



**DUPAGE COUNTY**  
**CSBG ADVISORY BOARD**  
**FINAL AGENDA**

**July 16, 2024**

**Regular Meeting**

**11:30 AM**

**3500-B**

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

1. **CALL TO ORDER**
2. **PUBLIC COMMENTS AND CONCERNS**
3. **APPROVAL OF MINUTES**
  - CSBG Advisory Board – Regular Meeting – April 16, 2024- Action Item
4. **REPORTS – GINA STRAFFORD-AHMED/ LISA HAMILTON**
  - Second Quarter 2024 Regular CSBG Grant–Handout
5. **BUDGET REVIEW – GINA STRAFFORD-AHMED**
  - Review Regular CSBG 2024-Handout
6. **OLD BUSINESS**
  - Scholarship
  - Review & Approve Needs Assessment- Action Item
7. **NEW BUSINESS**
  - Review & Approve Community Action Plan/Grant 2024- Action Item
  - Meeting dates for next year
8. **211**
  - Second Quarter 2024 Summary Report
9. **FUTURE AGENDA ITEMS**
10. **BOARD MEMBER COMMENTS**
11. **INFORMATIONAL ITEMS**
12. **ADJOURNMENT – NEXT MEETING October 15, 2024**

**2024 MEETING DATES:**  
October 15, 2024

Please contact Jennifer Diaz at (630) 407-6421 or via email [Jennifer.Diaz@dupageco.org](mailto:Jennifer.Diaz@dupageco.org) by July 12<sup>th</sup> to confirm your attendance.



**DUPAGE COUNTY**  
**CSBG ADVISORY BOARD**  
**MINUTES**

---

**April 16, 2024**

**Regular Meeting**

**11:30 AM**

---

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

**1. CALL TO ORDER**

Meeting was called to order by Kristin Sheffield at 11:37 AM.

**2. ROLL CALL**

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

PRESENT: Kristen Sheffield, Vanessa Roth, Sergio Martinez, Christina LePage, Molly Howieson, Kathleen McNamara, Lisa Horne, Lynn LaPlante, Greg Schwarze and Paula Garcia. Quorum Present

ZOOM: Don Davia and Wendy Williams

ABSENT: Michael C. Pesola, Michael L. Childress, Dawn DeSart, and Kari Galassi.

**3. PUBLIC COMMENTS AND CONCERNS**

No public comments were received at this meeting.

**4. APPROVAL OF MINUTES**

Kristin Sheffield called for a motion to approve the January 16, 2024, meeting minutes Paula Garcia made a motion to approve the minutes, Greg Schwarze seconded the motion, and all voted aye. The motion was carried.

**5. REPORTS –LISA HAMILTON**

Lisa Hamilton went over the final number of families that were served with CSBG funding at the West Chicago Fire, 24 families, the total number was not available at the January meeting.

Lisa Hamilton went over the 1<sup>st</sup> quarter 2024 CSBG Outcome Summary Reports. All programs have gotten off to a good start. She briefly explained in detail each program, the services offered and how progress is tracked. Lisa explained two programs are not showing people served; the scholarship program and Teen Parent Connection's pantry. She stated that the deadline for the Scholarship is

Friday, May 3<sup>rd</sup> so we will see those numbers on the next report. Teen Parent Connections (Pantry) did serve clients with the car seat program, but they did not submit their numbers for the pantry until after the report was prepared. Mary Keating asked what the numbers represented for the GardenWorks program. Lisa explained that those would be for the two gardens that will be opening this year, one garden will be in Willowbrook and the other in West Chicago. Additional gardens they are working on Colony Park (Carol Stream) and Green Trails (Carol Stream). Handouts provided.

#### 6. BUDGET REVIEW – GINA STRAFFORD-AHMED/DAVID BARNES

Gina Strafford-Ahmed reviewed in detail the 2024 CSBG Regular Grant Budget and Expenditure Report for the 1<sup>st</sup> quarter. She explained that the report was prepared before all invoicing was received. 360 Youth Services, Catholic Charities, and Teen Parent Connections came in after the report was prepared. As a reminder the Disaster Assistance funding is for water bills or if there is disaster in the County, but overall, we have a good start with spending the funds. Handout provided.

Gina Strafford-Ahmed reviewed the 2024 Budget and proposed modification. She explained the grant allows a carryover of up to 20% and we will hear from the State by the middle of the month the exact amount. We are not allowed to carry over the Special Funding for ROMA or T/TA. There is currently a short fall in Salary/Fringe because the 3% COLA was originally budgeted at 2% and additional insurance costs so modification funds will need to be used to cover these increases. In Office supplies/equipment additional funds are needed to cover a new survey tool we are working through the procurement process for. We over budgeted for Telecommunications and travel so some funds will be moved from this area. Additional funding will be needed in the Disaster program to sustain the need for water assistance and Gina suggested adding an additional \$15,000 to the scholarship program. Teen Parent Connections asked for additional funding for fathers' program and Outreach asked for additional funding, Gina advised both programs that this is a lean year but next year we may receive additional funding.

Kristen Sheffield called for a motion to approve the 2024 CSBG Modification as presented. Greg Schwarze made a motion to approve, Paula Garcia seconded the motion, and all voted aye. The motion was carried.

#### 7. OLD BUSINESS

Annual Board Assessment: Gina Strafford-Ahmed briefly went over the Board's Self-Assessment results. Gina Strafford-Ahmed 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 explained that 5 members must be in attendance while zoom members are present in order to have a quorum for the meeting. Mary Keating suggested new members be given an overview of the difference between CDBG & CSBG, because some of the members may be getting the two mixed up. Handout provided.

Needs Assessment Planning: Lisa Hamilton explained that the focus groups will be starting soon and we are working together with the Community Development Department. Jennifer Komis, I&R Coordinator, has started reaching out about focus groups and has reached out to Head Start, CHAD, and PADS. The Client survey has rolled out and Lisa if each agency can have their clients fill out the survey. The goal is to have all the surveys done by middle of June and draft of the needs



assessment for the July Meeting. Age Guide just completed their assessment and we're hoping they will share their information. The deadline for the client survey is May 15<sup>th</sup>. If any Board members want to submit the surveys in paper form, Gina and Lisa stressed that we have staff members that can do the data entry and if anyone needs additional paper copies of the survey please let us know right away.

**8. NEW BUSINESS-GINA STRAFFORD-AHMED**

CSBG Scholarship: Lisa Hamilton asked the Board for volunteers to review/grade applicant's packets- Kathleen McNamara, Molly Howieson, Lisa Horne, Dawn DeSart and Paula Garcia all agreed to volunteer for the Scholarship review committee. Lisa Hamilton thanked the Board and stated the deadline to apply is May 3, 2024, and looking at a day in June to complete the grading.

Strategic Plan: Mary Keating encouraged all Board Members to read the new Strategic Plan. She gave an overview of how the strategic plan and highlighted each area it addresses. Kristen Sheffield called for a motion to approve the Strategic Plan as presented. Paula Garcia seconded the motion, and all voted aye. The motion was carried.

**9. 211**

Lisa Hamilton reviewed in detail the 211 DuPage 2024 First Quarter Summary Report. She explained that the text feature was officially launched April 1<sup>st</sup>, and now 211DuPage can communicate via phone, text and email. This report does not reflect the texting data as texting started after this quarter. Lisa explained that were looking to do more outreach and we are currently in the middle of a PR campaign via streaming platforms. Gina Strafford-Ahmed explained to the Board that we are starting the accreditation process for 211DuPage, Inform USA is the accrediting body and may reach out to agencies as part of the process. Handout provided.

**10. FUTURE AGENDA ITEMS**

**11. BOARD MEMBER COMMENTS**

**12. INFORMATIONAL ITEMS**

**13. ADJOURNMENT**

Kristin Sheffield called for a motion to adjourn the meeting, Greg Schwarze made the motion to adjourn, Molly Howieson seconded the motion, and all voted aye. The motion was carried. There being no further business, the meeting was adjourned at 12:40 PM.

**2024 MEETING DATES:**  
July 16, 2024, and October 15, 2024



CSBG Summary Report 2024 - 1st Quarter (1/1/2024 - 03/31/2024)

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	11	0	10	0	1	0
WP 01.031 - 360 Youth Services	60	31	1	28	2	0	0
WP 02.061 - Scholarship	6	0	0	0	0	0	0
WP 03.011 - H.O.M.E. DuPage - (Financial Fitness)	30	9	9	0	0	0	0
WP 03.011 - H.O.M.E. DuPage - (Financial Coaching)	30	17	0	17	0	0	0
WP 04.041 - Catholic Charities (Housing/Case Management)	75	17	1	12	1	3	0
WP 05.000 - GardenWorks (Community Initiative)	2	2	0	0	0	0	0
WP 05.081 - Teen Parent Connections (Car Seat Program)	65	11	11	0	0	0	0
WP 05.081 - Teen Parent Connections (Pantry)	250	0	0	0	0	0	0
WP 07.011 - Family Self Sufficiency Program	30	29	0	29	0	0	0
WP 07.031 - Comprehensive Intakes	5,000	1,560	1,560	0	0	0	0
WP 07.031 - I&R/211 Calls	50,000	10,187	10,187	0	0	0	0
WP 07.031 - Community Outreach	7,000	787	787	0	0	0	0
WP 07.031 - Basic Needs - (Clothing/Household Goods)	100	39	39	0	0	0	0
WP 09.011 - Agency Capacity Building Activities	3	3	0	3	0	0	0
WP 10.01 - Disaster Assistance - (# of families)	2	0	0	0	0	0	0
WP 10.01 - Water Assistance	25	27	27	0	0	0	0



The GardenWorks Project  
2024 Community Services Block Grant

Produce For Pantries Program  
Quarterly Report #1 April 2024

### **Project Goals**

The Produce for Pantries (PFP) Program aims to enhance food resilience in the western Chicagoland region by establishing community gardens that serve as both sources of food production and educational hubs. Additionally, it seeks to improve food access and equity by connecting food growers more effectively to emergency food assistance agencies through a streamlined communication tool.

A notable aspect of this program is its emphasis on producing not 'extra' or 'excess' or 'leftover' crops, but rather growing produce explicitly for donation purposes. Harvest and delivery will occur on the same day, ensuring timely provision to those in need.

### **Progress Update**

In January 2024, plans were solidified for new garden sites at **Project Rise** (Willowbrook) and **Timber Lake Complex** (West Chicago). At Project Rise, 10 100-pound grow bags will be maintained, and produce will be delivered to the Anne M Jeans Elementary School Food Pantry. At Timber Lake Complex, four raised beds will be installed, with harvested produce going directly to residents.

### **Additional Gardens**

At **New Hope Church** (West Chicago) five families will take ownership of a 4x8 garden bed with remaining beds designated for donations to local pantries. **Colony Park**, (Carol Stream) a Mercy Housing property, will feature tabletop gardens for residents, supported by ongoing educational visits from GardenWorks. **Green Trails** (will dedicate beds solely to food pantry donations, with a focus on smaller pantries lacking regular fresh produce.

### **DuPage County Fairgrounds Demonstration Garden**

This ongoing project will expand in 2024 to increase donations to multiple food pantries. Additional staff hours will be dedicated to its maintenance.

### **Next Steps**

- Ongoing installation of new garden sites through May 2024
- Management of harvest-to-pantry schedules
- Monitoring of produce donations
- Follow-up with food pantry directors for program/process improvement
- Research to identify additional green space and food pantry interest for 2025

### **Marketing**

- Consistent communication about the Fresh Food Connect app's use and benefits through social media, e-newsletters, and printed materials.
- Community Outreach
- Continued efforts to engage with the community and promote the program's objectives.





April 12, 2024

We are pleased to provide the first of four quarterly reports on the utilization of the Community Services Block Grant awarded by DuPage County for The GardenWorks Project's *Produce for Pantries Program* (PFP Program).

### **Project Goals**

The PFP program is aimed to build on the existing assets within the GardenWorks network and the broader community to 1) improve food resilience across the western Chicagoland region by establishing community gardens. These gardens will not only function as vital sources of food production and processing but educational hubs as well. They will serve to address food insecurity in the region while also educating individuals about sustainable food practices. 2) In addition, the PFP program will work to improve food access and equity across the region with a stream-lined communication tool to connect food growers more effectively to emergency food assistance agencies.

### **Project Overview**

The objective of the 2024 PFP grant is to pinpoint areas of utmost need and establish two community gardens with the active involvement of community stakeholders. The GardenWorks Project will provide all necessary supplies, materials, and ongoing support, aiming for self-sufficiency within three years of the grant cycle.

Moreover, a distribution strategy will be devised to supply fresh produce to individuals experiencing food insecurity in DuPage County.

An educational goal is also set, leveraging the *Fresh Food Connect* app to assist all food growers. This app facilitates connections between growers and provides guidance on donating produce to food pantries, with donation amounts tracked to enable GardenWorks to monitor donations effectively.

A notable aspect of this program is its emphasis on producing not 'extra' or 'excess' or 'leftover' crops, but rather growing produce explicitly for donation purposes. Harvest and delivery will occur on the same day, ensuring timely provision to those in need.

### **Progress Update**

In January 2024, the new year began with efforts to solidify plans for two new garden sites at:

Project Rise, 10S252 Kingery Hwy (Rt 83) Willowbrook, IL 60527  
Timber Lake Complex 1200 Kings Cir, West Chicago, IL 60185

The garden site at **Project Rise** will have 10 100 pound grow bags. These beds will be maintained and produce harvested and delivered to the Anne M Jeans Elementary School Food



Pantry by members of Project Rise. Produce deliveries will begin in late May and continue through October. GardenWorks will provide ongoing support.

Four raised beds will be installed at **Timber Lake Complex** with residents caring for the beds. Two Timber Lake employees will provide daily support for this project. A GardenWorks Garden Lead volunteer with several years of experience and GardenWorks staff will also provide support. Harvested produce will go directly to the residents in the complex who are all eligible for our program.

### **Additional Gardens**

In response to our communication efforts on establishing new garden projects, additional sites have been added to our 2024 growing season.

**New Hope Church**, located at 643 E Washington Street in West Chicago will provide five qualifying families with a 4x8 garden bed to supplement their meals throughout the garden season. The remaining seven beds will be designated as 'market to pantry' gardens and weekly donations will be made to Wayne Township and We Go Market pantries. In February 2024, a survey was conducted by SNAP-Ed, University of Illinois Extension to identify what food pantry clients are interested in receiving when they visit the pantries. This information will help direct what is grown at the New Hope Garden. In April, these beds were refreshed by student volunteers from St. Francis High School, Wheaton. A community planting day with volunteers from Healthy West Chicago, New Hope Church and GardenWorks is scheduled for Sunday, May 19 at noon.

This site was once maintained by GardenWorks and has now been restored and a new collaboration formed.

**Colony Park**. (Carol Stream) a Mercy Housing property, is dedicated to income eligible persons aged 62 years and older. Home Depot is also funding a portion of this project and will be on site in late May to build 10 tabletop gardens for residents. Ongoing educational visits from GardenWorks will occur throughout the growing season.

### **Green Trails (Lisle)**

This site offers six 3 x 7 garden beds which will be dedicated solely to food pantry donations. GardenWorks will be responsible for maintaining the garden and making weekly donations. A food pantry for this site is still being determined. A goal is to locate smaller pantries that may not receive fresh produce on a regular basis.

