000.4600-750)	11
Sheriff (FL-8200)	9
Social Security Numbers (DF-7000.8250)	5
Social Security Retirement Benefits (NS-7000.8000)	7
Speech and Language Pathology (LR-8000.8000)	2
Spouse/Intimate Partner Abuse Counseling (RP-1400.8000-020.80)	1
State Government Agencies/Departments (TD-0300.8000)	9
State Unemployment Insurance (NS-9000.9000)	1
Street Maintenance (TE-8000)	3
Student Financial Aid (HL-8000)	6
Substance Use Disorder Treatment Programs (RX-8450)	5
Summer Camps (PL-6400.1500-820)	2
Supportive Housing (BH-8400)	4
TANF (NL-1000.8500)	8
Tax Preparation Assistance (DT-8800)	1
Transitional Housing/Shelter (BH-8600)	231
Transportation (BT)	39
Transportation Passes (BT-8500)	9
Utility Assistance (BV-8900)	9
Utility Service Payment Assistance (BV-8900.9300)	234
VITA Program Sites (DT-8800.9300-930)	9
VITA Programs (DT-8800.9300)	1
Veteran Education Benefits (HL-8000.1800-900)	1
Veterinary Care Expense Assistance (PD-9000.9000)	1
Volunteer Opportunities (PX)	3
Voter Registration Offices (TQ-1800.9000)	2
WIC (NL-6000.9500)	4
Water Service Payment Assistance (BV-8900.9300-950)	65
Weatherization Programs (BH-3000.1800-950)	5
Well Animal Checkups (PD-9000.9700)	1
Yard Maintenance (PH-3300.9750)	8
Total	4019

211

YEAR IN REVIEW

Jan 1, 2024– Dec 31, 2024



of DuPage County

Connecting residents to needed health and human services

WHO IS CONTACTING 211?



73% women, 27% men, 3% veteran

- 7% 18–24 years old
- 21% 25–34 years old
- 20% 35–44 years old
- 16% 45–54 years old
- 18% 55–64 years old
- 19% 65 years and older

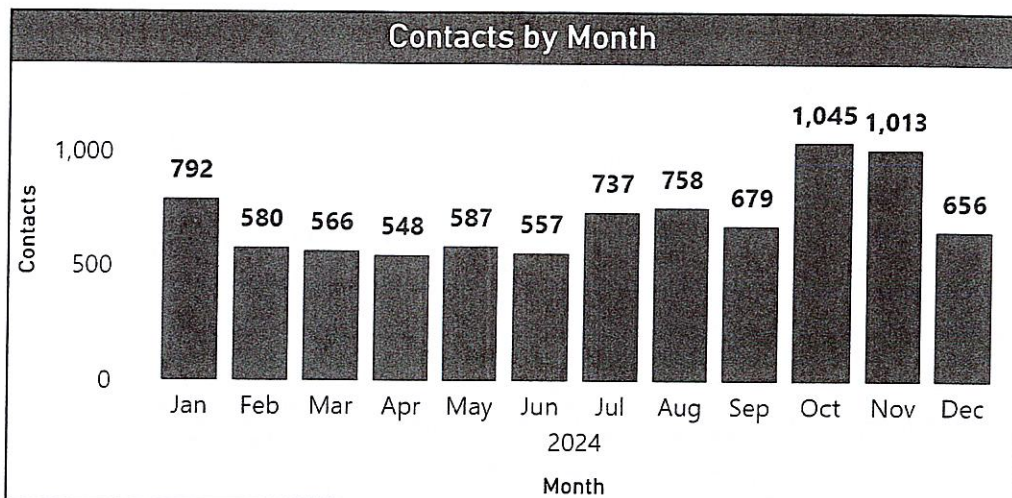
Contact Type:

