



DUPAGE COUNTY
CSBG ADVISORY BOARD
MINUTES

July 16, 2024

Regular Meeting

11:30 AM

3500B
421 NORTH COUNTY FARM ROAD
WHEATON, IL 60187

1. CALL TO ORDER

Meeting was called to order by Kristin Sheffield at 11:32 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. Alison Delgado made a motion to allow those on zoom to participate in the meeting, Molly Howieson seconded the motion, and all voted ayes. The motion was carried.

PRESENT: Vanessa Roth, Christina LePage, Michael C. Pesola, Molly Howieson, Don Davia, Kathleen McNamara, Alison Delgado and Paula Garcia. Quorum Present

ABSENT: Sergio Martinez, Michael L. Childress, Lynn LaPlante, Greg Schwarze, Dawn DeSart and Kari Galassi.

ZOOM: Wendy Williams and Kristin Sheffield

3. PUBLIC COMMENTS AND CONCERNS

No public comments were received at this meeting.

4. APPROVAL OF MINUTES

Kristin Sheffield called for a motion to approve the April 16, 2024, meeting minutes Paula Garcia made a motion to approve the minutes, Christina LePage seconded the motion, and all voted ayes. The motion was carried.

5. REPORTS – GINA STRAFFORD-AHMED/LISA HAMILTON

Lisa Hamilton reviewed the 2nd Quarter 2024 Outcome Summary Report which detailed each Work program's progress and accomplishments. The Scholarship committee met in June to review the 8 application and decide on the award amount. We are in the process of getting all the required documents back from the winners and will be issuing the scholarships once the modification is approved by the state. GardenWorks, our community initiative, has five gardens up and running in the following locations: New Hope in West Chicago, Colony Park in Carol Stream, Project Rise in Willowbrook, Timber Lake in West Chicago and Green Trials in Lisle. This year we had anticipated to open 2. Community Outreach has been going well over the summer. The Catholic Charities Back

to School Fair is August 5th, it is still a drive through event and registration has been closed for some time due to the overwhelming response. Under Agency Capacity Building Activities we have completed the annual report. We are still finishing the needs assessment and training. 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 2024 Budget and Expenditure Report. She explained that they submitted the modification in May and the State has not yet approved it, so we don't have access to the \$78,219.00. Gina explained that most agencies are on track to spend their funding, we are waiting on their second quarter invoices, so the report doesn't reflect all bills we have received. We will have an accurate report for October's meeting, keep in mind that we cannot spend the modification money until we physically have the approval.

7. OLD BUSINESS

CSBG Scholarship: Lisa Hamilton explained that the grading committee met in June, 8 individuals were awarded scholarships. The highest scholarship we gave away was for \$7,000, all individuals have been notified and we are waiting to get back all their documentation and waiting for the modification to be approved. At the October meeting, we will highlight each recipient with a presentation. Lisa Hamilton thanked everyone who helped with the committee this year.

Needs Assessment Summary Update: Gina Strafford-Ahmed explained that in May 2024, focus groups were completed in partnership with our Community Development unit. Some of the agencies that participated were DuPage Pads, ICNA Relief, and Metropolitan Family Services. She went over some of the feedback received. Overall, the focus groups highlighted the need for housing and utilities, 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. We are required to use the surveys designed by DCEO and NIU. Gina reviewed the Executive Summary which complied the results of the surveys and the focus with the Advisory Board. Gina explained that in reviewing the results, it looks like the needs that are showing are being addressed by either programs we are currently funding or other initiatives sponsored by DuPage County. At this time, it does not appear that changes need to be made to our Work Programs. She explained that we have food and nutrition covered between CSBG GardenWorks and the County Board's Transformation Grants. Financial Issues, Gina stated that the County offers LIHEAP, Family Self-Sufficiency and that's a combination of funding sources, CSBG provides small portion of funding that covers case management, housing, financial literacy and life skills. The County does provide health/mental health services through the health department and is addressing it through the Transformation Grants. The County has also created an ad-hoc committee to address issues of affordable housing within the County. Community Development looks at housing and homeless through the CoC, as well Community Services helping with rent and mortgage assistance. Gina stated that what were still not seeing is the need of kids or families, and asked Alison Delgado if she could share her results from their Needs Assessment from Metropolitan Family Services. Gina explained that she wanted to review the executive summary with Board and will have the full Needs Assessment report for the October meeting for approval.

8. NEW BUSINESS-GINA STRAFFORD-AHMED

Review and approve the CSBG Community Action Plan and Grant 2025: The 2025 Community Action Plan and CSBG 2025 budget was discussed. This plan and Budget addresses how we will meet the needs of our community with CSBG funding in 2025. Gina will reach out to Home DuPage about potentially taking on a consumer credit counseling program and will report back to the Board at the next meeting in October. Kristin Sheffield asked for a motion to approve the 2025 Community Action Plan and Budget as presented, Molly Howieson made a motion to approve the 2025 Community Action Plan and Budget, Paula Garcia seconded the motion, all voted aye.

2025 Meeting Dates: Meeting dates for 2025 are tentative as follows: January 21st, April 15th, July 15th and October 21st. 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 2025.

211: Lisa Hamilton reviewed in detail the 2-1-1 DuPage 2024 second quarter Summary Report. She explained that the text feature was officially launched April 1st, and now 211 DuPage can communicate via phone, text, and email. Since the launch, 211 staff have responded to 54 unique text messages and they are currently in the process of getting new material promoting text. Lisa explained to the Board that 211 has passed the first phase of the accreditation which was call monitoring. Gina stated that they will also be reaching out to all the Police and Fire Departments within the County to distribute first responder cards to hand out to residents in need. Handout provided.

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

Kristin Sheffield called for a motion to adjourn the meeting, Paula Garcia 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 12:44 PM.

