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COMMUNITY RESOURCES OF SANGAMON COUNTY

Sangamon County Community Resources

Client Needs Assessment

(June 2016-May 2017)

June 30, 2017

Executive Summary

As part of an on-going assessment of community need, Sangamon County Community Resources (SCCR) annually engages our clients, clients of other partner social service agencies, our staff, staff of other agencies and other community stakeholders. In addition, each client who visits SCCR is asked to complete a needs assessment survey, thereby yielding a high return of responses. ***Special Thanks to Dr. Junfeng Wang, Associate Professor, Department of Public Administration, University of Illinois at Springfield for analyzing and preparing Sangamon County Community Resources customer data report. You will find significantly deeper analysis based on use of a relational data base that allows for reporting of needs by demographic category. For this, we are deeply appreciative.***

The primary needs of Employment, Education, Food, Financial Literacy, Housing, Transportation, Childcare, Health and Basic Needs were identified as domains used to assess our community needs.

Like our county at-large, the majority of SCCR participants are working or on disability but struggling to meet basic needs.

Our county has less unemployment by 1% than the state average and is ranked 13th of 102 counties where a lower ranking indicates lower unemployment. Even so, there is a high number of cost-burdened renters. Also, access to transportation is a significant need for single parents due to few resources to help pay for car repair and car insurance.

Naturally a lack of income makes is difficult to meet household needs, childcare, and mental health issues. This year, there has also been a significant rise in the level of youth violence.

Universal thinking is that the best way to increase income is through employment. However, the same thinking does not take into consideration the fact that low-income families in our county lack information about careers in high-growth employment sectors. So getting a job is the goal but there is no path to improve on that job.

Recommendations for mitigating the causes and conditions of poverty include; educating the community about medical sector career pathways, focusing on single-parent households who face even more challenges that other low-income families; innovative/experimental transportation projects to fill current gaps in transportation services; evidence-based youth program throughout the year.

This assessment will inform Community Resource's next strategic plan and Community Action Plan and continue to be done annually, assessed and updated.

Sharmin Doering, Executive Director

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Client Needs Assessment

Introduction

Sangamon County Community Resources (SCCR) collected data on the needs of individuals and families from the following perspectives:

- Employment
- Education
- Financial and legal issues
- Housing
- Food and nutrition
- Child care and child development
- Parenting and family support
- Transportation
- Health
- Basic needs

This report analyzed client needs survey data from June 2016 to May 2017, 4507 records in total. It is divided into two sections, client demographic analysis, and service needs analysis.

Most service questions on the survey were asked in a way of "which … needs could you or your family use help." This means clients who filled the survey could speak for individual needs or family needs and it was impossible to make a distinction between them. On the demographic information section, all information were collected using the household as a unit. Therefore, the findings in this report are based on households.

Client Demographics

This section discusses characteristics of age, race, education level, health insurance, disability, family type, family size, sources of family income, and housing in 4507 households who lived in Sangamon County during the survey period.

Age

Table 1 shows the age distribution in these households. Since one household could have a person in any of the age groups, it could be counted multiple times.

Out of 4507 households, 29% of them had children between 0-5 years old, 32% of them had children between 6-11 years old, and 27% of them had children between 12-17 years old. It is safely to say that more than half of the clients had children under the age 18 at home. This conclusion is also backed up by the counts in survey question #10, "Do you have children (under the age of 18) living with you?" The percentage from that question is 57%.

Only 2% of the households had seniors 70 years and older. Most people started taking retirement after the age of 60. So it may be beneficial to re-categorize the age groups 55-69 and 70+ in future surveys to separate working adults from retired seniors.

In Table 1, the percentages were calculated by the number of households divided by 4507 of survey participants, for example, 1319/4507= 29%.

Table 1 Age distribution of Household

Age Group	# of Households	Percentage
0-5	1319	29%
6-11	1440	32%
12-17	1212	27%
18-23	639	14%
24-44	2649	59%
45-54	1033	23%
55-69	862	19%
70+	98	2%
Total	4507	

Race

Figure 1 shows that more than half the clients were African Americans.