### **DuPage County Fairgrounds Demonstration Garden**

This is an ongoing project that will undergo two expansions in the Spring and Fall of 2024. The goal is to increase weekly donations from once a week to three times to several food pantries. Additional staff hours will be dedicated to the DuPage County Fairgrounds Demonstration Garden.

### 1. Next Steps

- Installing new garden sites is ongoing through May 2024
- Arrange, schedule, and manage harvest to pantry schedules
- Monitor produce donations
- Collect food pantry donation data via *Fresh Food Connect*
- Follow up with food pantry directors on ways to improve the program/process.
- Continue research to locate additional green space and food pantry interest for 2025.

### 2. Marketing

- Consistent communication on the proper use and benefits the *Fresh Food Connect* app.
- Program progress will be shared on social media, newsletters and printed materials.

### 3. Conduct Community Outreach

- Ongoing

### Financial Report: January 1 – April 12

Garden Installation Costs	\$4,293.21
Program Management Staff	\$10,080
Program Marketing Staff	\$2,688
Events	\$336.09
Memberships	\$564
Printing	\$163.83
Website Management	\$1,200
Fresh Food Connect App	\$250
Volunteer Management System	<u>\$269.89</u>
	\$19,845.02

### Impact and Outcomes

The first quarter of the 2024 Community Services Block Grant created the framework from which the seasons work will take shape. Garden site installation is underway, seedlings have been ordered and designs for each garden bed is being planned. In our next report, data on the number of individuals in the program can be shared as well as donation reports collected from Fresh Food Connect.

The most valuable outcome in this first quarter has been the establishment and reestablishment of community partnerships focusing on addressing food insecurity in the region.

We extend our sincere gratitude to the DuPage County Board and Community Services Department for their support, as well as to our partners, collaborators, and stakeholders for their contributions to the project.

**Contact Information**

For further information, please contact Teri Wood, Executive Director, The GardenWorks Project at 630-780-8866 or [teri@gardenworksproject.org](mailto:teri@gardenworksproject.org).



The GardenWorks Project  
2100 Manchester Road, #970  
Wheaton, IL 60187



**CSBG PY24**  
**1/1/24 - 12/31/24**  
**BUDGET AND EXPENDITURE REPORT**

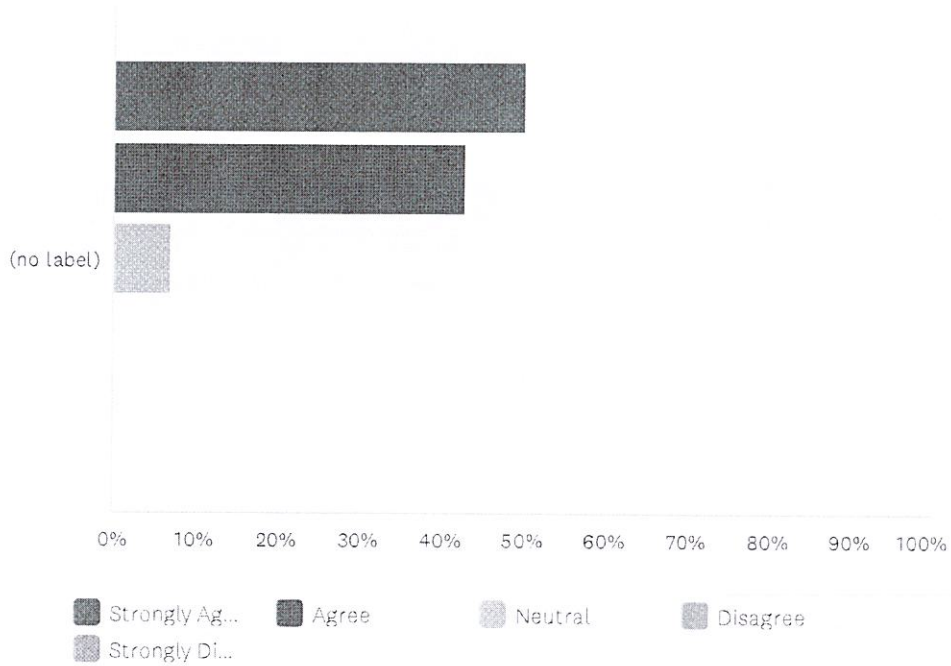
	PY24 BUDGET	PY24 YTD EXPEND	PY24 UNSPENT
<b>PROGRAM SUPPORT</b>			
SALARY & FRINGE BENEFIT	691,482.00	177,880.01	513,601.99
TRAVEL	5,500.00	2,136.35	3,363.65
POSTAGE	500.00	18.44	481.56
OFFICE SUPPLIES	2,500.00	1,060.25	1,439.75
REPEAT BOUTIQUE	0.00	0.00	0.00
H.O.M.E. DuPage	46,888.00	11,322.00	35,566.00
360 YOUTH	55,242.00	0.00	55,242.00
HOPE HOUSE/CATHOLIC CHARITIES	55,000.00	7,547.60	47,452.40
CATHOLIC CHARITIES BTSF	10,000.00	0.00	10,000.00
OUTREACH COMMUNITY SERVICES	100,000.00	26,264.42	73,735.58
THE GARDEN WORKS	70,000.00	13,436.93	56,563.07
TEEN PARENT CONNECTION	40,000.00	0.00	40,000.00
WIOA/WORKNET SHARED COSTS	3,776.00	0.00	3,776.00
TELECOMMUNICATIONS	5,367.00	298.92	5,068.08
TOTAL PROGRAM SUPPORT	1,086,255.00	239,964.92	846,290.08
<b>DIRECT CLIENT ASSISTANCE</b>			
HOUSING ASSISTANCE/FSS	20,000.00	60.00	19,940.00
DISASTER ASSISTANCE	16,220.00	5,734.18	10,485.82
HIGH TECH SCHOLARSHIPS	10,000.00	0.00	10,000.00
TOTAL DIRECT CLIENT ASSISTANCE	46,220.00	5,794.18	40,425.82
<b>ADMINISTRATION</b>			
DIRECT COST STAFF	38,268.00	14,283.97	23,984.03
TRAVEL	3,000.00	1,207.23	1,792.78
COPIER RENTAL	1,140.00	503.76	636.24
TELECOMMUNICATIONS	596.00	99.64	496.36
DUES, MEMBERSHIPS	4,735.00	57.00	4,678.00
MEETING EXPENSES	500.00	0.00	500.00
TOTAL ADMINISTRATION	48,239.00	16,151.60	32,087.41
<b>SPECIAL</b>			
T&TA	7,500.00	2,777.00	4,723.00
ROMA PROFESSIONALS TRAINING	7,500.00	1,280.00	6,220.00
TOTAL SPECIAL	15,000.00	4,057.00	10,943.00
<b>TOTAL</b>	<b>1,195,714.00</b>	<b>265,967.70</b>	<b>929,746.31</b>

**CSBG 2024 Budget**

	<b>FY 23 MOD Approved</b>	<b>FY 24 Approved</b>	<b>FY 24 MOD Proposed</b>	<b>FY 24 MOD</b>
<b>Total Grant Projection</b>	<b>\$ 1,328,747</b>	<b>\$ 1,196,614</b>	<b>\$ 78,669</b>	<b>\$ 1,275,283</b>
<b>PROGRAM SUPPORT</b>				
SALARYFRINGE	\$ 673,415	\$ 691,482	\$ 31,714	\$ 723,196
OFFICE SUPPLIES/EQUIPMENT	\$ 11,432	\$ 2,500	\$ 11,026	\$ 13,526
POSTAGE	\$ 164	\$ 500	\$ -	\$ 500
TRAVEL	\$ 5,500	\$ 5,500	\$ (1,500)	\$ 4,000
TELECOMMUNICATIONS	\$ 2,408	\$ 5,367	\$ (3,571)	\$ 1,796
REPEAT BOUTIQUE	\$ 6,000	\$ -	\$ 6,000	\$ 6,000
WIOA MOU	\$ 3,776	\$ 3,776	\$ -	\$ 3,776
CATHOLIC CHARITIES (CMGT/BTSF)	\$ 65,000	\$ 65,000	\$ -	\$ 65,000
360 YOUTH SERVICES	\$ 55,242	\$ 55,242	\$ -	\$ 55,242
OUTREACH COMMUNITY SERVICES	\$ 100,000	\$ 100,000	\$ -	\$ 100,000
H.O.M.E. DUPAGE	\$ 46,888	\$ 46,888	\$ -	\$ 46,888
TEEN PARENT CONNECTION	\$ 40,000	\$ 40,000	\$ -	\$ 40,000
THE GARDEN WORKS PROJECT	\$ 15,000	\$ 70,000	\$ -	\$ 70,000
<b>TOTAL PROGRAM SUPPORT</b>	<b>\$ 1,024,825</b>	<b>\$ 1,086,255</b>	<b>\$ 43,669</b>	<b>\$ 1,129,924</b>
<b>DIRECT CLIENT ASSISTANCE</b>				
FAMILY SELF-SUFFICIENCY	\$ 20,000	\$ 20,000	\$ -	\$ 20,000
DISASTER/EMER ASSISTANCE	\$ 75,855	\$ 16,220	\$ 20,000	\$ 36,220
WIOA/JOB TRAINING	\$ 100,000	\$ -	\$ -	\$ -
HIGH TECH SCHOLAR	\$ 30,000	\$ 10,000	\$ 15,000	\$ 25,000
<b>TOTAL DIRECT CLIENT ASSISTANCE</b>	<b>\$ 225,855</b>	<b>\$ 46,220</b>	<b>\$ 35,000</b>	<b>\$ 81,220</b>
<b>Special</b>				
<b>T&amp;TA</b>	<b>\$ 7,500</b>	<b>\$ 7,500</b>	<b>\$ -</b>	<b>\$ 7,500</b>
<b>ROMA</b>	<b>\$ 7,500</b>	<b>\$ 7,500</b>	<b>\$ -</b>	<b>\$ 7,500</b>
<b>TOTAL</b>	<b>\$ 15,000</b>	<b>\$ 15,000</b>	<b>\$ -</b>	<b>\$ 15,000</b>
<b>ADMINISTRATION</b>				
DIRECT COST STAFF	\$ 45,099	\$ 38,268	\$ -	\$ 38,268
TRAVEL	\$ 5,500	\$ 3,000	\$ -	\$ 3,000
TRAINING	\$ 3,000	\$ -	\$ -	\$ -
DUES	\$ 7,000	\$ 5,635	\$ -	\$ 5,635
TELECOMMUNICATIONS	\$ 828	\$ 596	\$ -	\$ 596
COPIER RENTAL	\$ 1,140	\$ 1,140	\$ -	\$ 1,140
MEETING EXPENSES	\$ 500	\$ 500	\$ -	\$ 500
<b>TOTAL ADMINISTRATION</b>	<b>\$ 63,067</b>	<b>\$ 49,139</b>	<b>\$ -</b>	<b>\$ 49,139</b>
<b>TOTAL</b>	<b>\$ 1,328,747</b>	<b>\$ 1,196,614</b>	<b>\$ 78,669</b>	<b>\$ 1,275,283</b>

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

Answered: 14 Skipped: 0

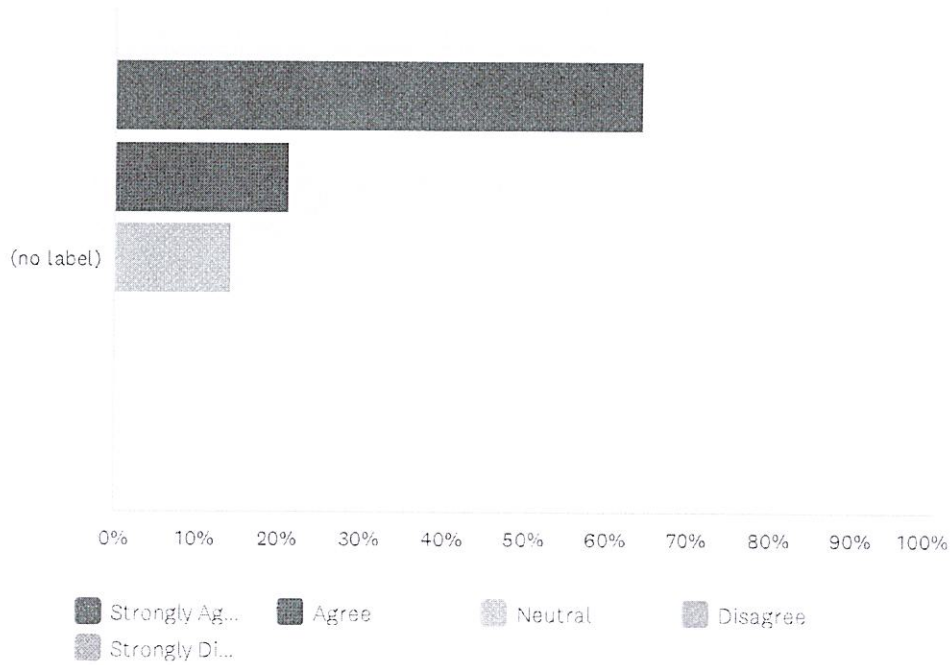


	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
(no label)	50.00% 7	42.86% 6	7.14% 1	0.00% 0	0.00% 0	14	4.43



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

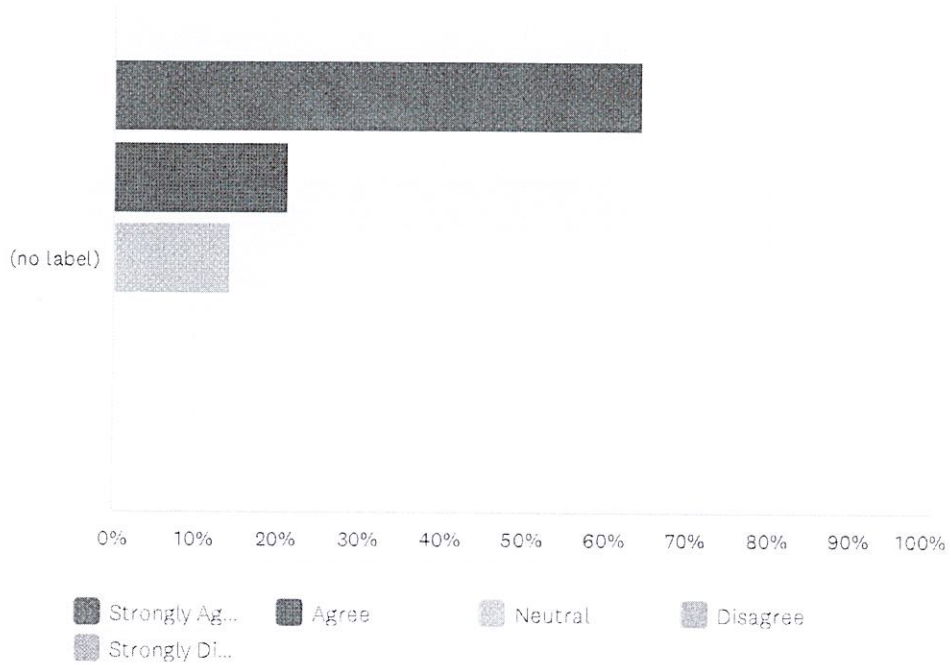
Answered: 14 Skipped: 0



	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
(no label)	64.29%	21.43%	14.29%	0.00%	0.00%	14	4.50
	9	3	2	0	0		