2024 MEETING DATES: October 15, 2024

CSBG Summary Report 2024 - 2nd Quarter (1/1/2024 - 06/30/2024)

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	18	14	1	11	2	0	0
WP 01.031 - 360 Youth Services	60	31	1	28	2	0	0
WP 02.061 - Scholarship	10	15	0	8	0	7	0
WP 03.011 - H.O.M.E. DuPage - (Financial Fitness)	30	13	13	0	0	0	0
WP 03.011 - H.O.M.E. DuPage - (Financial Coaching)	30	22	2	17	0	3	0
WP 04.041 - Catholic Charities (Housing/Case Management)	75	32	16	8	5	3	0
WP 05.000 - GardenWorks (Community Initiative)	2	4	0	4	0	0	0
WP 05.081 - Teen Parent Connections (Car Seat Program)	65	28	28	0	0	0	0
WP 05.081 - Teen Parent Connections (Pantry)	250	312	312	0	0	0	0
WP 07.011 - Family Self Sufficiency Program	30	31	3	28	0	0	0
WP 07.031 - Comprehensive Intakes	5,000	2,849	2,849	0	0	0	0
WP 07.031 - I&R/211 Calls	50,000	20,875	20,875	0	0	0	0
WP 07.031 - Community Outreach	7,000	2,096	2,096	0	0	0	0
WP 07.031 - Basic Needs - (Clothing/Household Goods)	100	93	93	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	75	42	42	0	0	0	0

CSBG PY24
1/1/24 - 07/11/2024
BUDGET AND EXPENDITURE REPORT

	PY24	PY24	PY24	PY24	PY24
	BUDGET	MODIFICATION PROPOSED	MODIFIED	YTD EXPEND	UNSPENT
PROGRAM SUPPORT					
SALARY & FRINGE BENEFIT	691,482.00	31,514.00	722,996.00	351,029.14	371,966.86
TRAVEL	5,500.00	(1,500.00)	4,000.00	2,190.56	1,809.44
POSTAGE	500.00		500.00	49.72	450.28
OFFICE SUPPLIES/EQUIPMENT	2,500.00	10,776.00	13,276.00	1,263.36	12,012.64
REPEAT BOUTIQUE	0.00	6,000.00	6,000.00	0.00	6,000.00
H.O.M.E. DuPage	46,888.00		46,888.00	23,044.00	23,844.00
360 YOUTH	55,242.00		55,242.00	14,390.34	40,851.66
HOPE HOUSE/CATHOLIC CHARITIES	55,000.00		55,000.00	17,663.33	37,336.67
CATHOLIC CHARITIES BTSF	10,000.00		10,000.00	0.00	10,000.00
OUTREACH COMMUNITY SERVICES	100,000.00		100,000.00	26,264.42	73,735.58
THE GARDEN WORKS	70,000.00		70,000.00	34,405.02	35,594.98
TEEN PARENT CONNECTION	40,000.00		40,000.00	23,721.14	16,278.86
WIOAWORKNET SHARED COSTS	3,776.00		3,776.00	903.75	2,872.25
TELECOMMUNICATIONS	5,367.00	(3,571.00)	1,796.00	747.06	1,048.94
TOTAL PROGRAM SUPPORT	1,086,255.00	43,219.00	1,129,474.00	495,671.84	633,802.16
DIRECT CLIENT ASSISTANCE					
HOUSING ASSISTANCE/FSS	20,000.00		20,000.00	4,541.76	15,458.24
DISASTER ASSISTANCE	16,220.00	20,000.00	36,220.00	8,724.73	27,495.27
HIGH TECH SCHOLARSHIPS	10,000.00	15,000.00	25,000.00	0.00	25,000.00
TOTAL DIRECT CLIENT ASSISTANCE	46,220.00	35,000.00	81,220.00	13,266.49	67,953.51
ADMINISTRATION					
DIRECT COST STAFF	38,268.00		38,268.00	24,883.31	13,384.69
TRAVEL	3,000.00		3,000.00	1,915.02	1,084.98
EQUIPMENT	0.00		0.00	0.00	0.00
COPIER RENTAL	1,140.00		1,140.00	259.92	880.08
TELECOMMUNICATIONS	596.00		596.00	249.02	346.98
DUES, MEMBERSHIPS	5,635.00		5,635.00	507.00	5,128.00
MEETING EXPENSES	500.00		500.00	92.74	407.26
TOTAL ADMINISTRATION	49,139.00		49,139.00	27,907.01	21,231.99
SPECIAL					
T&TA	7,500.00		7,500.00	6,683.86	816.14
ROMA PROFESSIONALS TRAINING	7,500.00		7,500.00	3,325.38	4,174.62
TOTAL SPECIAL	15,000.00		15,000.00	10,009.24	4,990.76
TOTAL	1,196,614.00	78,219.00	1,274,833.00	546,854.58	727,978.42

