

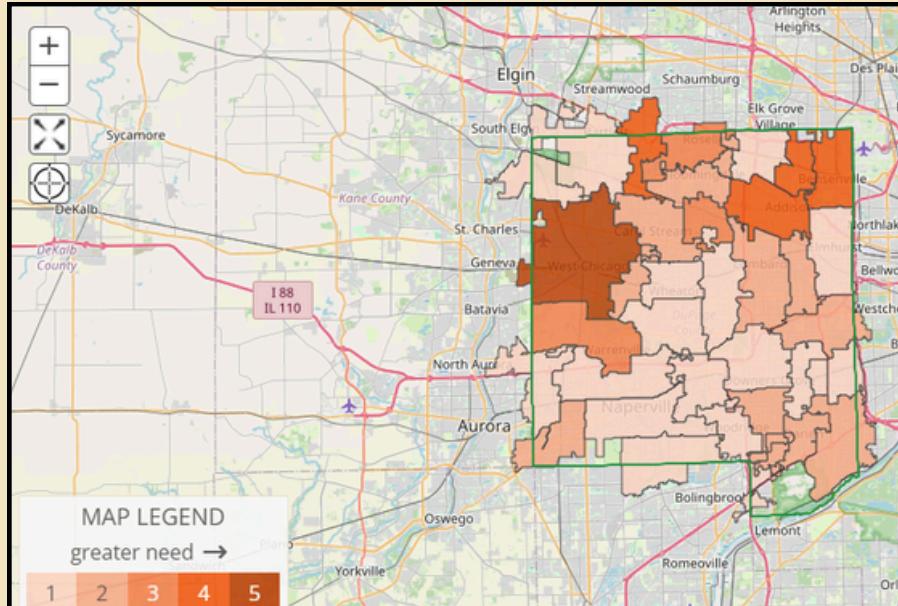
Outreach Year in Review

December 1, 2024 - November 30, 2025

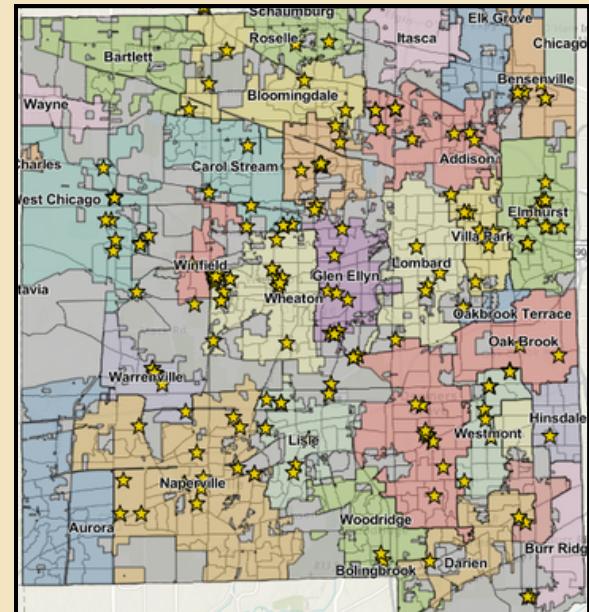


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How is outreach conducted?



The *HEI (Health Equity Index)* measures socioeconomic needs in correlation with poor health outcomes: shorter life expectancy, infant mortality rates, and higher death rates for leading causes of death.



Mapping outreach efforts in partnership with GIS using census data overlays to aid in identification of target areas outside of the *HEI*.

Spotlighting Outreach Events

Sound the Alarm Through the Red Cross

During the "Sound the Alarm" event in West Chicago, outreach staff supported volunteers installing smoke alarms in local homes while distributing 211 brochures—reaching over 500 residents.

Hinsdale Lake Terrace Events

Community Services staff attended multiple community events at the Hinsdale Lake Terrace complex in Willowbrook. More than 100 residents received information about essential resources, and staff assisted with processing program applications.

Eight Back-to-School Fairs

Community Services staff attended 8 Back-to-School Fairs throughout the county in the month of August, with over 1,100 residents informed of our vital services. Memorable spots included Glendale Heights, Elmhurst, West Chicago, Wheaton, and more!

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FY 2024 VS FY 2025

- 169 Outreach events attended
- Information shared with 6,899 people
- Collaborated with 141 different organizations
- 8,512 211 calls
- 51,113 Intake & Referral Calls

2025 Successes

- Exceeded the goal of engaging 7,000 individuals by 3,869, reaching a total of 10,869
- Engaged in creative outreach efforts such as pantries, LIHEAP application events, workNet DuPage sit-ins, and more.
- Utilized other county resources such as the family center, probationary services, animal services, the circuit clerk, and the DA's office.

- 190 Outreach events attended
- Information shared with 10,869 people
- Collaborated with 153 different organizations
- 9,484 211 calls
- 52,215 Intake & Referral Calls

2026 Plan

- Conduct 100 Outreach Events for 8,000 people, covering all programs, and ensuring countywide coverage.
- Attend previously successful events to exceed last year's number of people reached and meet our outreach goals.
- Continue to look for unique opportunities that fall outside the scope of a regular "general services fair."