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

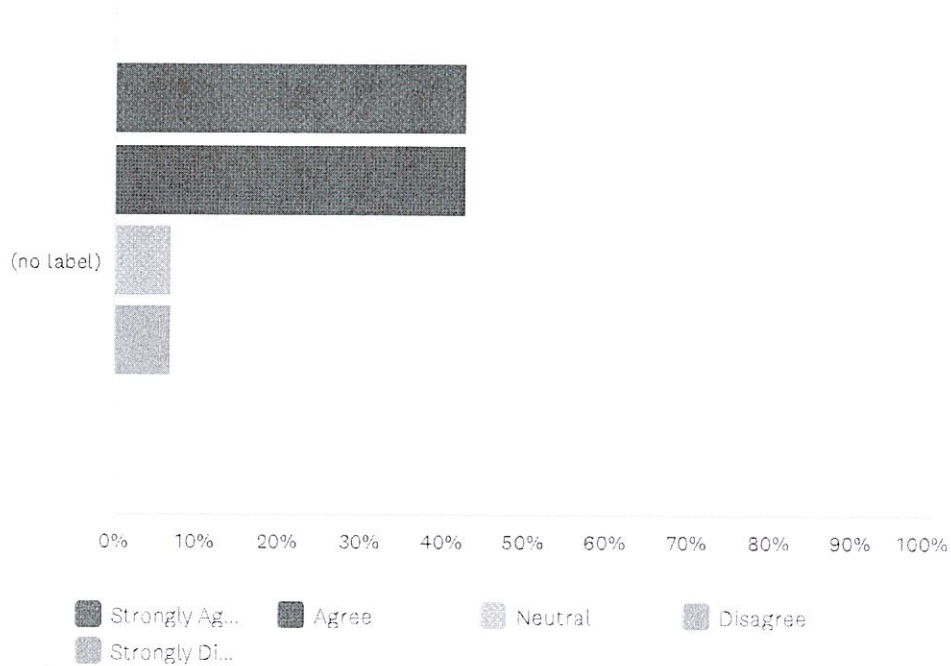
Answered: 14 Skipped: 0



	<b>STRONGLY AGREE</b>	<b>AGREE</b>	<b>NEUTRAL</b>	<b>DISAGREE</b>	<b>STRONGLY DISAGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
(no label)	64.29%	21.43%	14.29%	0.00%	0.00%	14	4.50
	9	3	2	0	0		

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

Answered: 14 Skipped: 0

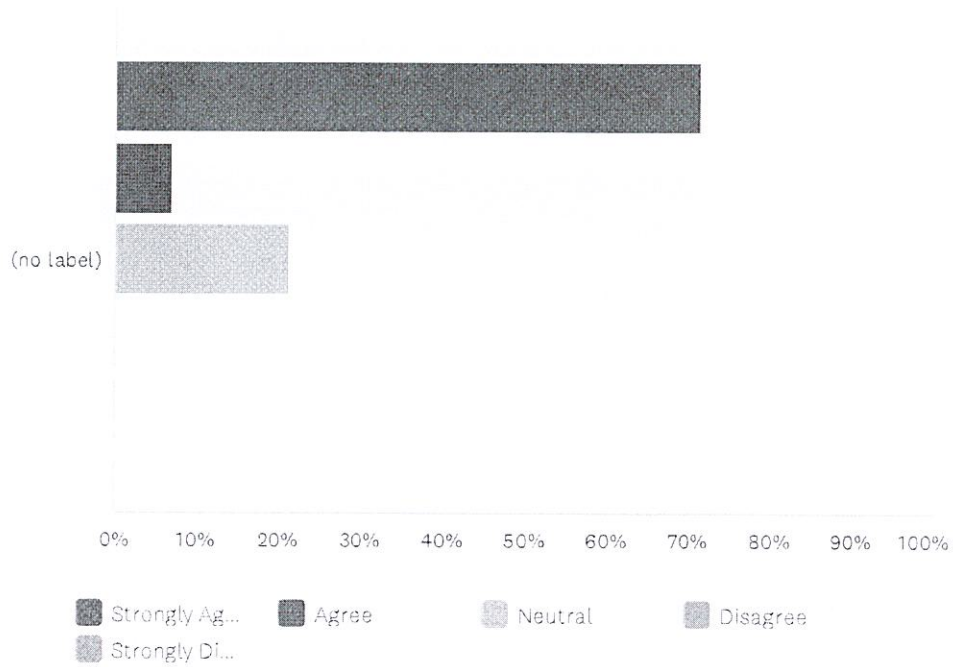


	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
(no label)	42.86%	42.86%	7.14%	7.14%	0.00%	14	4.21
	6	6	1	1	0		



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

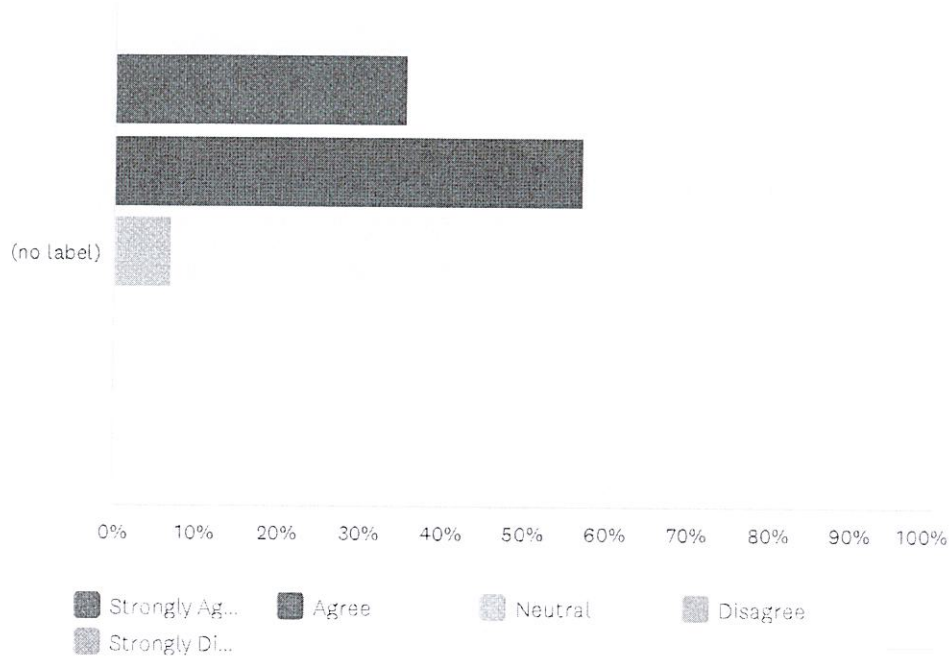
Answered: 14 Skipped: 0



	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
(no label)	71.43% 10	7.14% 1	21.43% 3	0.00% 0	0.00% 0	14	4.50

### Q6 Advisory board members are familiar with and understand the major programs and services offered by the department.

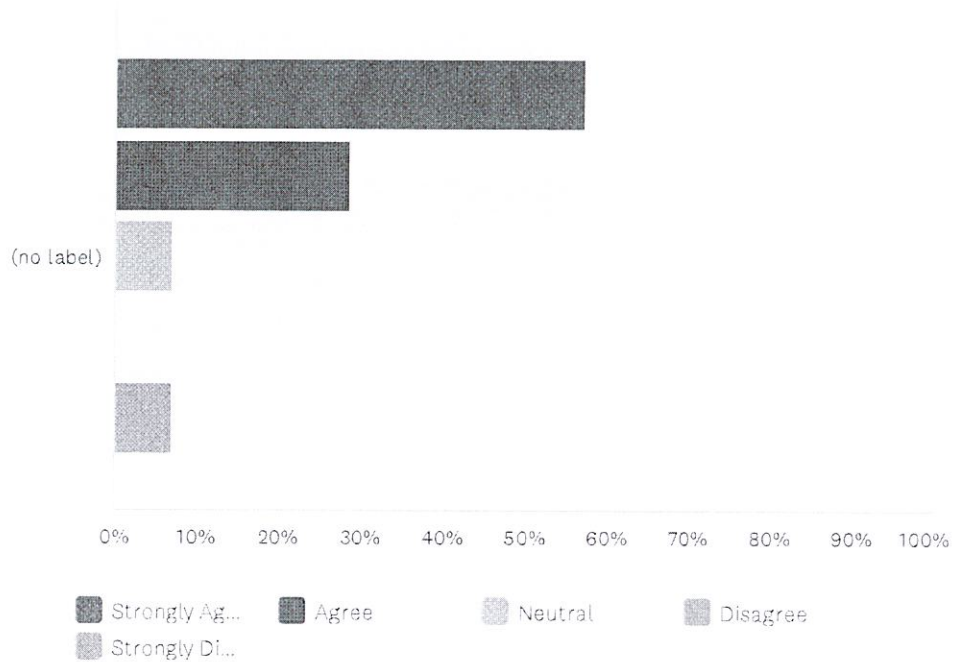
Answered: 14 Skipped: 0



	<b>STRONGLY AGREE</b>	<b>AGREE</b>	<b>NEUTRAL</b>	<b>DISAGREE</b>	<b>STRONGLY DISAGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
(no label)	35.71% 5	57.14% 8	7.14% 1	0.00% 0	0.00% 0	14	4.29

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

Answered: 14 Skipped: 0

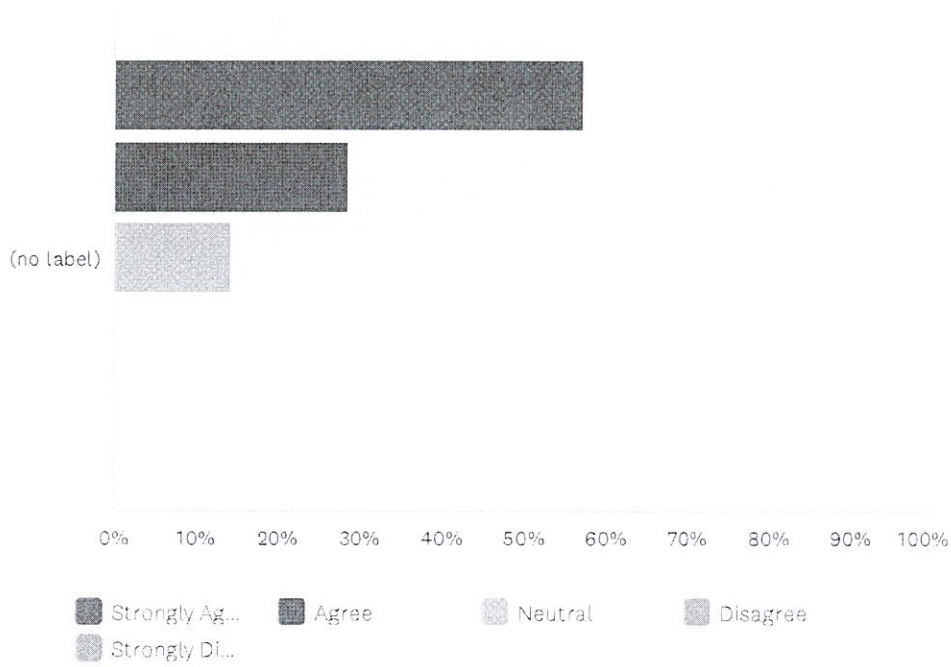


	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
(no label)	57.14%	28.57%	7.14%	0.00%		7.14%	
	8	4	1	0	1	14	4.29



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

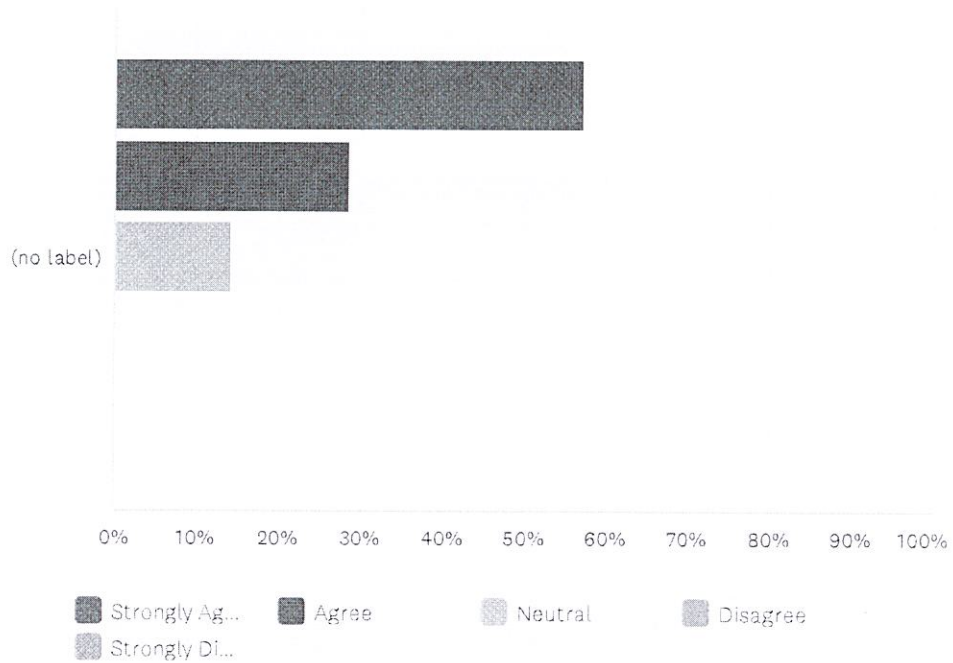
Answered: 14 Skipped: 0



	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
(no label)	57.14%	28.57%	14.29%	0.00%	0.00%	14	4.43
	8	4	2	0	0		

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

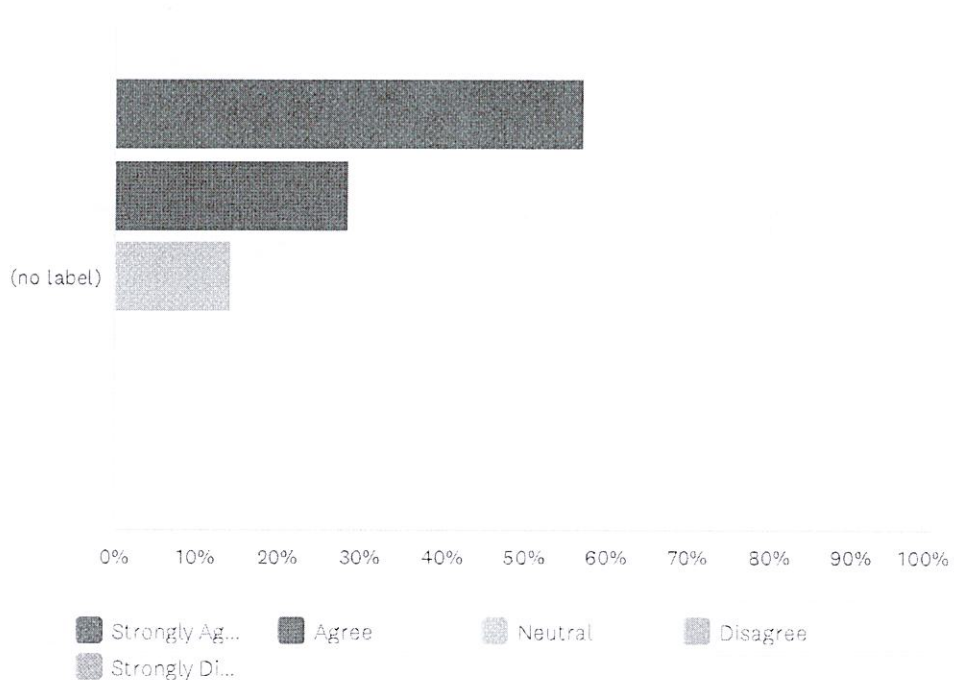
Answered: 14 Skipped: 0



	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
(no label)	57.14%	28.57%	14.29%	0.00%	0.00%	14	4.43
	8	4	2	0	0		