CSBG 2025 Budget

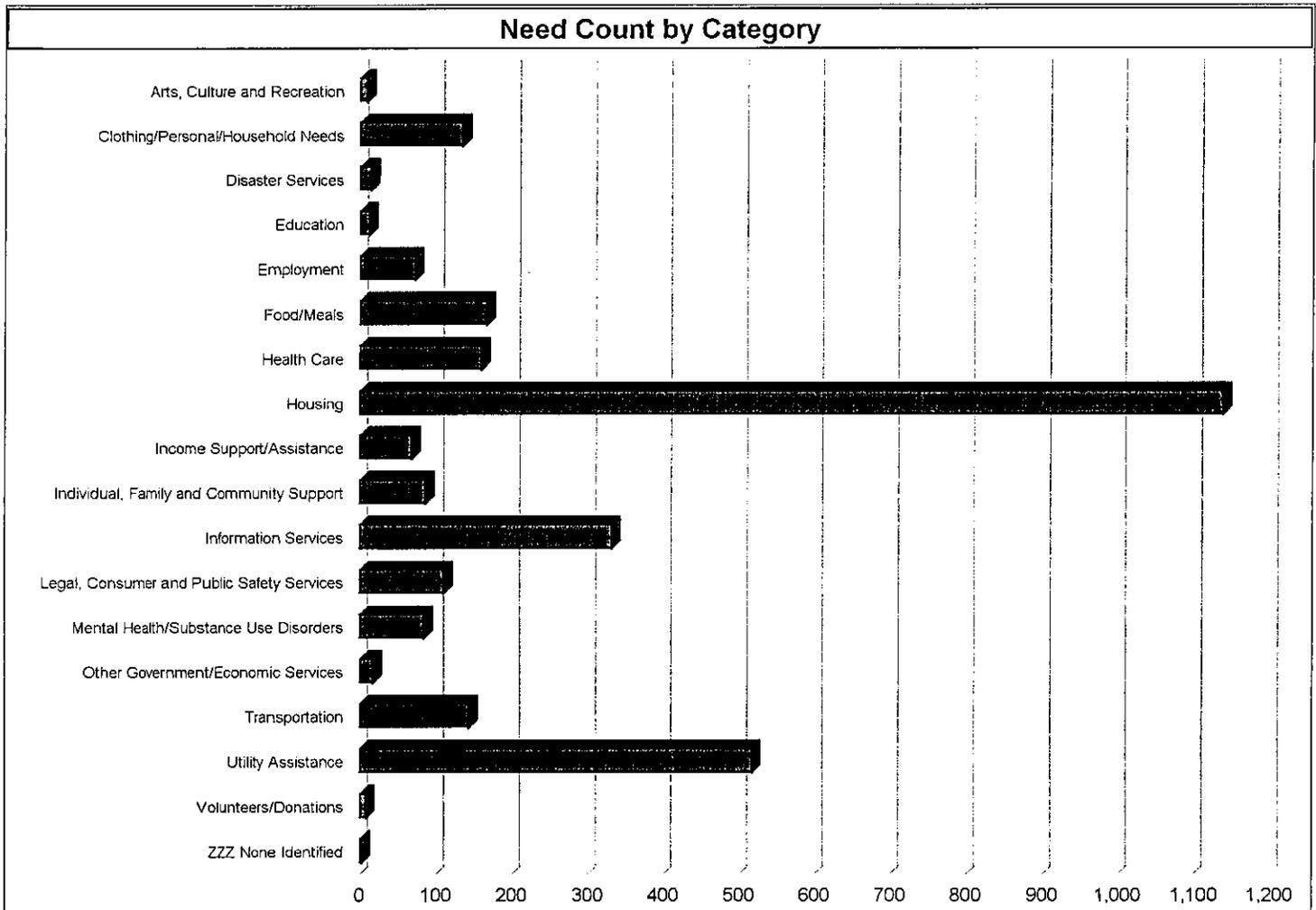
	FY 24	FY 25
	Approved	Proposed
Total Grant Projection	\$ 1,196,614	\$1,269,609
PROGRAM SUPPORT		
SALARY/FRINGE	\$ 691,482	\$ 792,542
OFFICE SUPPLIES/EQUIPMENT	\$ 2,500	\$ 1,096
POSTAGE	\$ 500	\$ 250
TRAVEL	\$ 5,500	\$ 2,000
TELECOMMUNICATIONS	\$ 5,367	\$ 1,795
REPEAT BOUTIQUE	\$ -	\$ -
WIOA MOU	\$ 3,776	\$ 3,656
CATHOLIC CHARITIES (CMGT/BTSF)	\$ 65,000	\$ 65,000
360 YOUTH SERVICES	\$ 55,242	\$ 55,242
OUTREACH COMMUNITY SERVICES	\$ 100,000	\$ 100,000
H.O.M.E. DUPAGE	\$ 46,888	\$ 46,888
TEEN PARENT CONNECTION	\$ 40,000	\$ 40,000
THE GARDEN WORKS PROJECT	\$ 70,000	\$ 70,000
TOTAL PROGRAM SUPPORT	\$ 1,086,255	\$1,178,469
DIRECT CLIENT ASSISTANCE		
FAMILY SELF-SUFFICIENCY	\$ 20,000	\$ 15,000
DISASTER/EMER ASSISTANCE	\$ 16,220	\$ 10,000
HIGH TECH SCHOLAR	\$ 10,000	\$ 3,000
TOTAL DIRECT CLIENT ASSISTANCE	\$ 46,220	\$ 28,000
Special		
T&TA	\$ 7,500	\$ 7,500
ROMA	\$ 7,500	\$ 7,500
TOTAL	\$ 15,000	\$ 15,000
ADMINISTRATION		
DIRECT COST STAFF	\$ 38,268	\$ 37,557
TRAVEL	\$ 3,000	\$ 4,500
DUES	\$ 5,635	\$ 4,400
TELECOMMUNICATIONS	\$ 596	\$ 598
COPIER RENTAL	\$ 1,140	\$ 535
MEETING EXPENSES	\$ 500	\$ 550
TOTAL ADMINISTRATION	\$ 49,139	\$ 48,140
TOTAL	\$ 1,196,614	\$1,269,609

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

Summary

Report Period: 4/1/24 - 6/30/24

Need Category	Need Count	Percentage	Call Count	Percentage	
Arts, Culture and Recreation	9	0.29%	9	0.52%	
Clothing/Personal/Household Needs	134	4.37%	109	6.29%	
Disaster Services	14	0.46%	12	0.69%	
Education	12	0.39%	12	0.69%	
Employment	72	2.35%	59	3.40%	
Food/Meals	166	5.41%	152	8.77%	
Health Care	159	5.18%	110	6.34%	
Housing	1,137	37.05%	753	43.43%	
Income Support/Assistance	68	2.22%	49	2.83%	
Individual, Family and Community Support	86	2.80%	74	4.27%	
Information Services	331	10.79%	331	19.09%	
Legal, Consumer and Public Safety Services	110	3.58%	77	4.44%	
Mental Health/Substance Use Disorders	84	2.74%	62	3.58%	
Other Government/Economic Services	17	0.55%	15	0.87%	
Transportation	143	4.66%	103	5.94%	
Utility Assistance	517	16.85%	270	15.57%	
Volunteers/Donations	8	0.26%	8	0.46%	
ZZZ None Identified	2	0.07%	13	0.75%	
Total:	3,069	100.00%	1,734	100.00%	Text Count = 54