97 % Called for Self

3% Called for Someone Else

97% Spoke English

3% Spoke Spanish



**211 DuPage
Serves**

**9
Townships**

**39
Municipalities**

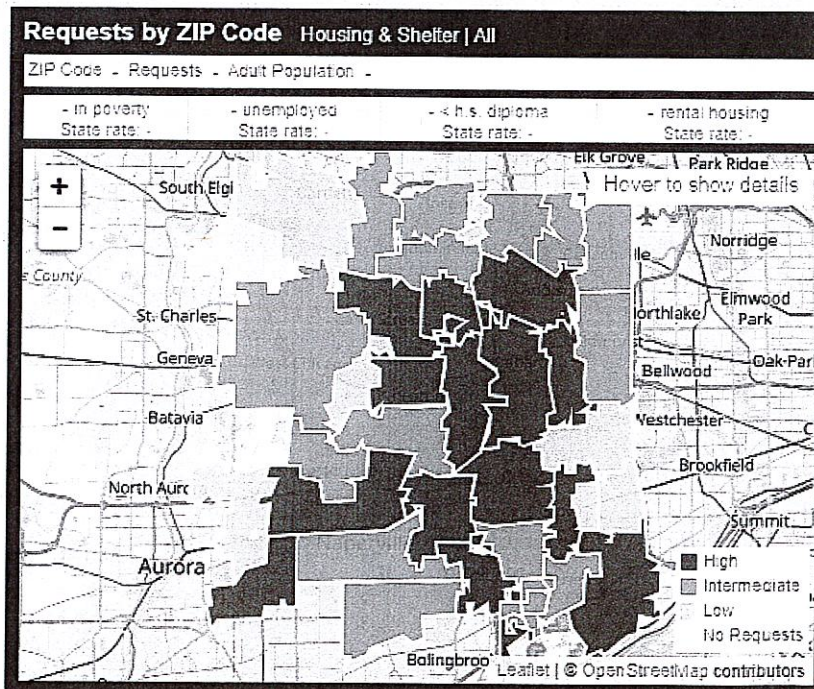
**921,213
Residents**

MAPPING THE NEED

View the highest rates of requests for Housing and Shelter by ZIP Code

The highest rate of Housing calls:

- 368 calls from 60148 in Lombard
- 335 requests from 60563 in Naperville
- 268 callers from 60187 in Wheaton
- 224 requests from 60181 in Villa Park
- 208 calls from 60515 in Downers Grove



211

211illinois.org





of DuPage County

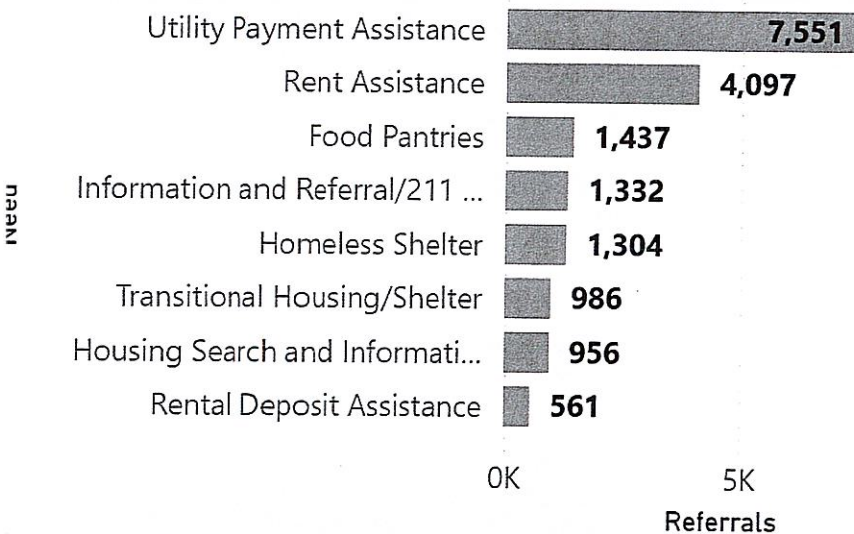
Connecting residents to needed health and human services

Contacts Handled
8,518
Needs Identified
15,367
Referrals Provided
24,849

Needs Identified

Need Category	Needs	% of Total
Housing & Shelter	5,090	33%
Utilities	4,112	27%
Information Services	1,367	9%
Food & Meals	828	5%
Transportation	724	5%
Clothing & Household	605	4%
Health Care	594	4%
Legal & Government	548	4%
Employment & Income	538	4%
Support Services	414	3%