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

Answered: 14 Skipped: 0

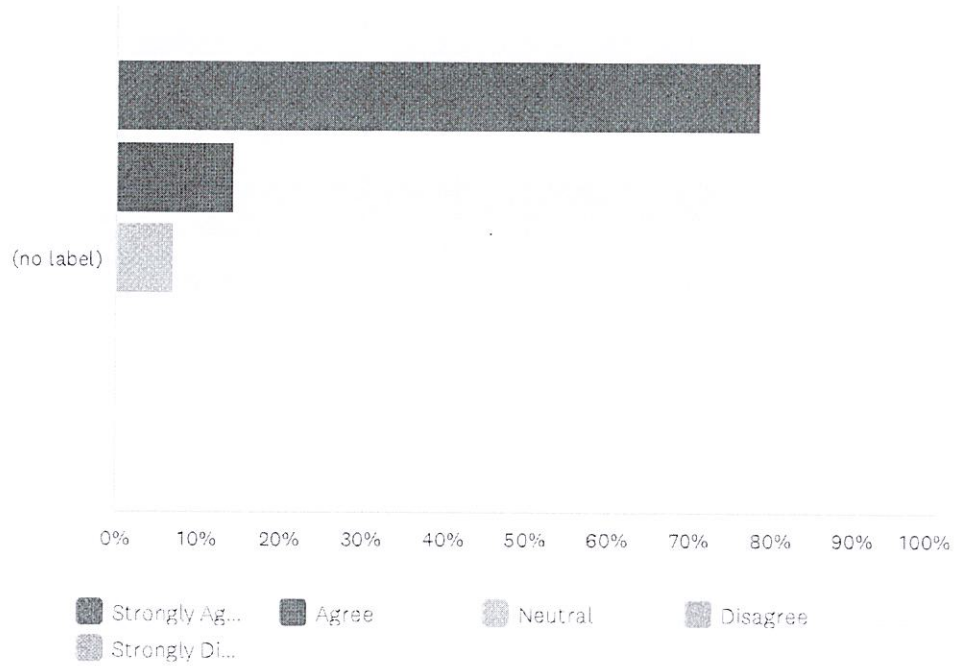


	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
(no label)	57.14%	28.57%	14.29%	0.00%	0.00%	14	4.43
	8	4	2	0	0		



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

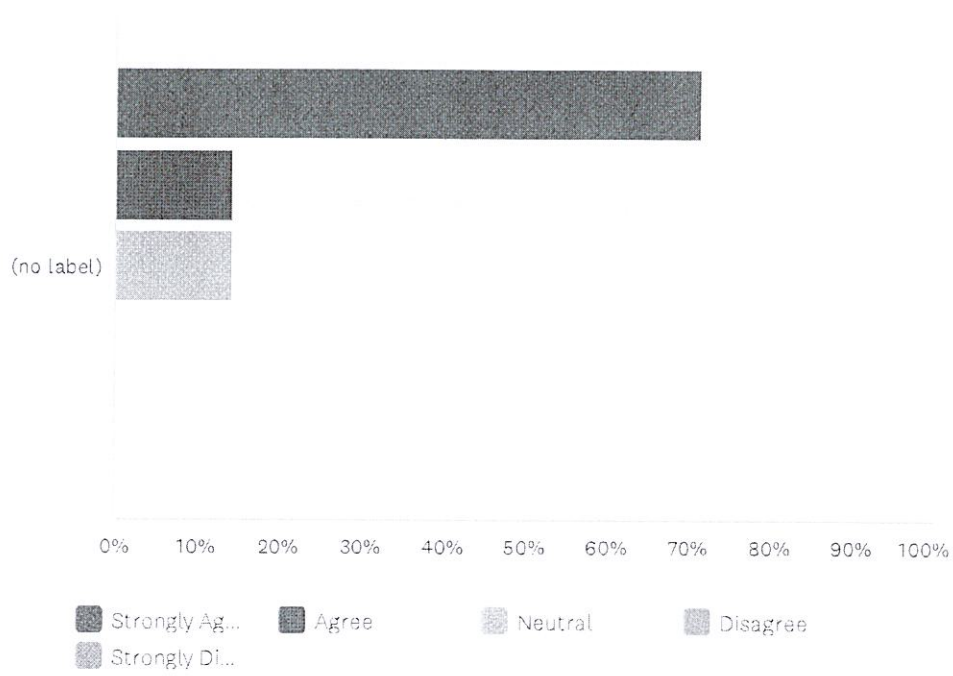
Answered: 14 Skipped: 0



	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
(no label)	78.57% 11	14.29% 2	7.14% 1	0.00% 0	0.00% 0	14	4.57

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

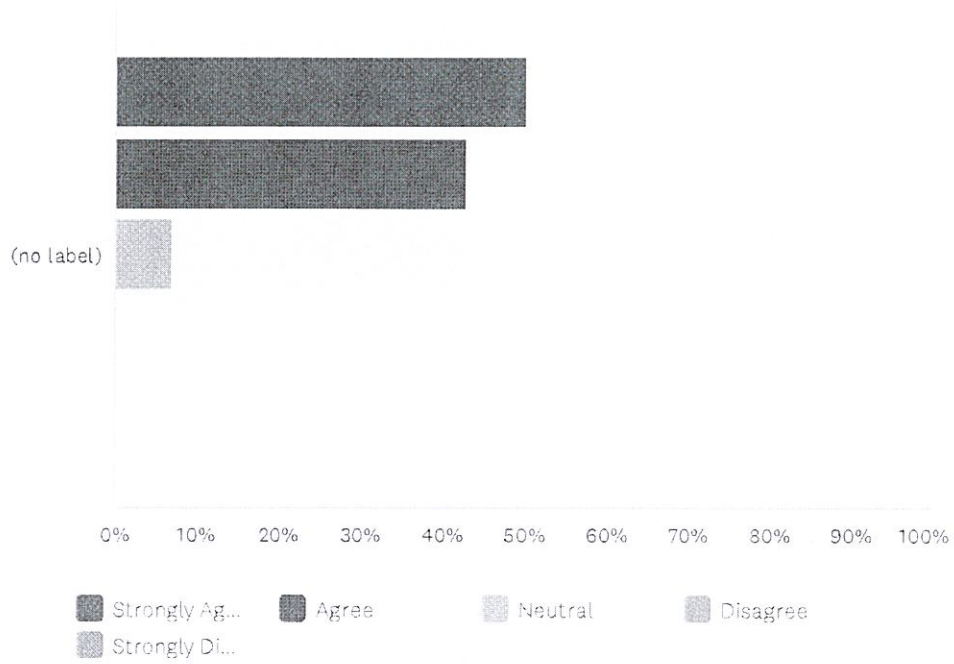
Answered: 14 Skipped: 0



	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
(no label)	71.43%	14.29%	14.29%	0.00%	0.00%	14	4.57
	10	2	2	0	0		

### Q13 Board members actively participate in discussions.

Answered: 14 Skipped: 0

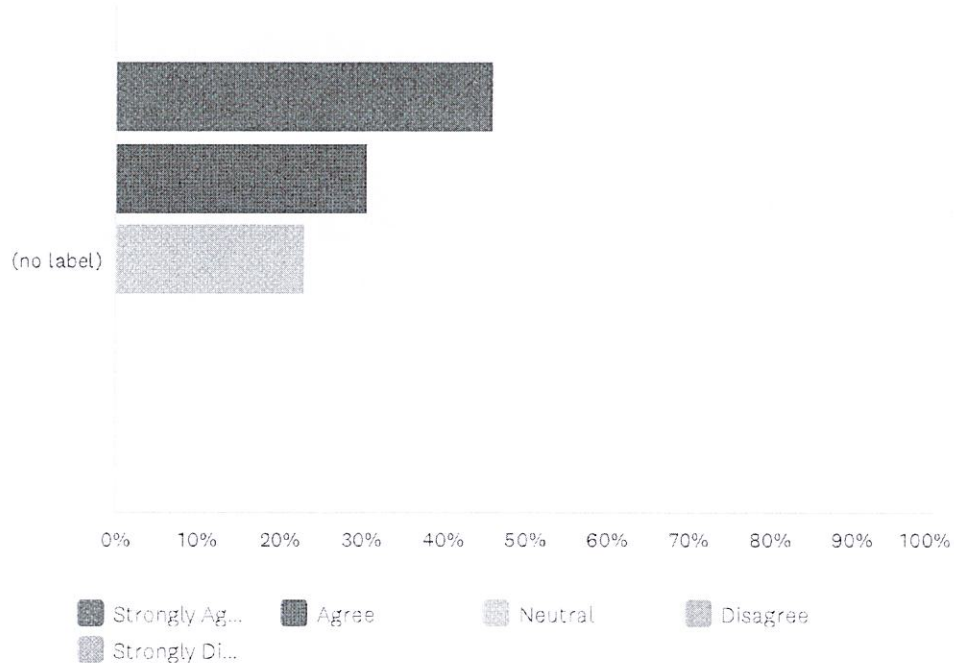


	<b>STRONGLY AGREE</b>	<b>AGREE</b>	<b>NEUTRAL</b>	<b>DISAGREE</b>	<b>STRONGLY DISAGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
(no label)	50.00%	42.86%	7.14%	0.00%	0.00%	14	4.43
	7	6	1	0	0		



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

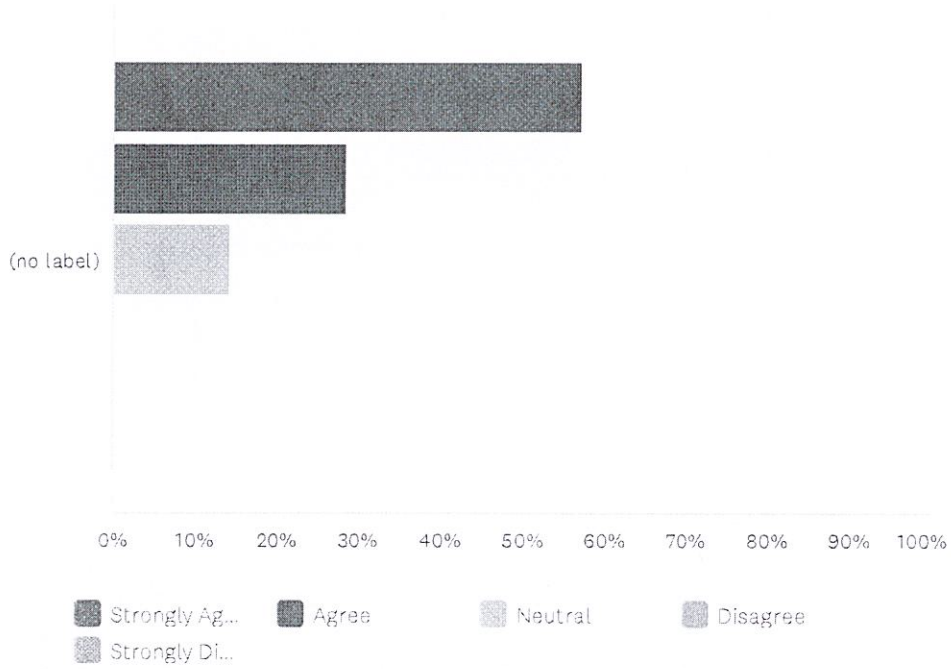
Answered: 13 Skipped: 1



	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
(no label)	46.15%	30.77%	23.08%	0.00%	0.00%	13	4.23
	6	4	3	0	0		

**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.**

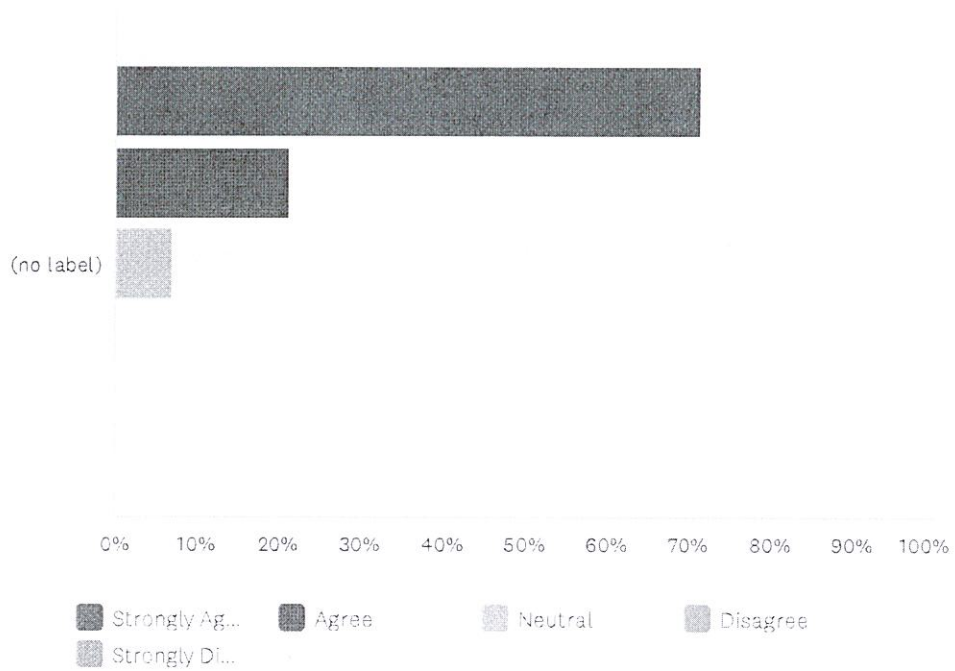
Answered: 14 Skipped: 0



	<b>STRONGLY AGREE</b>	<b>AGREE</b>	<b>NEUTRAL</b>	<b>DISAGREE</b>	<b>STRONGLY DISAGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
(no label)	57.14%	28.57%	14.29%	0.00%	0.00%	14	4.43
	8	4	2	0	0		

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

Answered: 14 Skipped: 0



	<b>STRONGLY AGREE</b>	<b>AGREE</b>	<b>NEUTRAL</b>	<b>DISAGREE</b>	<b>STRONGLY DISAGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
(no label)	71.43% 10	21.43% 3	7.14% 1	0.00% 0	0.00% 0	14	4.64