Need Type	Outstanding	Service Provided	Canceled	Total
211 Systems (TJ-3000.8500)	110	0	0	110
AARP Tax Aide Program Sites (DT-8800.0100-100)	2	0	0	2
Administrative Entities (TD-0300)	3	0	0	3
Adolescent/Youth Counseling (RP-1400.8000-050)	5	0	0	5
Adult Protective Services (PH-6500.0500)	5	0	0	5
Adult Psychiatry (RP-6400.0200)	4	0	0	4
Animal Control (PD-0700.0400)	1	0	0	1
At Risk/Homeless Housing Related Assistance Programs (BH-0500)	12	0	0	12
Autism Therapy (LR-0450)	1	0	0	1
Automobiles (BM-0500)	10	0	0	10
Automotive Repair and Maintenance (BM-7000.0500)	49	0	0	49
Bedding/Linen (BM-3000.1000)	0	0	0	0
Benefits Assistance (FT-1000)	1	0	0	1
Bereavement and Grief Group (PN-8100.100-100)	2	0	0	2
Child Care Expense Assistance (NL-3000.1500)	13	0	0	13
Child Support Assistance/Enforcement (FT-3000.1600)	4	0	0	4
Children's Clothing (BM-6500.1500-120)	4	0	0	4
Clothing (BM-6500.1500)	31	0	0	31
Clothing Vouchers (BM-6500.1500-130)	12	0	0	12
Community Clinics (LN-1500)	21	0	0	21
Community Legal Clinics (FV-1400)	0	0	0	0
Comprehensive Disability Related Employment Programs (ND-6500.1500)	4	0	0	4
Comprehensive Job Assistance Centers (ND-1500)	46	0	0	46
Computer Literacy Training Programs (PL-7400.1500)	5	0	0	5
Condition Specific Rehabilitation Services (LR-1570)	0	0	0	0
Counseling Services (RP-1400)	5	0	0	5
Crisis Shelter (BH-1800.1500)	24	0	0	24
Dental Care (LV-1600)	10	0	0	10
Diapers (BM-6500.1500-150)	50	0	0	50
Discount Transit Passes (BT-8500.1000-180)	1	0	0	1
Domestic Violence Protective/Restraining Orders (FT-6940.1900)	2	0	0	2
Domestic Violence Shelters (BH-1800.1500-100)	26	0	0	26
Domestic/Family Violence Legal Services (FT-3000.1750)	4	0	0	4
Electric Service Payment Assistance (BV-8900.9300-180)	125	0	0	125
English as a Second Language (HH-0500.8000-150)	2	0	0	2
Extended Child Care (PH-1250.1800)	0	0	0	0
Extreme Heat Cooling Programs (TH-2600.1900)	3	0	0	3
Family Based Services (PH-2360)	1	0	0	1
Family Caregiver Subsidies (NL-3000.1900)	3	0	0	3
Family Law (FT-3000)	0	0	0	0
Federal Tax Collection Agencies (DT-8500.3300)	1	0	0	1
Food Pantries (BD-1800.2000)	140	0	0	140
Food Stamps/SNAP (NL-6000.2000)	18	0	0	18
Food Stamps/SNAP Applications (NL-6000.2000-220)	3	0	0	3
Foreclosure Prevention Loan Modification/Refinancing Programs (BH-3500.3400-300)	3	0	0	3
Foster Care/Temporary Shelter for Animals (PD-7600.2100)	5	0	0	5
Furniture (BM-3000.2000)	2	0	0	2
Gas Money (BT-8300.2500)	6	0	0	6
Gas Service Payment Assistance (BV-8900.9300-250)	203	0	0	203
General Health Education Programs (LH-2700.2500)	1	0	0	1
General Mental Health Information/Education (RR-5150.2500)	1	0	0	1
General Relief (NL-1000.2500)	2	0	0	2
Glasses/Contact Lenses (LH-0600.9200-250)	1	0	0	1
Guardianship Assistance (FT-6900.2500)	1	0	0	1
Head Start Grantee/Delegate Agencies (HD-1800.3000-300)	0	0	0	0
Health Care (L)	1	0	0	1
Healthy/Disability Related Support Groups (PN-8100.3000)	2	0	0	2
Home Delivered Meals (BD-5000.3500)	13	0	0	13
Home Health Care (LT-2800)	11	0	0	11
Home Improvement/Accessibility (BH-3000)	3	0	0	3
Homeless Shelter (BH-1800.8500)	327	0	0	327
House Moving Services (BH-5000.3000)	2	0	0	2
Household Goods Vouchers (BM-3000.3000)	2	0	0	2
Housing Expense Assistance (BH-3800)	13	0	0	13
Housing Related Coordinated Entry (BH-0500.3200)	2	0	0	2
Housing Search and Information (BH-3900)	121	0	0	121
Immigration/Naturalization Legal Services (FT-3600)	5	0	0	5
Information and Referral (TJ-3000)	17	0	0	17
Inmate Social Service Programs (FF-3300.3400)	0	0	0	0
Job Finding Assistance (ND-3500)	10	0	0	10
Landlord/Tenant Assistance (FT-4500)	23	0	0	23
Lawyer Referral Services (FT-4800)	29	0	0	29
Legal Counseling (FP-4000)	12	0	0	12
Legal Services (FT)	30	0	0	30
Library Services (TJ-4500)	2	0	0	2
Low Income/Subsidized Rental Housing (BH-7000.4600)	53	0	0	53
Maternity Clothing (BM-6500.1500-500)	0	0	0	0
Medicaid (NL-5000.5000)	4	0	0	4
Medicaid Applications (NL-5000.5000-520)	1	0	0	1
Medical Equipment/Supplies (LH-5000)	2	0	0	2
Medicare Information/Counseling (LH-3500.5000)	4	0	0	4
Mental Health Related Support Groups (PN-8100.5000)	5	0	0	5
Mobile Food Pantry Programs (BD-1800.5000)	1	0	0	1
Mortgage Delinquency and Default Counseling (DM-1800.5000)	0	0	0	0
Mortgage Payment Assistance (BH-3800.5000)	14	0	0	14
Motor Vehicle Registration (DF-7000.5500)	2	0	0	2
Municipal Police (FL-6530)	8	0	0	8
Non-Emergency Medical Transportation (BT-4500.6500-500)	5	0	0	5
Paratransit Programs (BT-4500.6500)	10	0	0	10
Personal Financial Counseling (DM-6500)	2	0	0	2