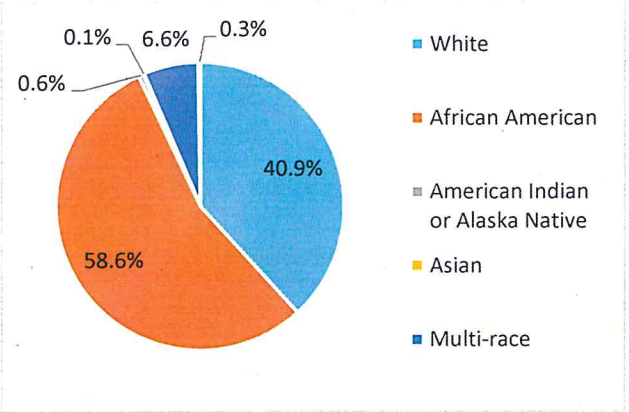

Figure 1 Racial Distribution of Households

Education Level

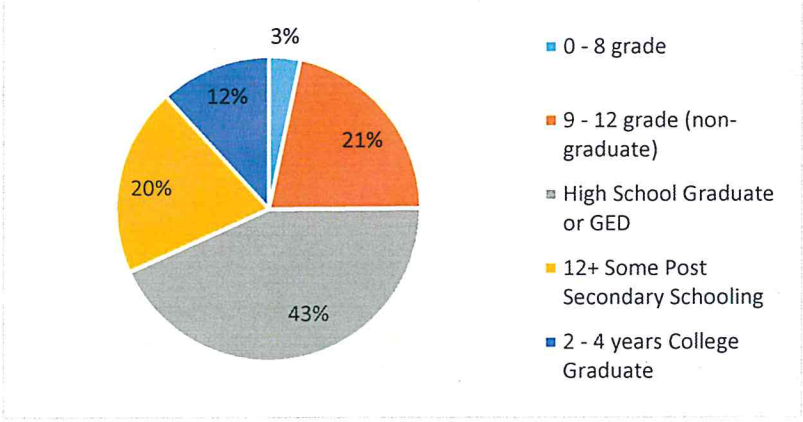

Figure 2 Education Level of All Adults 24 years and older in Household

Over half of the clients or their family members had high school or less education. Among 4507 clients, 12% of them had 2-4 years of college education.

Health Insurance and Disability

Out of 4497 clients who answered the health insurance question, 90% of them had at least one person with health insurance. Out of 4491 clients who answered the disability question, 41% of them had at least one person disabled in their households.

Table 2 Number and Percentage of Household with Health Insurance and Disability

		# of Households	Percentage
Health Insurance	Yes	4054	90%
	No	443	10%
	Total	4497	
Disabled	Yes	1851	41%
	No	2640	59%
	Total	4491	

Family Type

Out of 4502 clients who answered this question, 46% of indicated as single parent female type household. There were also 3% of single parent male family type. Together, near half of the clients were single parents. Single person family accounted for 34% of all families.

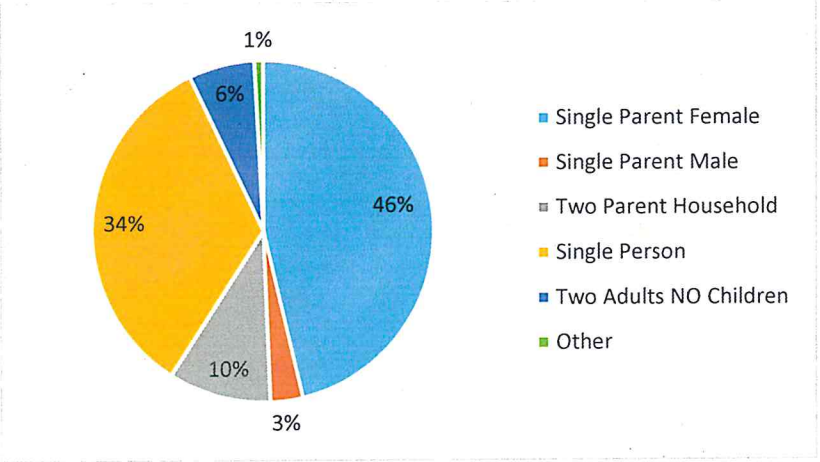

Figure 3 Family Type Distribution

Family Size

Among 4504 clients who answered this question, 34% of them lived by themselves. Overall, 87% of all these families had family members between 1 person to 4 people. There were also 34 families with eight or more members.

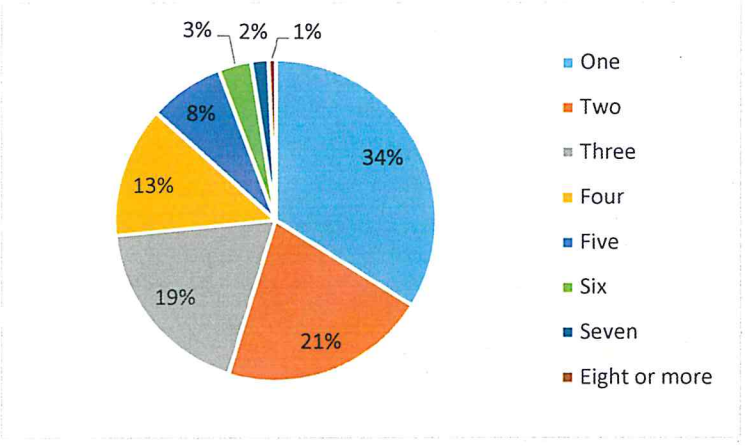

Figure 4 Family Size Distribution

Source of Family Income

Among all families, the top three sources of family income were employment, SSI (disability), and social security. It is worth noting that 11% families had zero income.