Service Referrals



Top Unmet Needs

Need Description	Unmet
Utility Payment Assistance	281
Homeless Shelter	93
Transportation	69
Rent Assistance	57
Crisis Shelter	51
Low Income/Subsidized Rental Housing	48
Homeless Motel Vouchers	47
Gas Money	29
Furniture	19
Automobile Payment Assistance	13
Emergency Shelter	13
Housing/Shelter	12
Emergency Rental Assistance Program (ERAP)	11
Rental Deposit Assistance	11
Information and Referral/211 Services	10
Automobile Insurance Payment Assistance	9
Community Shelters	9
Domestic Violence Shelters	9
Family Crisis Shelters	9

Out of 15,367 identified needs across all need categories, there were 1,501 unmet needs, or 10% went unmet.

Reason for Unmet Needs

• Service Does Not Exist	31%
• Client refusal/Inability to contact	29%
• Client ineligibility	22%
• Service accessibility/Cost issues	11%
• Provider Capacity Issues	6%

Database visitors: 102,000



DUPAGE

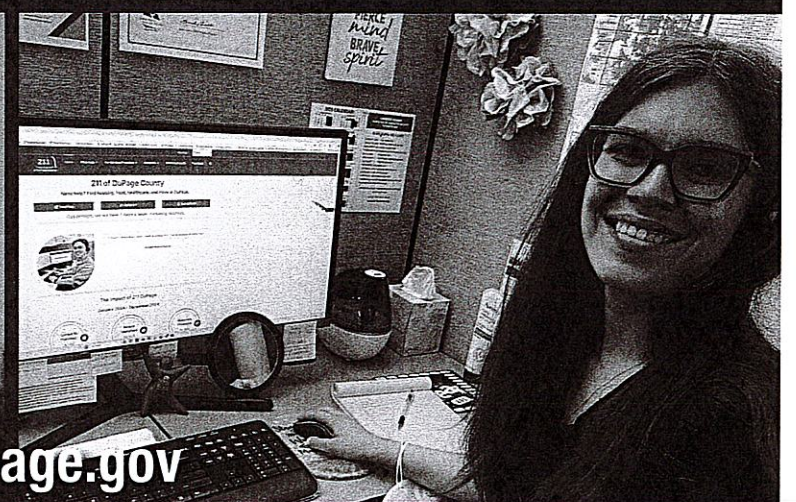
COUNTY

2024 COMMUNITY SERVICES ANNUAL REPORT



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COMMUNITY SERVICES BLOCK GRANT SCHOLARSHIPS CHANGE LIVES



Sonya Thomas, a Wheaton mother of three, lived at times without heat in the winter and lights in the summer. High costs of college caused her to abandon her education a year before graduating college. However, her determination and help from a Community Services Block Grant Scholarship this past year enabled her to return to school to finish her Business Administration degree at Waubensee Community College. Earning her degree enables her to obtain better employment and increased pay to support herself and her family, achieving economic stability.

"Education is the key to unlocking unlimited potential, heightening perspectives and shaping a tremendous future for all humanity," she says.

DuPage County awarded scholarships totaling \$25,000 to eight residents through its Community Services Block Grant Scholarship program for this school year. Individual awards range from \$1,000 to \$7,000. Recipients were awarded based on financial need, academic achievement, community/school involvement, and interest in high-demand employment sectors.

"The CSBG scholarship is one of the most impactful ways the County helps residents achieve their goals and improves their lives," said DuPage County Human Services Committee Vice-Chair Paula Deacon-Garcia, who served on the selection committee.

The CSBG scholarship supplements the cost of tuition, books, supplies, and other school expenses. The scholarship is funded and designed in cooperation with the Illinois Department of Commerce and Economic Opportunity for low-income individuals with high academic potential. Recipients include first-generation college students, single mothers returning to complete their degree, and a recent high school graduate who immigrated to the United States three years ago.

"With the help of DuPage County and the Community Services Block Grant (CSBG) Scholarship, I will be granted the opportunity to achieve my goals, hopes and dreams of becoming a social worker," said West Chicago resident Kary Hernandez, who is studying at Loyola University. She is the first in her family to attend college.

The scholarship program also has enabled De'Lisa Triggs, a single mother of three young boys, to return to school to study Respiratory Care at College of DuPage in Glen Ellyn.