## 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?

Answered: 6 Skipped: 8

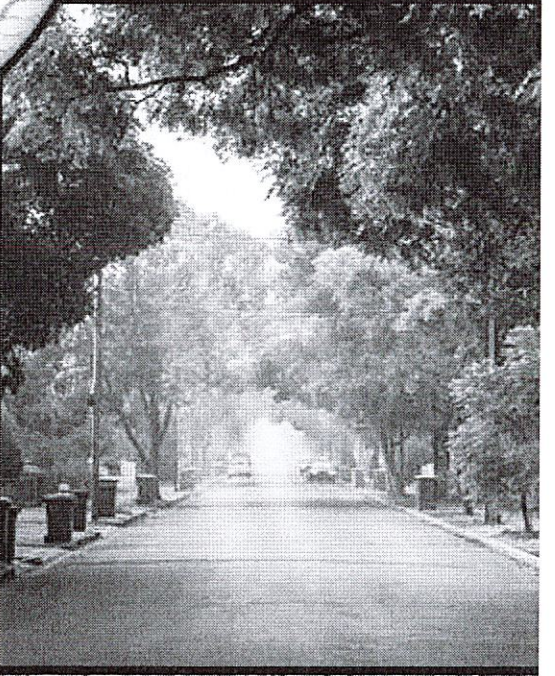
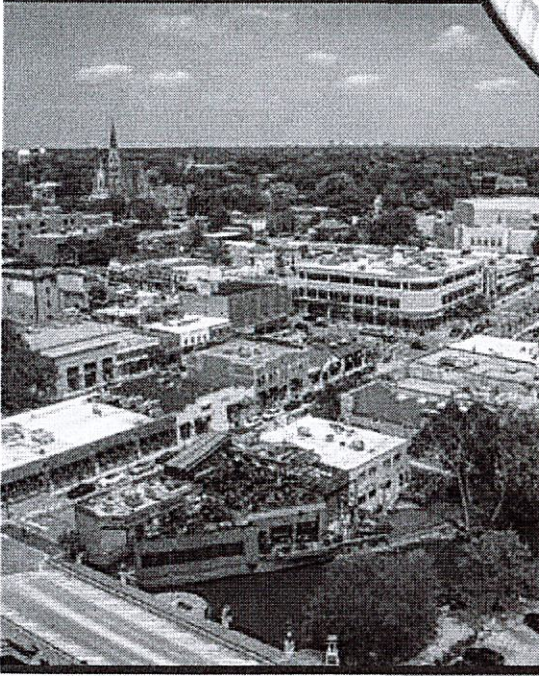
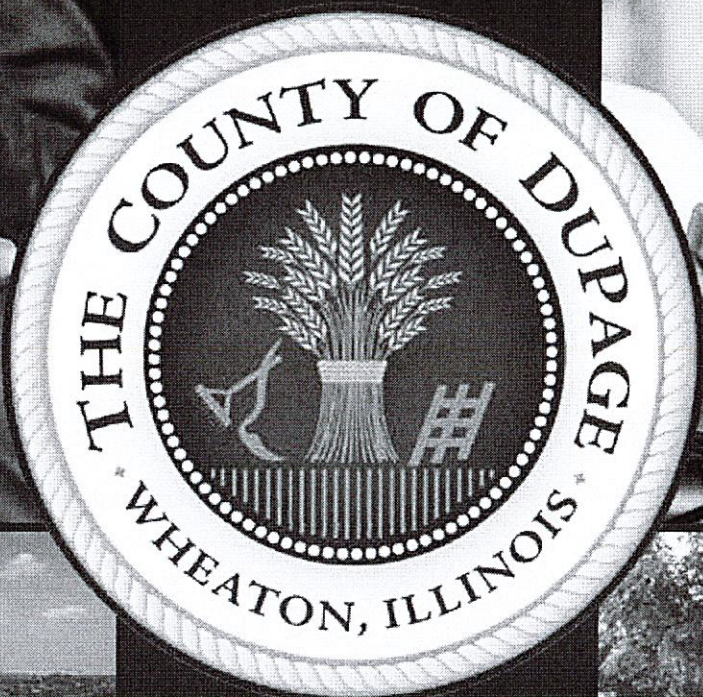
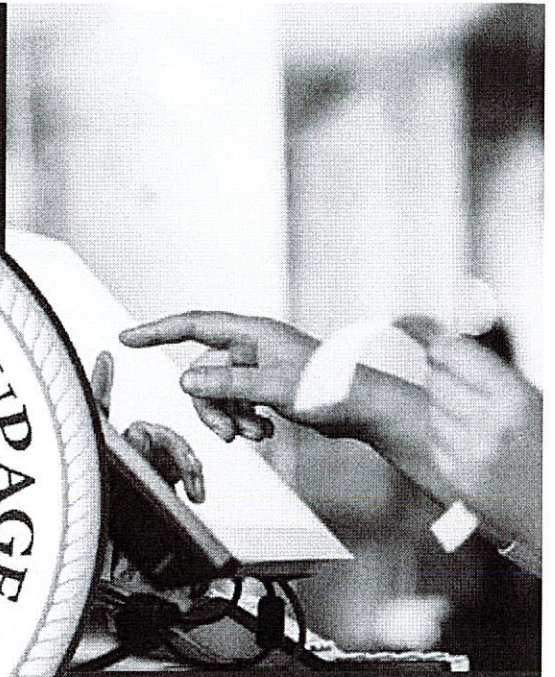
#	RESPONSES	DATE
1	Cultural Trainer u u l	3/26/2024 2:38 PM
2	Understanding more completely the current make-up of the DuPage County population and what townships they resided.	1/15/2024 10:27 PM
3	I can't think of any --- I always enjoy the opportunity to learn about the agencies and programs we support.	1/15/2024 10:29 AM
4	Training is provided throughout each year. I feel that is going well.	1/13/2024 8:47 AM
5	no recommendations	1/12/2024 5:15 PM
6	Everything is already provided. Staff are informative	1/12/2024 4:18 PM

## Q18 What are your suggestions for how the advisory board can do a better job?

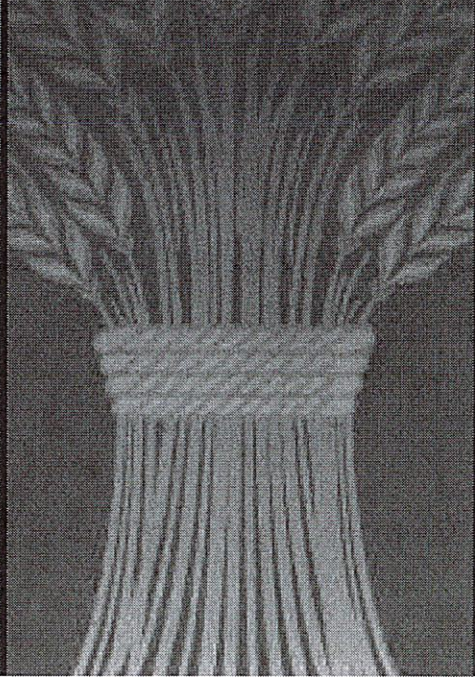
Answered: 8 Skipped: 6

#	RESPONSES	DATE
1	Bring in s drill li 889io[[l]	3/26/2024 2:38 PM
2	Once a year the chairman and Gina meet individually with members and suggest what their expertise could be used to make the work of the committee more effective.	1/15/2024 10:27 PM
3	None at this time. Gina and her staff do an absolutely terrific job -- They are wonderful!	1/15/2024 10:29 AM
4	I currently have no suggestions.	1/13/2024 8:47 AM
5	We need to continue working to bring in more diverse perspectives/ lived experiences to our CSBG Board, membership and discussions.	1/12/2024 5:18 PM
6	no recommendations	1/12/2024 5:15 PM
7	I think you all do a wonderful job!	1/12/2024 4:21 PM
8	Do a good job already	1/12/2024 4:18 PM





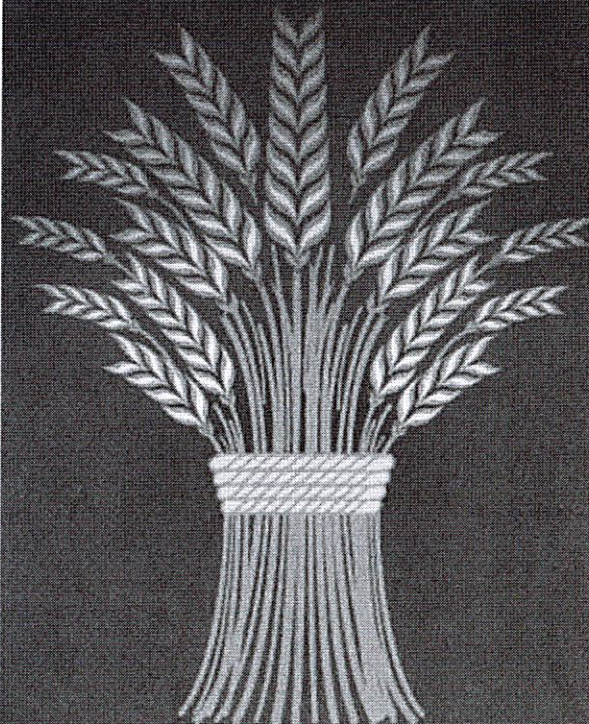
STRATEGIC PLAN  
2024-2029





# Table of Contents

Letter from the Board Chair & Strategic Planning Chair	3
Who we Are	4
Why a Strategic Plan?	5
How did we Arrive at this Plan?	6
Plan at a Glance	8
Strategic Priorities	9
Community Well-Being	9
Fiscal Responsibility	11
Thriving Economy	13
Safe Community	15
Environmental Stewardship	17
Mobility	19
Acknowledgements	21







# DUPAGE COUNTY

Deborah A. Conroy  
Chair

## District 1

Cindy Cronin Cahill  
Michael Childress  
Sam Tornatore

## District 2

Elizabeth Chaplin  
Paula Deacon Garcia  
Yeena Yoo

## District 3

Lucy Chang Evans  
Kari Galassi  
Brian Krajewski

## District 4

Grant Eckhoff  
Lynn LaPlante  
Mary FitzGerald Ozog

## District 5

Sadia Covert  
Dawn DeSart  
Patty Gustin

## District 6

Sheila Rutledge  
Greg Schwarze  
James Zay

DEBORAH A. CONROY  
County Board Chair

630-407-6060  
chair@dupagecounty.gov

March 26, 2024

To the DuPage County Community,

Over the last year, DuPage County government leaders have been immersed in a strategic planning process that sets the vision for the next five years. As part of this process, the County Strategic Planning Committee engaged the community through stakeholder discussions, public forums, and surveys. We received significant feedback from our residents, stakeholders, County staff and Board Members. The Board voted on March 26, 2024, to adopt the attached 2024 Strategic Plan which incorporates the common themes and goals that arose from these community outreach initiatives.

This new Strategic Plan is guided by four overarching values: Accountability, Diversity and Inclusion, Leadership, and Quality. These values will be woven throughout the six strategic priorities that will turn the plan into action steps: Community Well-Being, Fiscal Responsibility, Thriving Economy, Safe Community, Environmental Stewardship, and Mobility. These core principles and priorities set the direction for the future of the County. Each of the plan's goals include performance measures and desired outcomes allowing the County to provide periodic updates on our progress.

Our thanks to the community, County staff, business partners and Board Members who shared their perspective to help make this a robust process. We believe our new Strategic Plan is a living, breathing document that provides direction with the flexibility needed to lead our County in a responsive and responsible manner. We thank you for your continued support.

Respectfully,

Deborah A. Conroy  
Chair  
DuPage County Board

Sadia Covert  
Strategic Planning Committee Chair  
DuPage County Board



# Who We Are

## Our Mission

---

DuPage County provides exemplary services in a financially sustainable manner to make our County a desirable place to live, work, and raise a family.

## Our Vision

---

DuPage County is a hub of economic vitality, features expansive natural spaces, delivers high-quality services, and prides itself on being a place where all can thrive.

## Guiding Principles

### Accountability

---

We ensure that County government, through its policies and programs, is responsible for creating and achieving high-quality performance standards.

### Diversity and Inclusion

---

We approach the work of County government in a culturally competent and inclusive manner so that all are able to fully participate.

### Leadership

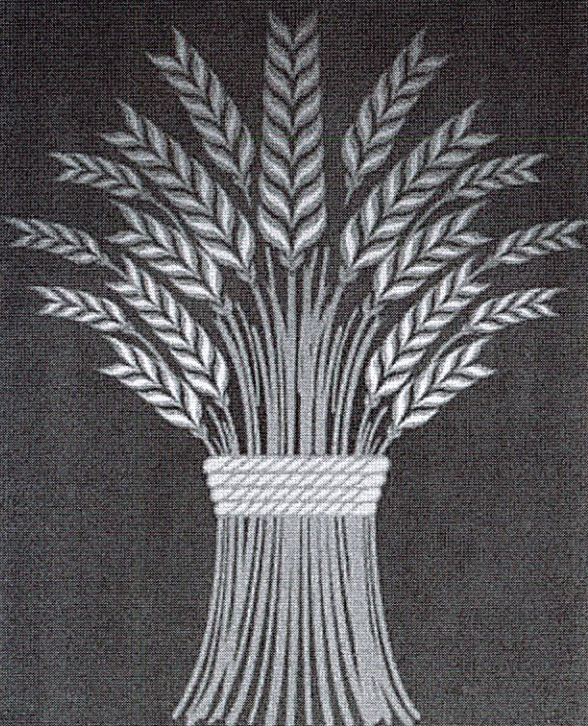
---

We find innovative approaches that provide local, regional, and statewide solutions to common issues for our communities, working in collaboration with external and internal stakeholders to share resources and information.

### Quality

---

We offer effective, accessible, and efficient services, provided by well-trained, highly valued, and supported staff, who respond to new and emerging community needs.





# Why a Strategic Plan?

## Charts the Course

The Strategic Plan's five-year timeline allows for thoughtful sequencing of initiatives. The alignment with the County's annual budget process creates a stronger connection between finances and operations. With the Strategic Plan as a guide, other County plans and initiatives will be built to align. In addition to priorities, goals and objectives, this plan includes performance measures for government transparency, accountability, and ongoing improvement.

## Results for the Community

We know our community has high standards and aspirations for DuPage County. We enjoy a high quality of life here, and want to remain an excellent place to raise a family. The County's Strategic Plan lays a foundation for progress, defines a shared vision for the future and focuses County resources on six key strategic priorities: Community Well-Being, Fiscal Responsibility, Thriving Economy, Safe Community, Environmental Stewardship, and Mobility. These priorities, and their supporting goals and objectives, came from considerable community input and feedback. These priorities drive us toward meaningful outcomes and big steps forward on the road to reaching our collective long-term vision.