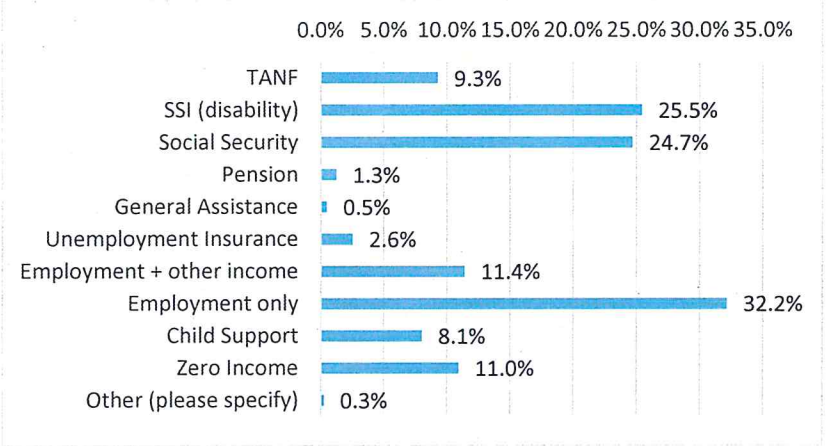

Figure 5 Source of Family Income

Housing

Among 4499 clients who reported their housing arrangements, 82% of them were renters. About 1%, or 34 families were homeless. The other 17% were homeowners.

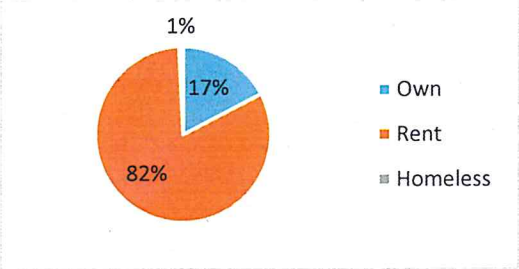

Figure 6 Housing Arrangements

Service Needs

SCCRS conducted the survey between June 2016 and May 2017. Figure 6 shows the number of clients who completed the survey each month. The first survey came on June 22, 2016, and that was why there were only 47 records for June 2017. September 2016 had the highest number of survey participants because of the beginning of LIHELP application in that month.

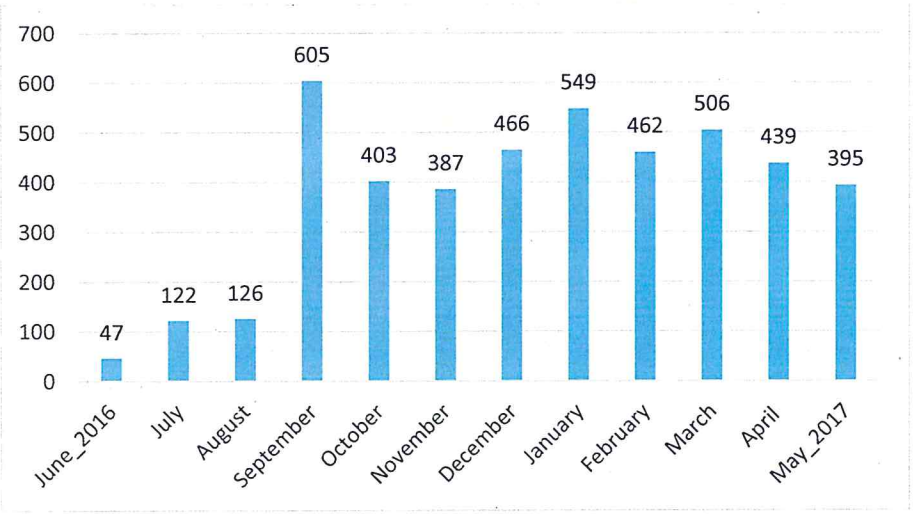

Figure 7 Survey Participants by Month

4212 out of 4505 (or 93.5%) clients who answered the residence question were from Springfield. There were also 63, or 1.4% clients from Chatham. The following sections are relational analyses of service categories and selected client demographic characters.