Pet Food (PD-6250.6600)	9	0	0	9
Physical Therapy (LR-6600)	1	0	0	1
Prescription Expense Assistance (LH-5100.6500)	10	0	0	10
Rent Payment Assistance (BH-3800.7000)	313	0	0	313
Rental Deposit Assistance (BH-3800.7250)	125	0	0	125
Scholarships (HL-8000.8000)	2	0	0	2
Section 8 Housing Choice Vouchers (BH-7000.4600-700)	22	0	0	22
Section 8/Rental Assistance Program Rental Listings (BH-3900.3050-750)	34	0	0	34
Senior Housing Information and Referral (BH-8500.8000)	9	0	0	9
Shared Housing Facilities (BH-7000.4600-750)	12	0	0	12
Skilled Nursing Facilities (LL-6000.8000)	5	0	0	5
Social Security Numbers (DF-7000.8250)	2	0	0	2
Specialized Counseling Services (RP-1400.8000)	8	0	0	8
Specialized Information and Referral (TJ-3000.8000)	40	0	0	40
State's Attorney (FJ-6700.8100)	6	0	0	6
Student Financial Aid (HL-8000)	0	0	0	0
Substance Use Disorder Counseling (RX-8450.8000)	4	0	0	4
Substance Use Disorder Treatment Programs (RX-8450)	5	0	0	5
Tax Organizations and Services (DT)	0	0	0	0
Tax Preparation Assistance (DT-8800)	1	0	0	1
Taxpayer Advocate Services (DT-8400.8700)	0	0	0	0
Temporary Financial Assistance (NT)	30	0	0	30
Transitional Housing/Shelter (BH-8600)	187	0	0	187
Transitional Residential Substance Use Disorder Services (RX-8500)	9	0	0	9
Transportation (BT)	25	0	0	25
Transportation Expense Assistance (BT-8300)	21	0	0	21
Transportation Passes (BT-8500)	2	0	0	2
Utility Assistance (BV-8900)	175	0	0	175
Utility Service Payment Assistance (BV-8900.9300)	280	0	0	280
VITA Programs (DT-8800.9300)	0	0	0	0
Veteran Benefits Assistance (FT-1000.9000)	0	0	0	0
Volunteer Opportunities (PX)	1	0	0	1
Water Supply System (TE-8935)	1	0	0	1
Weatherization Programs (BH-3000.1800-950)	5	0	0	5
Wigs (LH-0600.6500-950)	1	0	0	1
Total	3069	0	0	3069

EXECUTIVE SUMMARY

An environmental scan, surveys of community members, service users, stakeholders, and community discussions with residents and service users were conducted during May 2024 and June 2024 as part of Community Needs Assessment for the DuPage County Department of Community Services. The analysis of the findings provides critical insight into the socio-economic challenges faced by residents, particularly in areas such as housing, healthcare, food/nutrition, employment, and transportation.

COMMUNITY PROFILE

POPULATION

DuPage County is a diverse and dynamic community, characterized by a mix of urban and suburban environments. According to the U.S. Census Bureau's 2022 American Community Survey, the population stands at approximately 933,000 residents, with a gender breakdown of 51% female and 49% male. The racial composition is predominantly White at 67.5%, followed by Asian at 12.1%, and African American at 5.3% of the population. The Hispanic or Latino population of the County is approximately 14.6%. DuPage County also hosts a high proportion of immigrants. Approximately 179,550 immigrants reside in DuPage County, a 19.3% share of the population, compared to the 13.8% share of the total United States population.

EMPLOYMENT AND INCOME

Employment in DuPage County is robust, with a labor force participation rate of around 68%. The unemployment rate is relatively low at 3.5%, reflecting a strong local economy. Major industries include healthcare, education, retail, and manufacturing. The median household income is \$89,000, significantly higher than the national average, indicating a relatively affluent community. However, pockets of poverty exist, with 5.4% of residents living below the federal poverty line. Income distribution within the county reveals disparities, with higher incomes concentrated in certain areas while other neighborhoods experience economic hardship. Approximately 25% of households earn less than \$50,000 annually, and about 10% earn below \$25,000, highlighting the economic divide within the community.

HOUSING AND UTILITIES

Housing in DuPage County is varied, with a median home value of \$335,000. While homeownership rates are high, affordable housing remains a persistent issue, especially for low-income families and individuals. Rental costs have also been rising, putting additional strain on economically vulnerable residents.

HEALTHCARE

Health access in DuPage County is generally good, with numerous healthcare facilities and services available. The county has several major hospitals and numerous clinics offering a range of medical services. However, disparities persist, particularly among minority and low-income groups who face barriers to accessing care. Approximately 39,174 adults and 5,625 children are uninsured. Additionally, DuPage County has 14 Federally Qualified Health Centers, that is a rate of 1.50 per 100,000 people, compared to the Illinois-wide rate of 3.47 per 100,000. While DuPage County generally has lower

poverty and a high number of primary care providers, not all providers accept low-income health insurance programs such as Medicaid, and the ones that do are often located out of reach for low-income residents. According to the President of the DuPage Health Coalition, DuPage County would be well-served by increasing the number of FQHCs and strategically locating them in communities where low-income people reside.

FOOD AND NUTRITION

Food access is a significant concern in DuPage County, particularly for low-income families and individuals. Approximately 19.0% of the population is low income with low food access. Food deserts, areas with limited availability of fresh food retailers, are present in some parts of the county, exacerbating the issue. In 2023, a moderately priced meal in DuPage County cost \$3.91, which is 38% more than the SNAP benefit of \$2.83.