# How did we arrive at this Plan?

April – June  
2023

- Project Initiation and Management
- Presentation to Strategic Planning Committee June 6

- Strategic Plan Website Launched
- Conducted Interviews and Focus Groups

July 2023 –  
August 2023

September  
2023

- Presentation to Strategic Planning Committee September 5
- Community Forums held September 6 and 7

- County Board Planning Session October 17
- Senior Staff Planning Session October 18
- Strategic Plan Website closed for comment

October  
2023

November  
2023 –  
January  
2024

- Developed Mission, Vision, and Core Values
- Developed Strategic Priorities, Objectives and Performance Measures

- Presented Initial Strategic Plan to Strategic Planning Committee

February  
2024

March  
2024

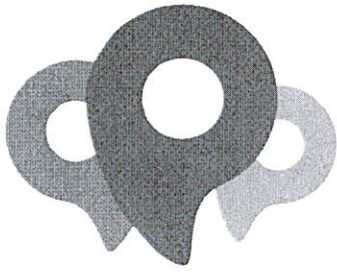
- Final Adoption of Strategic Plan

- Implement DuPage County Strategic Plan

April 2024 –  
May 2029

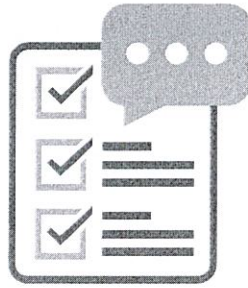


# How did we arrive at this Plan?



Online interactions with Social Pinpoint

**6,547**



Survey responses

**1,083**



Ideas Wall comments

**372**



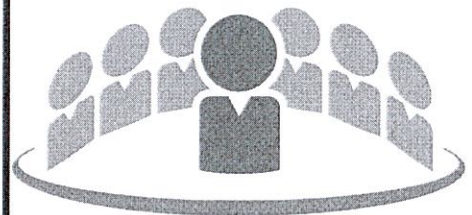
Interviews

**40**



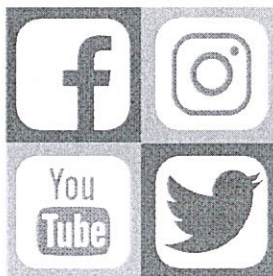
Community forums

**4**

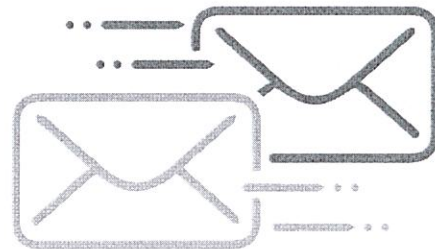


County Board engagements

**4**



A total of **11** social medias posts were made with some on Facebook, LinkedIn, and Twitter.



Three Newsletters were sent and averaged a **44%** open rate which equates to

**4,367** clicks.



# Plan at a Glance





# Community Well-Being

## Our Goal...

*Partner with the nonprofit sector, optimize federal and state funding opportunities, and implement locally funded initiatives to ensure all county residents are able to access services and programs that lead to independent and healthy lives.*

## Objectives

1. Provide County services in an equitable manner to ensure access to every member of the community.
2. Help individuals and families access services that work to reduce poverty by offering pathways to financial sustainability.
3. Establish, maintain, and enhance familial relationships and to help reduce adverse impacts of family conflict.
4. Determine long-term funding strategy and improve awareness and ease of use of the 211 system to help residents access County and partner agency services.
5. Along with partner organizations, develop a strategy to leverage the expertise of older adults in the community via volunteer and mentoring opportunities to increase civic engagement, reduce the impacts of isolation, improve mental health, and support aging in place.
6. Create broad community awareness of adult protective services to help raise awareness of needs and services available to support vulnerable adults in the community and in long-term care facilities.
7. Create broad community awareness of Community Services programs via outreach and public relations initiatives.
8. Continue providing safety net services at the DuPage Care Center to meet community needs for older adults and people with disabilities.



## Performance Measures

### Milestone

- Add staff resources to ensure a Disadvantaged Businesses enterprise program is successfully implemented
- Review County services from a diversity and inclusion lens
- Implement 211 text and chat features by 4th quarter of 2024
- Partner with Pace to create new community transit options for Willowbrook Corners by 2028
- Complete DuPage Care Center renovations by summer 2026

### Output

- Increase the percentage of households successfully completing the Family Self-Sufficiency program to 60%
- Increase the number of education sessions to financial institutions, law enforcement, hospitals, senior buildings, and home healthcare agencies to increase their awareness and knowledge of adult protective services and the long-term care ombudsman program
- 4% of eligible seniors participating in the Senior Freeze exemption program
- 2% of eligible veterans and people with disabilities participating in property tax exemption programs
- Maintain 4- to 5-star quality rating for the delivery of high-quality care at the DuPage Care Center

### Outcome

- Increase the percentage of parents who were able to talk about all or some of the issues in mediation: 85% is the target
- Increase the percentage of parents who were very satisfied or satisfied with the outcome of mediation: 75% is the target
- Regardless of outcome, percentage of parents who were satisfied with the overall experience in mediation sessions: 90% is the target
- Increase the number of new and affordable senior housing units constructed
- Increase 211 contacts by 4% by December 31, 2024—and an additional 4% per year—until 20% saturation of County is reached





# Fiscal Responsibility

## Our Goal...

*Maintain the highest standards of financial planning, forecasting, transparency, risk analysis, and innovative management to ensure the County has a sustainable fiscal future.*

## Objectives

1. Make strategic funding investments in personnel, capital equipment, and programs.
2. Evaluate services and programs sustained by COVID-19-era funding sources for continued viability, need, and budgetary support.
3. When using state and federal funds to provide County services, maintain full compliance while also transparently communicating program outcomes to the community.
4. Enhance the County's financial and collaboration capabilities by procuring and implementing a new ERP system that will better integrate budget, grants, accounts payable/receivable, the general ledger, procurement, receiving, and cash management.
5. Annually evaluate and identify areas of interdepartmental efficiencies to consolidate efforts where possible and identify cost savings.
6. Evaluate the County's Human Resources processes and procedures to create a learning culture, effectively manage and reward performance, and ensure the County can attract and retain a talented workforce that best aligns with department needs and succession planning efforts.
7. Diversify the revenue stream for the General Fund to minimize the impact of fluctuations in any one revenue source and improve income stability.
8. Retain metrics needed to maintain the County's bond rating.





## Performance Measures

### Milestone

- New services started or supplemented with ARPA and CARES funding streams are inventoried by FY2026, with potential funding priorities and funding streams determined by FY2026 budget cycle
- Complete annual fee reviews each August to ensure that revenues generated by fees are set at the appropriate level
- Integrate grants reporting into the annual budget by the FY2026 budget
- Use the OpenGov software to improve program information on DuPage County website to add budget, performance metric graphics, and stories by the FY2026 budget

### Output

- Reduce average number of days from job posting to onboarding new hires
- Increase percentage of employees who remain employed for at least 24 consecutive months
- Maintain reserves at 25% of annual operating expenses
- 5% County services covered by user fees

### Outcome

- Maintain AAA and AA bond ratings





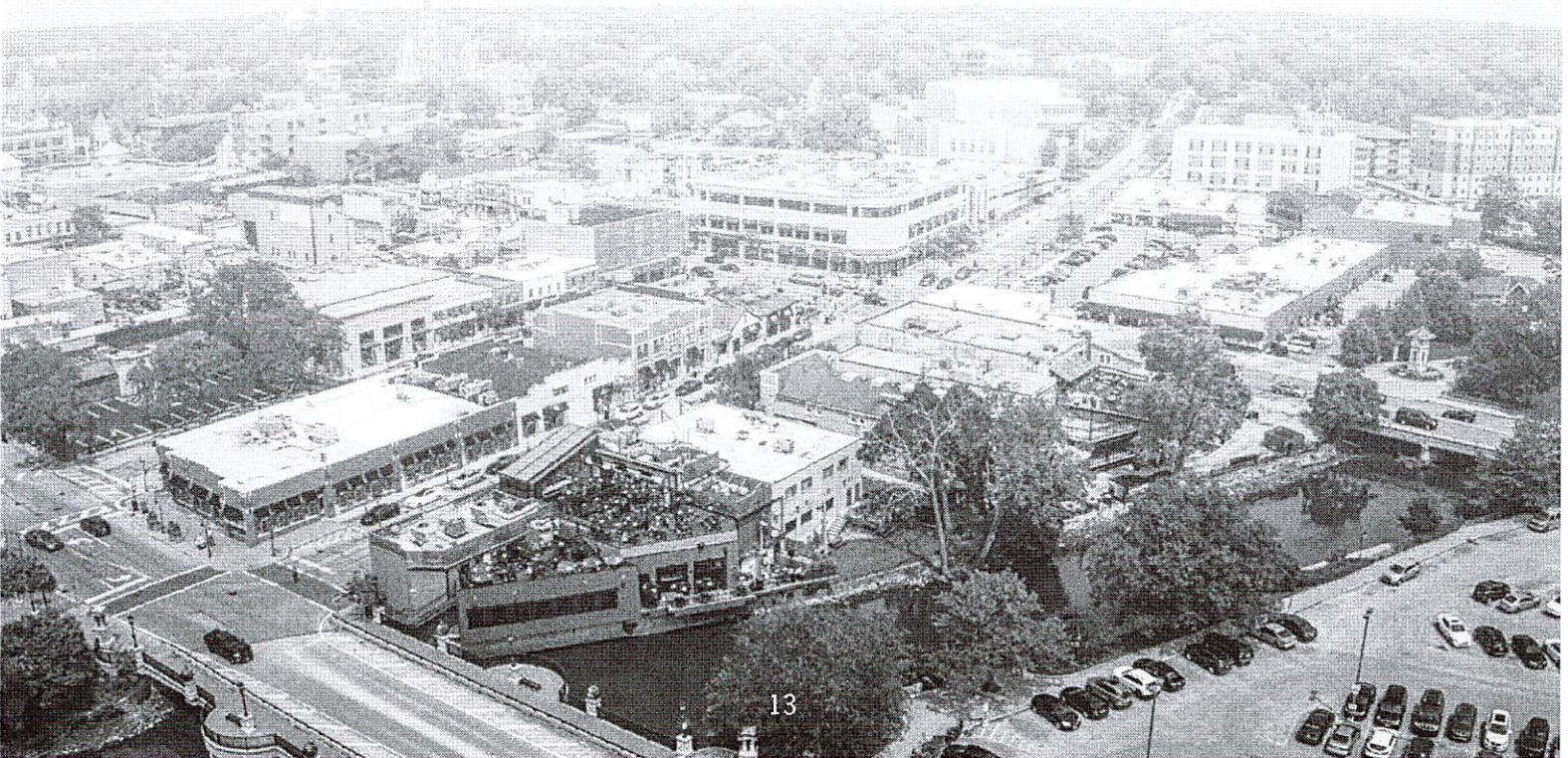
# Thriving Economy

## Our Goal...

*Sustain a policy and regulatory environment that supports a successful business community, ensures an adequate supply of workforce housing, and advances economic growth.*

## Objectives

1. Support initiatives that promote the arts, sporting, and cultural events to help drive economic and social capital. These initiatives will build new local revenue streams and elevate the County on a national level.
2. Collaborate and partner with Choose DuPage and the DuPage Convention & Visitor Bureau to support new and existing business growth and strengthen and diversify the County's economy.
3. Support local businesses by developing policies and practices that encourage using County-based businesses for County service delivery.
4. Incentivize private developers to build affordable housing by granting density bonuses and other variances, providing land and necessary site infrastructure, and identifying other tools and mechanisms identified as part of the Ad-Hoc Housing Committee review.
5. Educate developers about the resources available through the state and federal government, including the Illinois Housing Development Authority, and help them connect to resources available to increase the number of workforce housing units built and preserved.
6. Increase access to employment and career opportunities in key sectors of the DuPage County economy by providing workforce development programming.





## Performance Measures

### Milestone

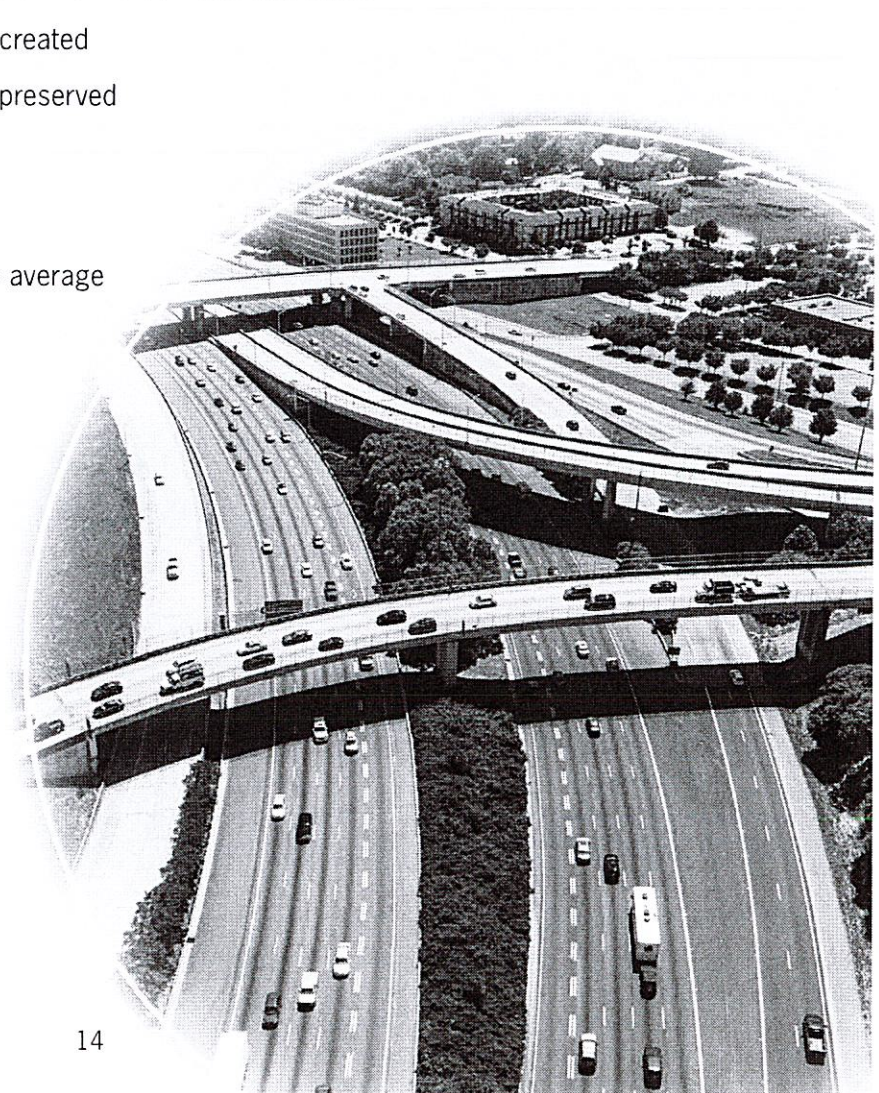
- Complete Ad Hoc Housing Committee Affordable Housing Review by the 4th Quarter of 2024
- Develop a reporting index for the diversity of populations served by workNet DuPage and then track the appropriate output and outcome data

### Output

- Increase the number of people participating in workNet DuPage programs
- Achieve average wage among workforce training program completers with barriers to employment to \$22/hour
- Ensure majority of grant-funded training develops workforce for key industry sectors of DuPage
- Increase the number of new businesses in the County annually
- Increase the number of living wage new jobs created annually
- Increase the number of hotel stays annually
- Reduce the number of days for plan review cycle for workforce housing projects
- Increase the number of affordable housing units created
- Increase the number of affordable housing units preserved

### Outcome

- Increase labor force participation rate
- Maintain unemployment rate lower than the state average







# Safe Community

## Our Goal...

*Preserve and enhance safety and security for community members.*

## Objectives

1. In partnership with the public safety agencies operating within the County, work to reduce crime and enhance the safety of residents and visitors in the community by supporting strong public safety policies, funding, and initiatives, such as policies mandating secure gun storage.
2. Ensure a safe and efficient network of roads, trails, and sidewalks.
3. Promote emergency preparedness, all hazards planning, and community engagement to make the population more resilient in the face of all hazards, natural or otherwise.
4. Implement strategies to increase rabies compliance, promote the welfare of domesticated animals, and prevent negative interactions with wildlife.
5. Manage cybersecurity risks, protect against cyberattacks, and develop employees' knowledge and skills to collectively safeguard the County's IT infrastructure to protect data and ensure service delivery.
6. Invest in the appropriate human and technology resources needed to maintain critical IT infrastructure that supports public safety, citizen engagement, and emergency management programs in the County.
7. In collaboration with DuPage County municipal water utilities and state and federal officials, work to identify funding sources to reduce the cost to homeowners who wish to connect with a public water supply.