Triggs says: "Receiving the CSBG Scholarship has been instrumental in my educational and career goals. The CSBG scholarship has alleviated financial stress, allowing me to concentrate fully on my education and career development, bringing me closer to achieving my professional aspirations."

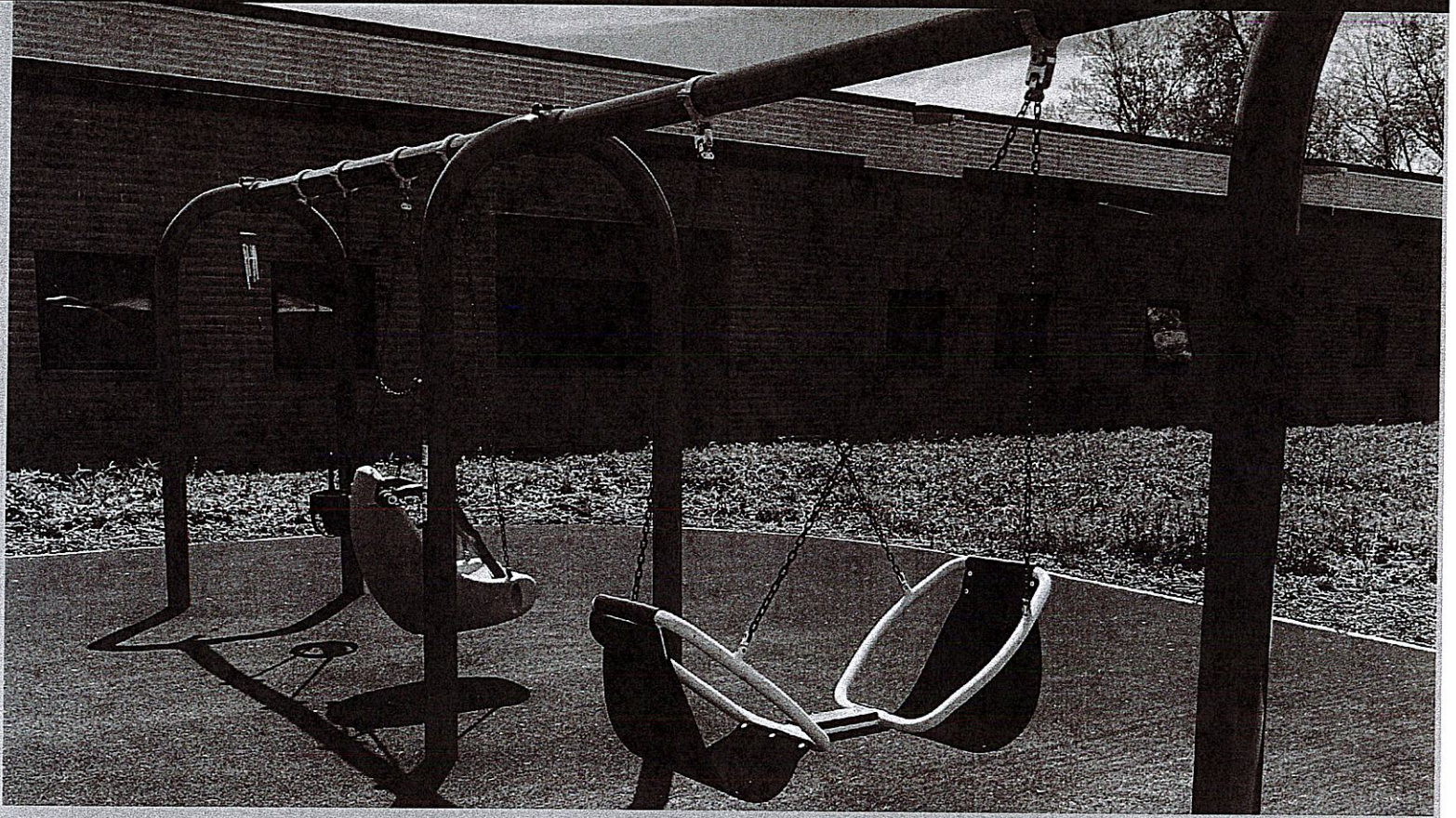
Malika Freeman says the scholarship has been life-changing for her as well. The Naperville woman left college in 2007 after marrying to care for her family. A divorce later left without the ability to pay for her home.