TRANSPORTATION

Transportation access remains a critical challenge in DuPage County. The area is not well-served by public transportation, with limited access to the Metra rail system and PACE bus services. These limitations hinder commuting options, particularly for lower-income populations who rely heavily on public transit.

OVERALL FINDINGS

FOCUS GROUPS

Five focus groups were completed with 42 service users in May 2024, both in person and remotely via Zoom. The focus group sites included DuPage Pads, ICNA Relief, Metropolitan Family Services, and UCP Seguin. These focus groups provided valuable insight into the difficulties faced by low-income DuPage County residents, in the areas of housing and utilities, food and nutrition, transportation, employment and economic inequality, healthcare, childcare, and community resources.

HOUSING AND UTILITIES

Housing affordability and safety were recurring concerns. Many participants reported difficulties in finding affordable housing that meets their needs, with some experiencing substandard living conditions. Utility costs are another significant burden, with some residents struggling to afford essential services. There is a need for more supportive housing programs, especially for those with disabilities or experiencing economic hardships.

FOOD AND NUTRITION

Participants in the focus group consistently expressed concerns about the quality and appropriateness of food received from local food pantries. Many shared experiences of receiving expired or close-to-expiry items, over-frozen meats, and produce that is not suitable for consumption, such as moldy vegetables. This often resulted in food being wasted, adding frustration and extra effort to manage their food resources. There were also complaints about receiving items that did not meet their dietary needs or preferences, such as large quantities of milk that could not be used by their households. Participants

emphasized the need for a better feedback system to ensure the food provided by pantries is both nutritious and usable. There is a strong desire for more fresh produce and quality over quantity in food distributions, highlighting the gap between what is available and what is needed by families.

TRANSPORTATION

Participants highlighted several transportation-related challenges in DuPage County. Residents expressed frustration with high transportation costs, particularly for those relying on Uber and Lyft, with some spending over \$1,500 monthly. Public transportation services were deemed inadequate, with limited routes and schedules failing to meet the needs of non-commuters. The lack of sidewalks and long walking distances to essential services posed significant safety risks. Elderly residents faced additional barriers due to unreliable transit, exacerbating isolation and limiting access to necessary services and public facilities. These insights underscore the urgent need for improved and inclusive transportation solutions in DuPage County.

EMPLOYMENT AND ECONOMIC INEQUALITY

Finding quality employment remains a challenge for many residents. The focus group discussions revealed that non-warehouse full-time employment is scarce, and many available jobs do not offer wages sufficient to cover the high cost of living in DuPage County. Participants mentioned the logistical challenges of navigating the job application process, balancing work and family life, arranging transportation, and lack of savings as barriers to maintaining stable employment. There is a desire for more job opportunities that provide growth potential and financial stability, along with better access to job training resources.

HEALTHCARE

Focus group participants highlighted several significant challenges and areas for improvement. Participants frequently mentioned difficulties accessing dental care, with many unable to find comprehensive dental insurance plans and thus facing high out-of-pocket costs. Pregnant women were reported to be denied assistance, impacting maternal health care. Participants also noted that earning slightly over the eligibility threshold for assistance could result in substantial financial strain, particularly concerning health insurance costs. Many residents find themselves stuck in a dilemma, where accepting a job for health insurance results in unaffordable premiums, leading some to decline promotions to retain benefits. There is a notable disparity in the quality of care between those on state insurance and those with private insurance, with the latter receiving more efficient and comprehensive services. Additionally, the community expressed a need for more healthcare providers accepting Medicaid and for improved mental health services. Other suggestions included creating a one-stop shop for health services to reduce wait times and providing better resources for new arrivals and immigrants to navigate the healthcare system.

CHILDCARE

Childcare affordability and availability are major concerns for DuPage County residents. High costs, limited hours that do not align with work schedules, and low pay for childcare workers were repeatedly mentioned. Parents struggle with the high costs, sometimes paying as much as \$350 per week for services like KinderCare in Glendale Heights. The root causes of child poverty include the high cost of

childcare and the necessity for children in lower-income families to babysit siblings due to lack of affordable options. Many families are unaware of available assistance resources, and existing programs are bogged down by red tape, making them difficult to access .

NEIGHBORHOOD SAFETY AND MAINTENANCE

Participants have varying experiences regarding neighborhood maintenance and safety. While some areas in DuPage County are seen as well-maintained with renovated parks and good school systems, other areas are perceived to be neglected, with poor infrastructure and higher crime rates. The disparity between different sections of towns like Villa Park was noted, with some areas having significantly better public facilities and safety measures than others. This inconsistency contributes to feelings of inequality and dissatisfaction among residents.

NEEDS, CHALLENGES, AND BARRIERS TO ACCESS

In addition to focus group feedback, as part of this CSBG Community Needs Assessment and the Community Development 5-Year Consolidated Plan, DuPage County Community Services surveyed 1,429 service users, community members, and stakeholders. Additionally, 266 Intake and Referral Follow-Up Surveys, 130 211 DuPage Satisfaction Surveys, and 1,821 General Client Satisfaction Surveys were completed by service users. Surveys were offered in English and Spanish. This data was used to obtain valuable insight into the needs, challenges, and barriers to accessing services for low-income residents.

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 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:** Both surveyed service users (32.2%), community members (35.6%), stakeholders (50.0%) and focus group participants 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%) Transportation (8.3%) Employment (8.3%)
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%) Paying Rent/Mortgage, Rent Deposits (21.9%) 	<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%) Getting Meals Delivered to for a Senior/ Disabled Individual (3.0%) 	<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 Scheduling Appointment to Receiving Services Too Long (16.7%) Times services available not convenient (15.5%) 	<ul style="list-style-type: none"> Did Not Know Who to Contact/Where to Go (53.4%) Services Unavailable (35.6%) 	<ul style="list-style-type: none"> Lack of Transportation (88.2%) Language Barrier (58.8%) Time from Scheduling Appointment to Receiving Services Too Long, Time Services are Available, and Location of Services (50.0%)



DUPAGE

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of DuPage County



“ FSS has gone above and beyond to assist me and my children with resources that we may need. My case manager encouraged me to keep my head held high and not to throw in the towel when things became tough with both nursing school and my family’s health.”