## Performance Measures

### Milestone

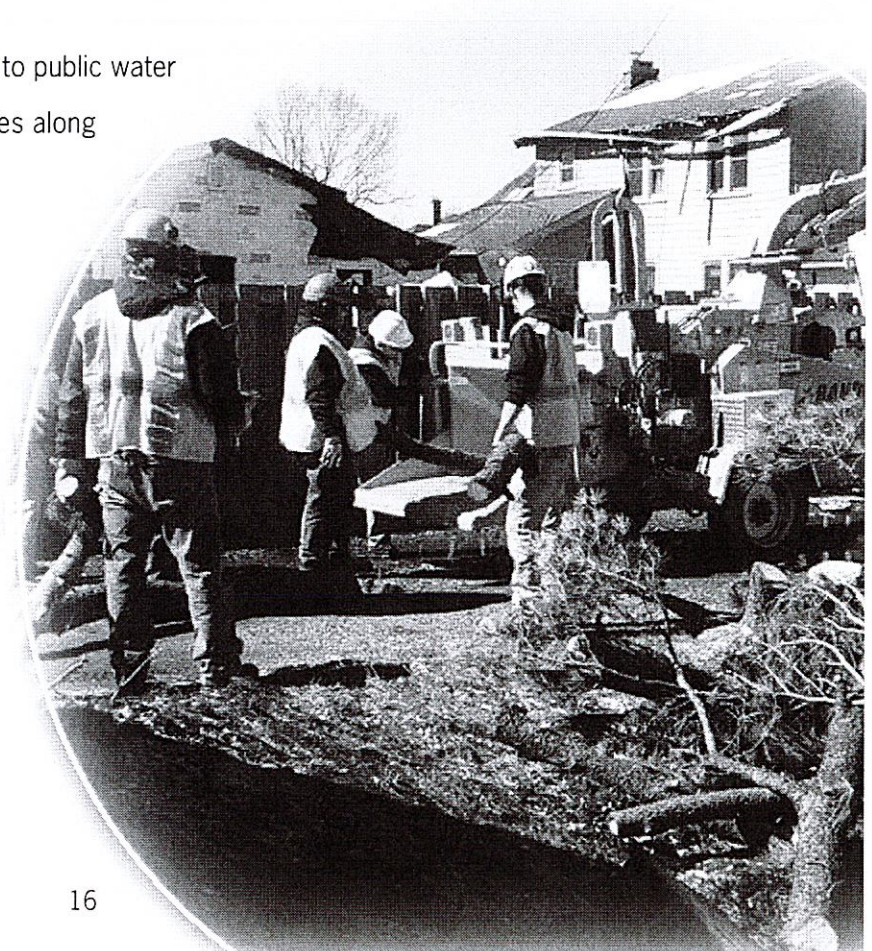
- Review and update the County Emergency Operations Plan and incorporate relevant elements of the County's Natural Hazard Mitigation Plan by March 2025 and every three years after
- Develop a new Safe Streets for All Action Plan by 2025
- Overhaul ProtectDupage.org (or Protect.DuPageCounty.gov or Ready.DuPageCounty.gov) to provide timely, reliable, and relevant content for the whole community by March 2025
- Implement data-sharing process for animal call codes with the DuPage County Sherriff's Office, Planning and Zoning, and Animal Services by the end of 2026

### Output

- Percentage reduction in the number of crimes occurring throughout the County.
- Reduce the number of animal bites
- Secure federal and state grants and direct allocation of funding for well conversions in unincorporated DuPage County
- 90% of DuPage County employees trained on cybersecurity annually
- Increase grant funding availability for emergency scenario training

### Outcome

- Increase the number of private wells transitioned to public water
- Reduce the percentage of fatal and Type A crashes along County roadways







# Environmental Stewardship

## Our Goal...

*Preserve the natural environment, mitigate the impacts of climate change, safeguard wetlands, and protect public health by making strategic investments that promote community resilience.*

## Objectives

1. Mitigate the impacts of climate change locally by improving funding stability for the County's Stormwater Management program.
2. Create a stormwater stream bank stabilization program to improve water quality and maintain continuity of the watershed.
3. Reconvene the Green Government Council and lead the effort to establish the next community-wide climate action goals to continue progress made under Cool DuPage.
4. Reduce waste landfilled by pursuing initiatives included in the Solid Waste Management Plan, partnering with the commercial sector to explore composting with commercial food providers, and working to increase recycling and diversion rates.
5. Advance County facility projects and fleet investments that lower the County's emissions, enhance beneficial reuse, and improve efficiency.
6. Invest in integrated technology solutions to leverage data in order to maintain optimized performance, inform future infrastructure planning, and enhance environmental sustainability of the County's facilities.





## Performance Measures

### Milestone

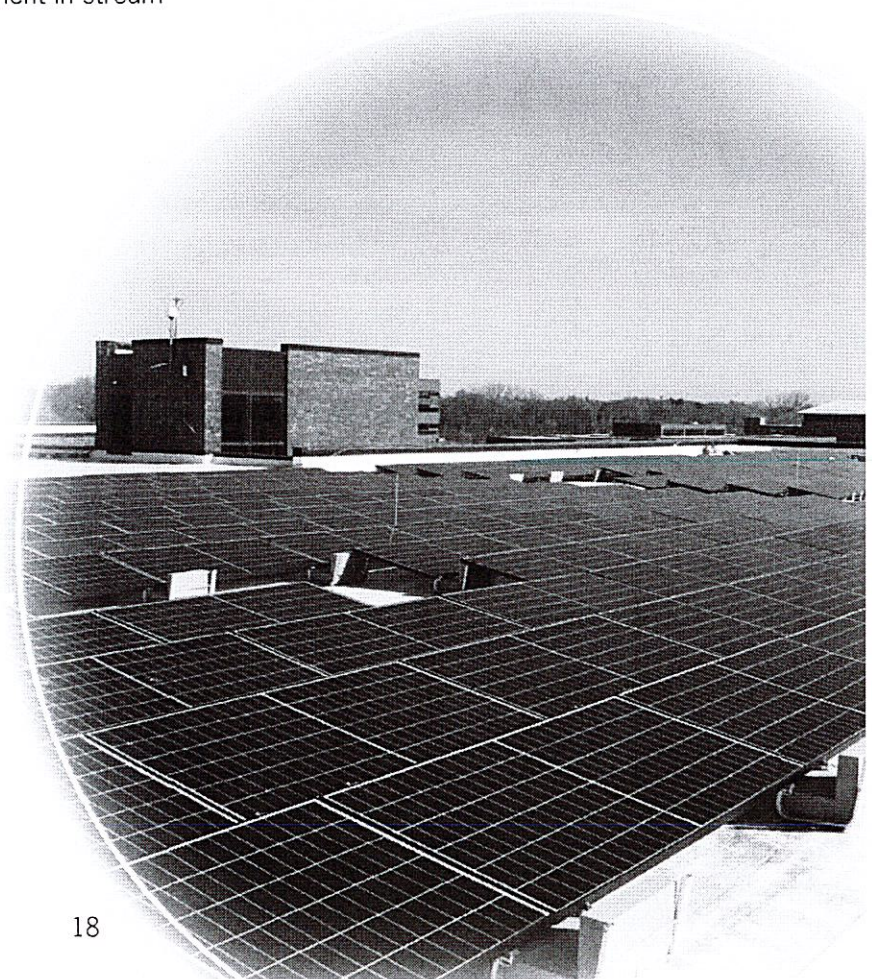
- Complete stormwater management study and capital plan by December 2024
- Develop and approve stormwater fee methodology by December 2026
- Implement stormwater fee by December 2028
- Reconvene the Green Government Council by April 1, 2025
- Start the evaluation, design, and construction of a project to use the methane gas generated at the Woodridge Green Valley Wastewater Treatment Plant as renewable energy by 2026

### Output

- Increase the number of miles of stormwater infrastructure rehabilitated or installed
- Reduce contaminants and decrease sediment load in County rivers and streams
- Reduce property damage caused by high water flows during times of rainfall.
- Reduce the number of tons landfilled per year

### Outcome

- Reduce total maximum daily load (TMDL) of sediment in stream
- Set energy reduction target for Campus





## Our Goal...

*Make certain that the transportation network in DuPage County is regionally connected, well maintained, and reliable so that residents, employees, and visitors are able to easily move around the community using their mode of choice.*

## Objectives

1. Ensure state of good repair for County roadways, sidewalks, and bridges.
2. Expand the bike and pedestrian network and enhance user experience.
3. Collaborate on a reimagined, more-accessible transit system.
4. Invest in new infrastructure, explore innovations in integrated circuit deployment for smarter traffic control, enhance usage of data, deploy emerging technologies, and invest in ongoing operations and maintenance to reduce traffic congestion.
5. Provide strategic investment for the development of Pace Pulse Routes between DuPage County and neighboring counties.





## Performance Measures

### Milestone

- Update Long Range Transportation Plan by 2026
- Complete Bicycle and Pedestrian Plan by 2027
- Complete East Branch DuPage River Trail Central section by 2028
- Conduct review of scope and administration of Ride DuPage to coordinate and align with regional needs by 2029

### Output

- Maintain pavement to an established standard, where 90% of County-maintained highways have a condition of “fair” or better
- Maintain bridges to an established standard, where 90% of County-owned and -maintained bridges have a sufficiency rating of 50 or greater
- Increase the sidewalk and bike path connectivity index by 1% annually for the next five years
- Maintain a County-wide peak hour operating speed average operating level of C or better
- Increase number of signal systems coordinated with performance improvement over prior three years





# Acknowledgements

The Strategic Plan is the result of the combined efforts of our County's community members, elected officials, and employees. DuPage County would like to thank all those who participated in the months-long process, providing knowledge and insights throughout the various stages of the process.

## County Board

---

Deborah Conroy, Chair  
Cindy Cronin Cahill, District 1  
Elizabeth Chaplin, District 2  
Michael Childress, District 1  
Sadia Covert, District 5  
Dawn DeSart, District 5  
Grant Eckhoff, District 4  
Lucy Chang-Evans, District 3  
Kari Galassi, District 3  
Paula Deacon Garcia, District 2  
Patty Gustin, District 5  
Brian Krajewski, District 3  
Lynn LaPlante, District 4  
Mary FitzGerald Ozog, District 4  
Sheila Rutledge, District 6  
Greg Schwarze, District 6  
Sam Tornatore, District 1  
Yeena Yoo, District 2  
James Zay, District 6

## Staff Steering Team

---

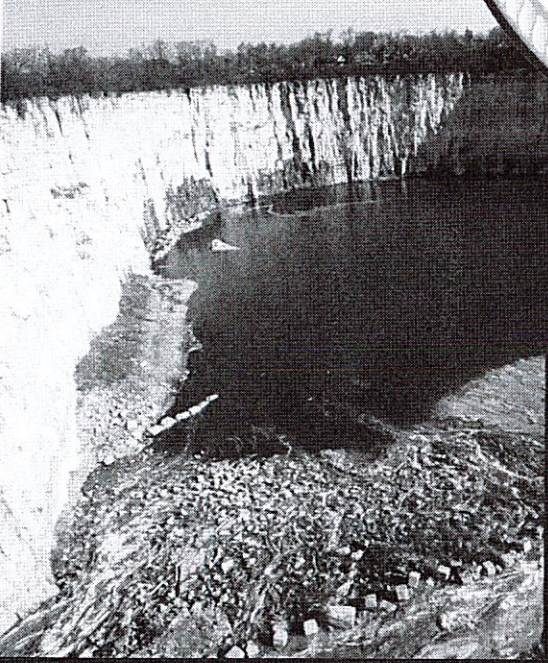
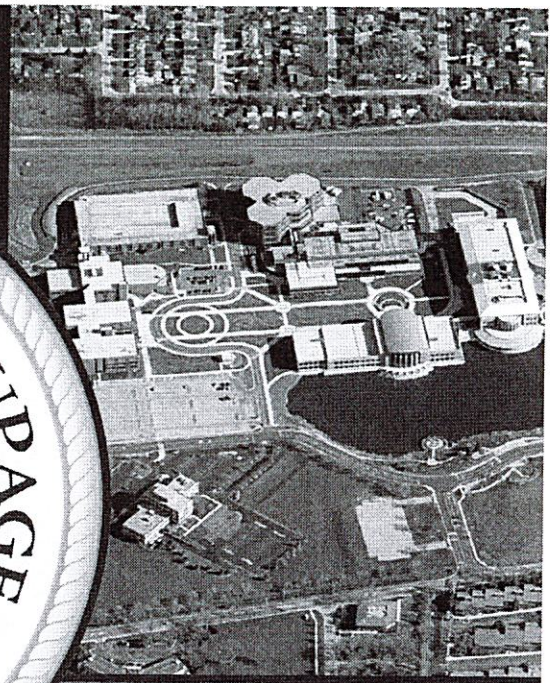
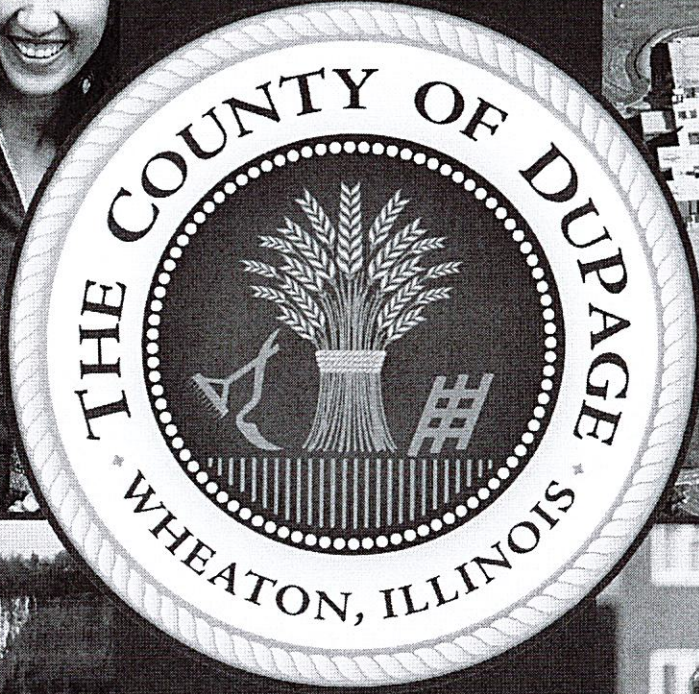
Jason Blumenthal  
Sarah Hunn  
Mary Keating  
Joan Olson  
Evan Shields  
Mary Catherine Wells  
Linda Zerwin