"Continuing my education beyond high school will help me take my family out of generational poverty and unstable conditions. With economic stability, I can build a better future for my family. I want to learn tools to go beyond "getting by" to "getting ahead," Freeman said.

The scholarship program has gone beyond helping fund Lombard mom Cynthia Figueroa's education.

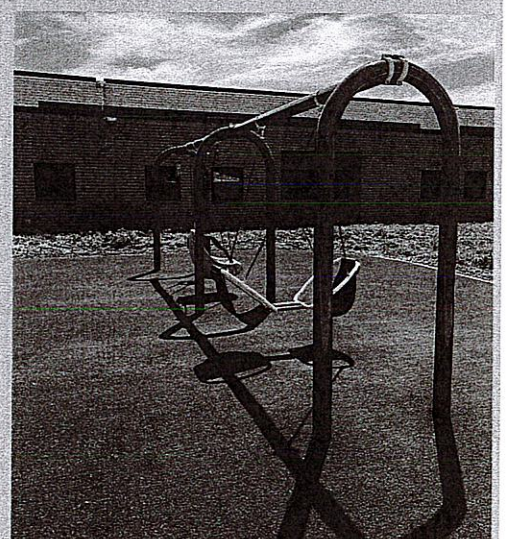
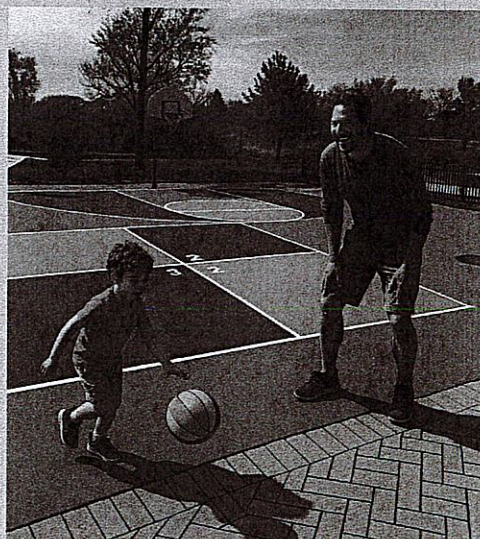
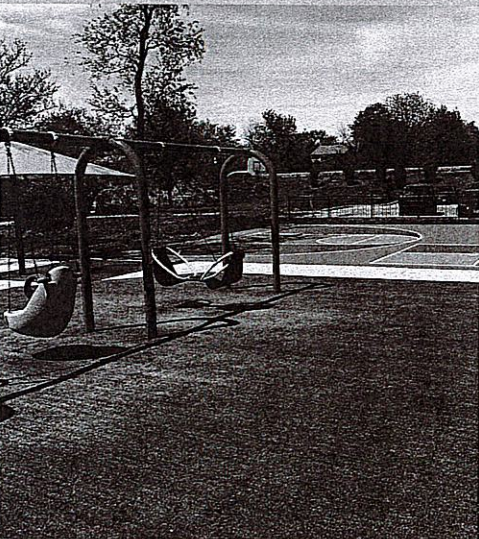
"The scholarship has bolstered my confidence and motivation, affirming that hard work and dedication are recognized and valued," wrote Cynthia Figueroa, who has returned to school to study Radiography at Lewis University. "I envision myself not only obtaining my degree but also leveraging my education to uplift my community and create positive change."