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ANGELICA, FAMILY SELF-SUFFICIENCY GRADUATE, IS DUPAGE COUNTY COMMUNITY SERVICES' 2023 FAMILY OF DISTINCTION

Angelica and her two children first joined DuPage County's Family Self-Sufficiency (FSS) Program in 2019.



Angelica is a single mom who experienced an eviction in 2010 and homelessness in 2014. Angelica is resilient. She moved forward and obtained a housing choice voucher and stable housing. She heard about FSS from a neighbor, and hoped FSS would give her guidance as she completed her education, learned to better manage finances, improved her credit, set realistic goals, and maintained housing and employment.

Angelica and her current case manager met in December 2020. She was working full time, caring for her two children single-handedly, and preparing to start nursing school to obtain her BSN from Chamberlain University.

Over the next three years, Angelica encountered numerous obstacles. Several mental health crises in her household and significant challenges to her own physical health wore on her ability to balance all her responsibilities of family, work, and school. A referral to mental health services was provided and resources were accessed.

Angelica knew she did not want to quit nursing school, so she had to make the very tough decision to end her employment to be present for her children and care for herself, as well as help them access the services they needed. FSS supported her throughout by encouraging her, guiding her, and assisting her in accessing additional resources, scholarships, and funding to meet her basic needs and continue with school. The CSBG program was able to provide Angelica with the funding she needed to maintain housing, obtain car insurance, and continue her education.

She was referred to resources to obtain TANF, beds, and additional financial assistance to meet needs. She pursued all resources she was referred to. She also continued to exhibit excellence at school and maintained a high GPA.

Angelica was awarded the CSBG Scholarship for two consecutive years. Angelica had received the limit of student loans for which she was eligible and this scholarship, along with other program funding, was essential to bridge the gap between tuition costs and financial aid. She was able to continue with nursing school due to this assistance.

While overcoming all of these barriers, she maintained her family's mental health and supported her children immensely. She persevered through the hardest times and maintained a budget with very little income.

In September 2023, Angelica graduated with a BSN and obtained employment as an Operating Room nurse. She is improving her financial health, building savings, and earning a high wage. Angelica never stopped, no matter the obstacles she encountered, and is the epitome of excellence, perseverance, resilience, and compassion.

This is why Angelica's household was chosen as our Family of Distinction.

DUPAGE COUNTY'S CDBG FUNDING MAKES A DIFFERENCE FOR OUR COMMUNITIES



The Carol Stream Park District acquired Community Park from the Village of Carol Stream in 2020. This park was originally constructed in the mid-1990's and all the existing recreational amenities were well beyond their useful life.

Based on the Park District's comprehensive master plan and community engagement process consisting of virtual and in person events, the Park District developed a new master plan for Community Park to address the outdated amenities and growing recreational demand. This park serves as the primary location for outdoor recreation for a diverse demographic and low-income multi-family area located in the southwest corner of Carol Stream between St. Charles Road, Schmale Road and Geneva Road.

The project provides rehabilitation of the existing recreational facilities and construction of new recreational facilities within Community Park, located at approximately 745 Thornhill Drive, Carol Stream, IL 60188, bordered by Gunderson Drive to the north, S. President Street to the east, E. Geneva Road to the south, and a residential neighborhood with an access road of Thornhill Drive to the west. The scope of the activities for the proposed project includes a volleyball court, futsal court, bag toss, two basketball courts, soccer field, a new parking lot, three picnic shelters, trails, playground improvements, restroom improvements, community gardens, signage and landscaping.



Upon completion, improvements totaling

\$2,000,000

which includes \$1,000,000.00 of Community Development Block Grant (CDBG) Program funds will be made to Community Park.

The project is expected to be completed by late summer of 2024.

DUPAGE COUNTY'S CSBG FUNDING ADDRESSES LOCAL DISASTERS WITH OUR PARTNER ORGANIZATIONS

Puente del Pueblo, CSBG funded partner's response to the 2023 Main Park Apartment fire in West Chicago

29 families were displaced after 22 units were lost to the fire on December 4, 2023. None had renter's insurance.

SHELTERING AND IMMEDIATE NEEDS



Basic Needs: Immediate community support ensued, and the needs of displaced residents were met with robust resources, especially clothing, securing vital documents, and transportation to work/school.

The first night: Most displaced families took refuge in the Puente Community Center located on site at the apartments. Puente provided food and shelter from the cold. Children and adults slept on the floor.

Red Cross Sheltering and Hotel Transition:

- Puente contacted New Hope United Methodist Church on behalf of the Red Cross. They opened their doors to shelter 90 people on the first night.
- Dec 6: The Red Cross hosted a Multi-Agency Resource Center (MARC) to provide services.
- Dec 11: Partners worked in collaboration and transitioned all families out of the shelter and into hotels.

RESETTLEMENT

By March 4, 2024, all 29 displaced households were resettled into permanent housing. The main challenge to more rapid resettlement was housing availability.

Key success factors in the resettlement effort:

- Strong financial assistance including first month rent and 1-2 months of initial assistance to incentivized landlords and eliminated cashflow barriers for low-income households. Puente distributed ~\$60,000 of housing and furniture assistance provided by DuPage County's CSBG.
- Aggressive outreach efforts to area landlords, including immediately identifying vacancies available in the building owner's property and in-person visits to management offices of other properties.
- Client self-determination: almost all preferred to resettle in West Chicago to sustain a walkable commute to their workplace and ensure continued attendance in District 33 schools, foregoing earlier lease opportunities in other communities.
- Most families returned to work promptly and utilized the assistance offered to achieve strong stability in the near term. After the initial trauma of the fire, the affected community displayed a strong sense of responsibility for their own needs.