## BerryDunn Consulting Team

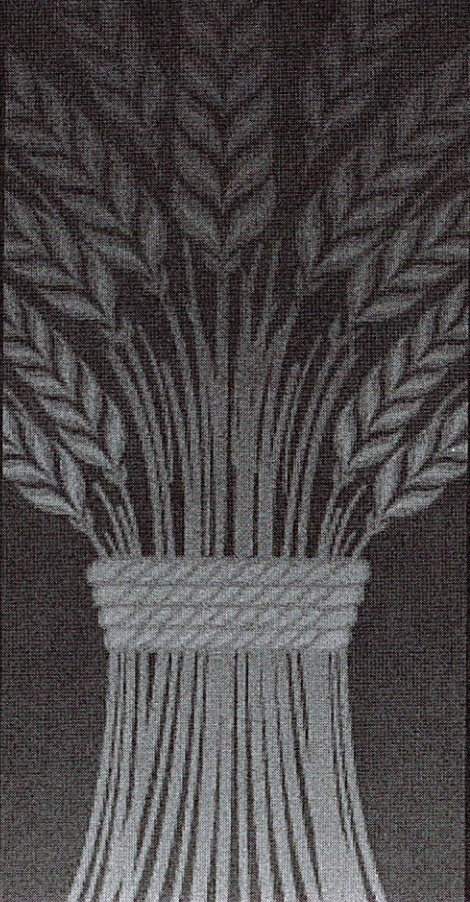
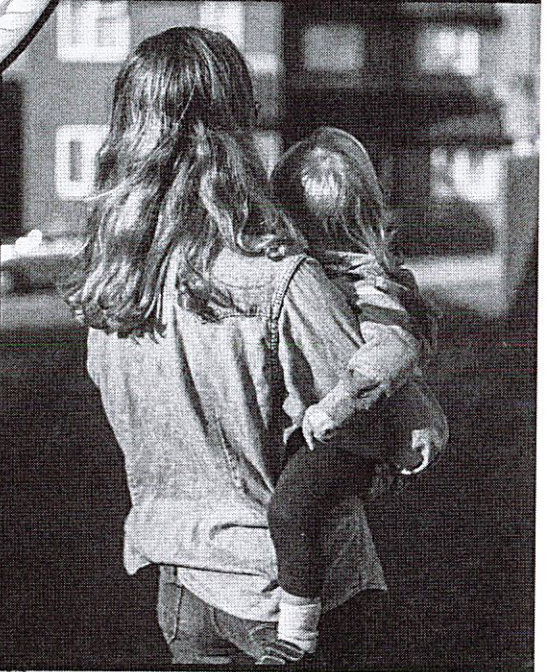
---

Seth Hedstrom, Principal  
Michelle Kennedy, Project Manager and Lead Facilitator  
Karen Whichard, Facilitator  
Maddison Powers Spencer, Research Analyst





STRATEGIC PLAN  
2024-2029





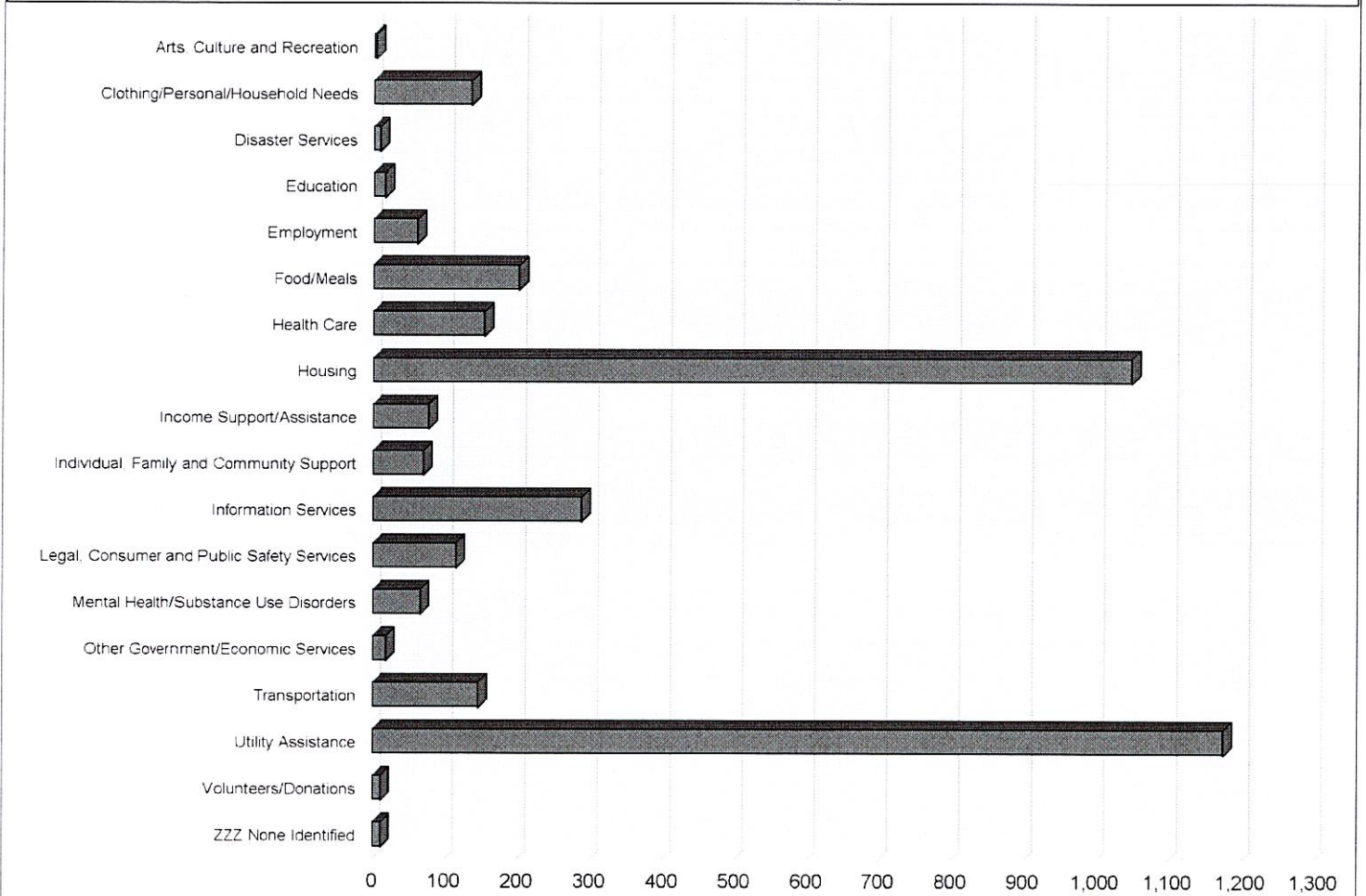
# 2-1-1 U.S. Problem/Needs Report

## Summary

Report Period: 1/1/24 - 3/31/24

Need Category	Need Count	Percentage	Call Count	Percentage	Client Count	Percentage
Arts, Culture and Recreation	3	0.08%	3	0.16%		
Clothing/Personal/Household Needs	135	3.74%	103	5.38%		
Disaster Services	9	0.25%	9	0.47%		
Education	16	0.44%	13	0.68%		
Employment	61	1.69%	51	2.67%		
Food/Meals	201	5.58%	184	9.62%		
Health Care	154	4.27%	110	5.75%		
Housing	1,048	29.07%	784	40.98%		
Income Support/Assistance	77	2.14%	63	3.29%		
Individual, Family and Community Support	70	1.94%	59	3.08%		
Information Services	288	7.99%	280	14.64%		
Legal, Consumer and Public Safety Services	115	3.19%	77	4.03%		
Mental Health/Substance Use Disorders	66	1.83%	46	2.40%		
Other Government/Economic Services	18	0.50%	16	0.84%		
Transportation	146	4.05%	109	5.70%		
Utility Assistance	1,176	32.62%	635	33.19%		
Volunteers/Donations	11	0.31%	9	0.47%		
ZZZ None Identified	11	0.31%	39	2.04%		
<b>Total:</b>	<b>3,605</b>	<b>100.00%</b>	<b>1,913</b>	<b>100.00%</b>		

Need Count by Category



Need Type	Outstanding	Service Provided	Canceled	Total
211 Systems (TJ-3000,8500)	90	0	0	90
AARP Tax Aide Program Sites (DT-8800,0100-100)	29	0	0	29
Administrative Entities (TD-0300)	94	0	0	94
Adolescent/Youth Counseling (RP-1400,8000-050)	3	0	0	3
Adult Protective Services (PH-6500,0500)	4	0	0	4
Adult Psychiatry (RP-6400,0200)	2	0	0	2
Animal Control (PD-0700,0400)	1	0	0	1
At Risk/Homeless Housing Related Assistance Programs (BH-0500)	9	0	0	9
Autism Therapy (LR-0450)	5	0	0	5
Automobiles (BM-0500)	0	0	0	0
Automotive Repair and Maintenance (BM-7000,0500)	40	0	0	40
Bedding/Linen (BM-3000,1000)	1	0	0	1
Benefits Assistance (FT-1000)	11	0	0	11
Case/Care Management (PH-1000)	1	0	0	1
Child Care Expense Assistance (NL-3000,1500)	2	0	0	2
Child Support Assistance/Enforcement (FT-3000,1600)	3	0	0	3
Children's Clothing (BM-6500,1500-120)	7	0	0	7
Clothing (BM-6500,1500)	45	0	0	45
Clothing Vouchers (BM-6500,1500-130)	19	0	0	19
Community Clinics (LN-1500)	8	0	0	8
Community Legal Clinics (FV-1400)	1	0	0	1
Comprehensive Disability Related Employment Programs (ND-6500,1500)	6	0	0	6
Comprehensive Job Assistance Centers (ND-1500)	1	0	0	1
Computer Literacy Training Programs (PL-7400,1500)	1	0	0	1
Condition Specific Rehabilitation Services (LR-1570)	0	0	0	0
Counseling Services (RP-1400)	1	0	0	1
Crisis Shelter (BH-1800,1500)	25	0	0	25
Dental Care (LV-1600)	4	0	0	4
Diapers (BM-6500,1500-150)	3	0	0	3
Discount Transit Passes (BT-8500,1000-180)	6	0	0	6
Domestic Violence Protective/Restraining Orders (FT-6940,1900)	2	0	0	2
Domestic Violence Shelters (BH-1800,1500-100)	39	0	0	39
Domestic/Family Violence Legal Services (FT-3000,1750)	2	0	0	2
Electric Service Payment Assistance (BV-8900,9300-180)	48	0	0	48
English as a Second Language (HH-0500,8000-150)	5	0	0	5
Extended Child Care (PH-1250,1800)	0	0	0	0
Extreme Cold Warming Centers (TH-2600,1880)	0	0	0	0
Family Based Services (PH-2360)	1	0	0	1
Family Caregiver Subsidies (NL-3000,1900)	6	0	0	6
Family Law (FT-3000)	2	0	0	2
Federal Tax Collection Agencies (DT-8500,3300)	1	0	0	1
Food Pantries (BD-1800,2000)	89	0	0	89
Food Stamps/SNAP (NL-6000,2000)	15	0	0	15
Food Stamps/SNAP Applications (NL-6000,2000-220)	41	0	0	41
Foreclosure Prevention Loan Modification/Refinancing Programs (BH-3500,3400-300)	3	0	0	3
Foster Care/Temporary Shelter for Animals (PD-7600,2100)	0	0	0	0
Furniture (BM-3000,2000)	1	0	0	1
Gas Money (BT-8300,2500)	0	0	0	0
Gas Service Payment Assistance (BV-8900,9300-250)	83	0	0	83
General Health Education Programs (LH-2700,2500)	20	0	0	20
General Mental Health Information/Education (RR-5150,2500)	1	0	0	1
General Relief (NL-1000,2500)	7	0	0	7
Glasses/Contact Lenses (LH-0600,9000-250)	2	0	0	2
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)	0	0	0	0
Health/Disability Related Support Groups (PH-8100,3000)	1	0	0	1
Home Delivered Meals (BD-5000,3500)	29	0	0	29
Home Health Care (LT-2800)	1	0	0	1
Home Improvement/Accessibility (BH-3000)	1	0	0	1
Homeless Shelter (BH-1800,8500)	339	0	0	339
House Moving Services (BH-5000,3000)	6	0	0	6
Household Goods Vouchers (BM-3000,3000)	9	0	0	9
Housing Expense Assistance (BH-3800)	3	0	0	3
Housing Related Coordinated Entry (BH-0500,3200)	11	0	0	11
Housing Search and Information (BH-3900)	27	0	0	27
Immigration/Naturalization Legal Services (FT-3600)	7	0	0	7
Information and Referral (TJ-3000)	83	0	0	83
Inmate Social Service Programs (FF-3300,3400)	0	0	0	0
Job Finding Assistance (ND-3500)	12	0	0	12
Landlord/Tenant Assistance (FT-4500)	5	0	0	5
Lawyer Referral Services (FT-4800)	8	0	0	8
Legal Counseling (FP-4000)	29	0	0	29
Legal Services (FT)	84	0	0	84
Library Services (TJ-4500)	2	0	0	2
Low Income/Subsidized Rental Housing (BH-7000,4600)	75	0	0	75
Maternity Clothing (BM-6500,1500-500)	1	0	0	1
Medicaid (NL-5000,5000)	14	0	0	14
Medicaid Applications (NL-5000,5000-520)	9	0	0	9
Medical Equipment/Supplies (LH-5000)	6	0	0	6
Medicare Information/Counseling (LH-3500,5000)	3	0	0	3
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)	5	0	0	5
Motor Vehicle Registration (DF-7000,5500)	5	0	0	5
Municipal Police (FL-6500)	0	0	0	0
Non-Emergency Medical Transportation (BT-4500,6500-500)	25	0	0	25
Paratransit Programs (BT-4500,6500)	11	0	0	11
Personal Financial Counseling (DM-6500)	20	0	0	20



Pet Food (PD-6250,6600)	6	0	0	6
Physical Therapy (LR-6600)	1	0	0	1
Prescription Expense Assistance (LH-5100,6500)	8	0	0	8
Rent Payment Assistance (BH-3800,7000)	760	0	0	760
Rental Deposit Assistance (BH-3800,7250)	85	0	0	85
Scholarships (HL-8000,8000)	1	0	0	1
Section 8 Housing Choice Vouchers (BH-7000,4600-700)	76	0	0	76
Section 9/Rental Assistance Program Rental Listings (BH-3900,3050-750)	0	0	0	0
Senior Housing Information and Referral (BH-8500,8000)	1	0	0	1
Shared Housing Facilities (BH-7000,4600-750)	2	0	0	2
Skilled Nursing Facilities (LL-6000,8000)	1	0	0	1
Social Security Numbers (DF-7000,8250)	2	0	0	2
Specialized Counseling Services (RP-1400,8000)	2	0	0	2
Specialized Information and Referral (TJ-3000,8000)	80	0	0	80
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)	3	0	0	3
Substance Use Disorder Treatment Programs (RX-8450)	1	0	0	1
Tax Organizations and Services (DT)	2	0	0	2
Tax Preparation Assistance (DT-8800)	9	0	0	9
Taxpayer Advocate Services (DT-8400,8700)	0	0	0	0
Temporary Financial Assistance (NT)	36	0	0	36
Transitional Housing/Shelter (BH-8600)	97	0	0	97
Transitional Residential Substance Use Disorder Services (RX-8500)	4	0	0	4
Transportation (BT)	0	0	0	0
Transportation Expense Assistance (BT-8300)	20	0	0	20
Transportation Passes (BT-8500)	2	0	0	2
Utility Assistance (BV-8900)	150	0	0	150
Utility Service Payment Assistance (BV-8900,9300)	598	0	0	598
VITA Programs (DT-8800,9300)	25	0	0	25
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)	1	0	0	1
Wigs (LH-0600,6500-950)	1	0	0	1
<b>Total</b>	<b>3605</b>	<b>0</b>	<b>0</b>	<b>3605</b>