ARPA FUNDING SUPPORTS FAMILIES



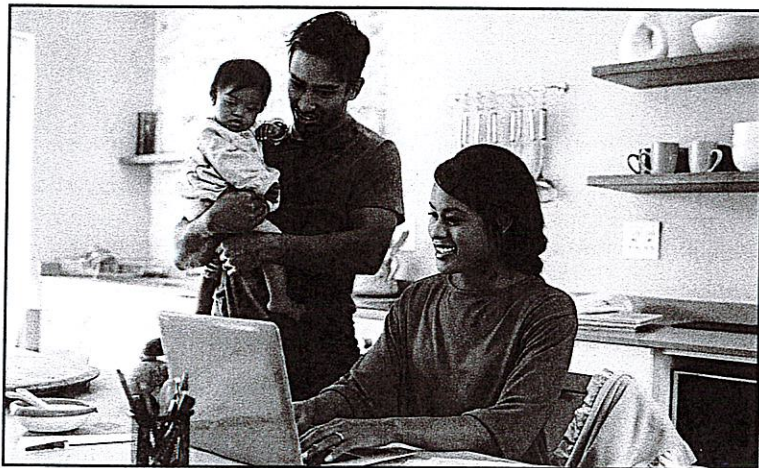
2024 marked the first full year Family Center staff and families were able to use and enjoy the newly installed playground. The playground has enhanced the experience of families spending time with their children at the Family Center. The outdoor space has helped to neutralize emotions and provide a stable and normal environment in which parents can spend quality time with their children. Family Center staff has raved about how the playground enriches everyone's experience at the Family Center. Staff and families alike are so excited to be using the space again now that warmer weather has arrived!

The new playground will allow families to improve their connections and communications through fun and interactive outdoor play. More than 50 children per month come through our doors for supervised parenting time. We hope this new space improves their connection with their parent and their overall experience.



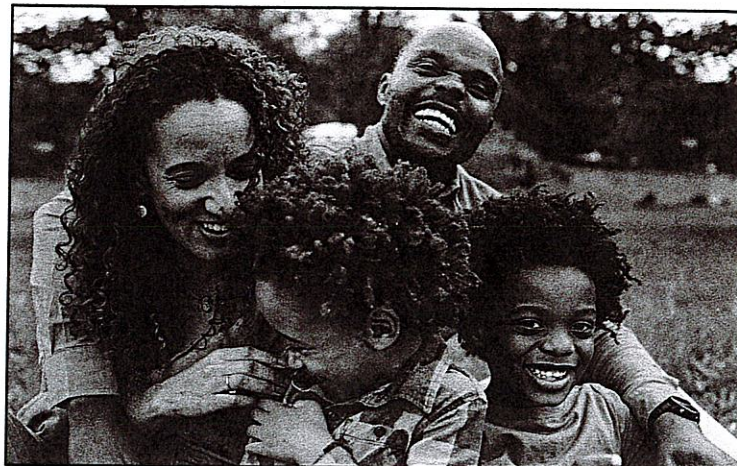
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Performance Measures



Housing Supports And Self-Sufficiency

12	Families Graduated From The FSS Program
152	Households Enrolled In Case Management/FSS
3,555	Persons Provided With Homeless Prevention Services



Family Center

829	Supervised Parenting Time Sessions
1,128	Parents Provided With Mediation Services
2,328	Children Served
3,762	Neutral Exchanges At Family Center



Giving DuPage

329	New Users/Volunteers Registered On Website
416	Non-Profit Agencies Listing Volunteer Opportunities With Giving DuPage
608	Residents Who Volunteered Via The Website
1,617	Total Number Of Donors For Giving DuPage Days
86,868	Volunteer Opportunity Views
\$261,942	Funds Raised By Giving DuPage Days



Senior Services

1,009	Adult Protective Services Cases Open
1,018	Ombudsman Visits To Long-Term Care Facilities
2,887	Caregivers Provided With Information And Support
5,168	Seniors Provided With Home Based Services
28,261	Senior Citizens Assisted



Home Energy Saving

Number Of Homes Weatherized **114**

LIHEAP

Persons Who Received Energy Assistance **9731**

Home Safety

Residents Benefiting From Infrastructure Improvements **18,380**

Information And Referral

Information And Referral Calls **60,058**

Ride DuPage

Number Of Rides Provided **35,481**

211DuPage.gov

Number Of Community Resources In 211DuPage.gov **1,017**

211 Contacts **8,529**

Number Of 211DuPage.gov Unique Visitors **102,000**

Social Media

Number Of Twitter/X Followers **322**

Number Of Instagram Followers **1,103**

Number Of Facebook Followers **1,510**

Community Services Staffing

Part-time:
7

156

Staff
Members

Full-time:
149

Budget By Source

Local/County:
\$6,290,150

Private:
\$191,278

State:
\$11,414,597

Federal:
\$15,798,202



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