31%
Children

98
Impacted
Residents

69%
Adults

14%
DuPage Foundation
Rent/Security Deposit

17%
CSBG Furniture

Assistance
Distributed

4%
Private/Church
Discretionary

65%
CSBG Rent/
Security Deposit

CSBG SUPPORTS LOCAL PARTNERS IN DISASTERS CONTINUED:

HOUSEHOLD FURNITURE REPLACEMENT

Funding provided by DuPage County's CSBG, Puente purchased twenty-four \$500 gift cards to Jubilee Furniture, Outreach's quality used furniture store. The substantial inventory in our two locations, and delivery support resulted in impacted households being able to select new furniture for their homes.

Case managers determined how much assistance to distribute based on family size and extent of furniture need. In almost all cases the family requested that Puente case managers help them make selections and arrange delivery. Move-in support from church volunteers made it possible for families to receive their furniture as soon as they had access to their new homes.

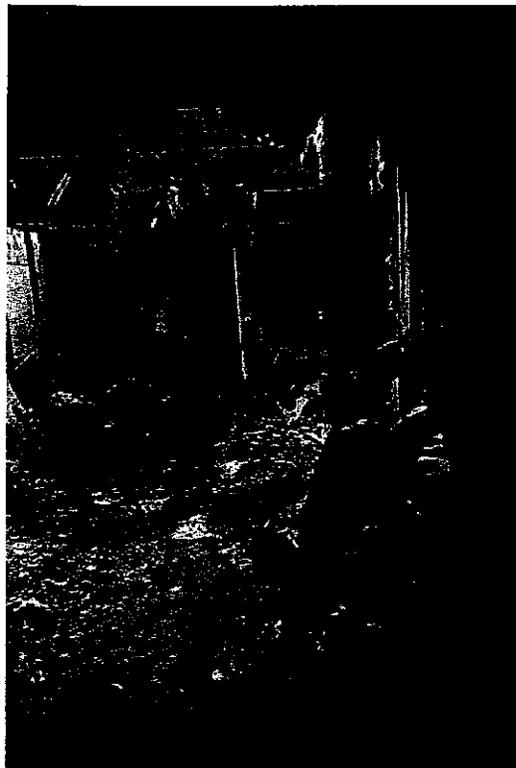


The West Chicago Police department offered two mattresses per household through a vendor partnership. Puente, in partnership with Sharing Connections, provided the rest of the mattresses needed.

IMPACT STORY

Jose's family woke up to their apartment living room engulfed in flames. There was no path out of their third-floor apartment. The family of five determined to use the balcony and window to escape. Despite flames wrapping around their balcony, Jose and his adult nephew threw themselves from the balcony to the grass below. With tears he described his anguish at seeing his wife and children trapped in the bedroom of the apartment. As flames surrounded them, his only option was to tell them to jump out of the bedroom window. Silvia wrapped her child in her arms and jumped, determining that her child would be safest if she landed on her back. She struck the ground, lost consciousness, and sustained significant back and spine injuries. Jose was only bruised. His nephew suffered extreme burns on his hands, and he has still not been able to return to work.

Miraculously his children were unharmed. Although he has no memory of the trip, his family was rushed to the hospital. His wife had spinal surgery to address paralysis from the waist down. She is currently in rehab at Marianjoy, fighting to regain use of her legs. Jose and Silvia have been clients of Puente for many years and have a substantial family network at the Timber Lake Apartments in West Chicago. Jose chose to live with siblings at Timber Lake, enveloped in the essential support of his family network for the first months of their recovery.



Puente staff helped the family move into their new, permanently leased apartment in the Timber Lake complex in February. Due to the generosity of the DuPage Foundation and DuPage County's CSBG program, Puente was positioned to offer critical and generous financial support to eliminate financial burdens related to this transition. The family experienced a total loss of all possessions. Ongoing wrap-around support from Puente, WeGo Together, and other providers will result in the complete re-furnishing of their new home and provision of all necessary household goods.

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Performance Indicators



Housing Supports And Self-Sufficiency

- 15** Families Graduated From The FSS Program
- 159** Households Enrolled In Case Management/FSS
- 3,383** Persons Provided With Homeless Prevention Services

Family Center

- 3,792** Children Served
- 1,074** Parents Provided With Mediation Services
- 3,875** Neutral Exchanges At Family Center
- 720** Supervised Parenting Time Sessions



Giving DuPage

- 2,190** Total Number Of Donors For Giving DuPage Days
- 1,050** Residents Who Volunteered Via The Website
- \$316,801** Funds Raised By Giving DuPage Days
- 630** New Users/Volunteers Registered On Website
- 415** Non-Profit Agencies Listing Volunteer Opportunities With Giving DuPage

Senior Services

- 5,038** Seniors Provided With Home Based Services
- 27,223** Senior Citizens Assisted
- 882** Ombudsman Visits To Long-Term Care Facilities
- 2,822** Caregivers Provided With Information And Support
- 1,044** Adult Protective Services Cases Open



LIHEAP

Persons Who Received Energy Assistance **15,300**

Single Family Rehab

Households Served By Single Family Rehabilitation **25**

Home Energy Saving

Number Of Homes Weatherized **96**

Home Safety

Residents Benefitting From Infrastructure Improvements **20,475**

Information And Referral

Information And Referral Calls **58,453**

Ride DuPage

Number Of Rides Provided **33,829**

211DuPage.gov

Number Of Community Resources In 211DuPage.gov **1,027**

Number Of 211DuPage.gov Unique Visitors **82,000**

Social Media

Number Of Facebook Followers **1,388**

Number Of Instagram Followers **1,058**

Number Of Twitter/X Followers **276**

Community Services Staffing

Part-time:

8



161

Staff
Members

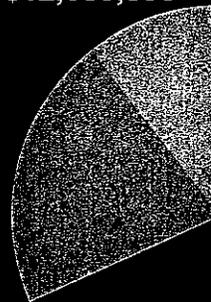
Full-time:

153

Budget By Source

State: \$12,685,956
Private: \$197,003

Local/County:
\$6,143,830



Federal:
\$41,074,283



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