Employment and Age Groups

Table 3 Comparison of Employment Needs by Age Group

Employment Needs	Age1 8_23	Age2 4_44	Age4 5_54	Age1 8_23	Age2 4_44	Age4 5_54
Getting training for the job that I want	73	300	93	13%	13%	13%
Getting an education for the job that I want	99	398	82	17%	17%	11%
Finding a permanent full-time job that will support me or my family	143	585	174	25%	24%	24%
Knowing what jobs are available	89	374	126	15%	16%	17%
Learning how to interview for a job	28	108	31	5%	5%	4%
Learning how to write a resume	42	157	51	7%	7%	7%
Learning how to fill out job applications	12	45	13	2%	2%	2%
Learning computer skills to apply for jobs	43	164	75	7%	7%	10%
Obtaining appropriate clothing for my job	31	187	53	5%	8%	7%
Obtaining equipment (e.g. tools) for my	20	82	33	3%	3%	5%
Total	580	2400	731			

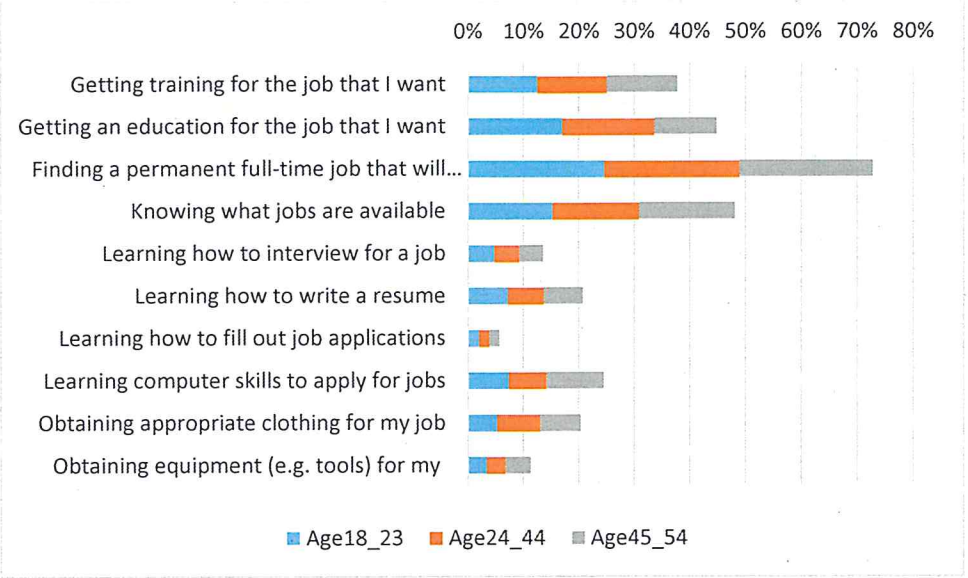

Figure 8 Employment Needs Comparison by Age Groups

Table 3 and Figure8 display the employment needs client could use help with for three age groups, 18-23, 24-44, and 45-54. All three age groups showed similar patterns. The common top four employments needs were:

- Finding a permanent full-time job that will support me or my family
- Knowing what jobs are available
- Getting an education for the job that I want
- Getting training for the job that I want

Education and Age Group

Table 4 and Figure 9 compare the education needs among three age groups, 18-23, 24-44, and 45-54. The common top five education needs were:

- Obtaining a high school diploma or GED/HSED
- Obtaining a two-year college degree
- Obtaining a four-year college or university degree
- Getting financial assistance to complete my education
- Choosing a career

There are numerous studies showing the relationship between education level and employability. Since clients in these three age groups all make "Finding a permanent full-time job that will support me or my family" as their first priority, it is understandable that they also wished to improve their education levels.

One large difference between the age group 45-54 to the younger age groups was that more people in this group wished to learn how to use a computer (15% vs. 5% vs. 5%).

Table 4 Education Needs from Clients or Their Family Members

Education Needs	**Age18_23**	**Age24_44**	**Age45_54**	**Age18_23**	**Age24_44**	**Age45_54**
Obtaining a high school diploma or GED/HSED	127	448	115	26%	25%	23%
Obtaining a two-year college degree	70	301	68	14%	17%	14%
Obtaining a four-year college or university degree	48	217	45	10%	12%	9%
Choosing a career	56	195	48	12%	11%	10%
Choosing a technical school program	28	108	31	6%	6%	6%
Learning how to use a computer	25	99	77	5%	5%	15%
Learning or improving communication or language skills	23	72	23	5%	4%	5%
Learning English (as a second language)	3	5	1	1%	0%	0%
Getting financial assistance to complete my education	84	292	74	17%	16%	15%
Completing college aid forms (including FAFSA forms)	22	80	21	5%	4%	4%
Total	486	1817	503			

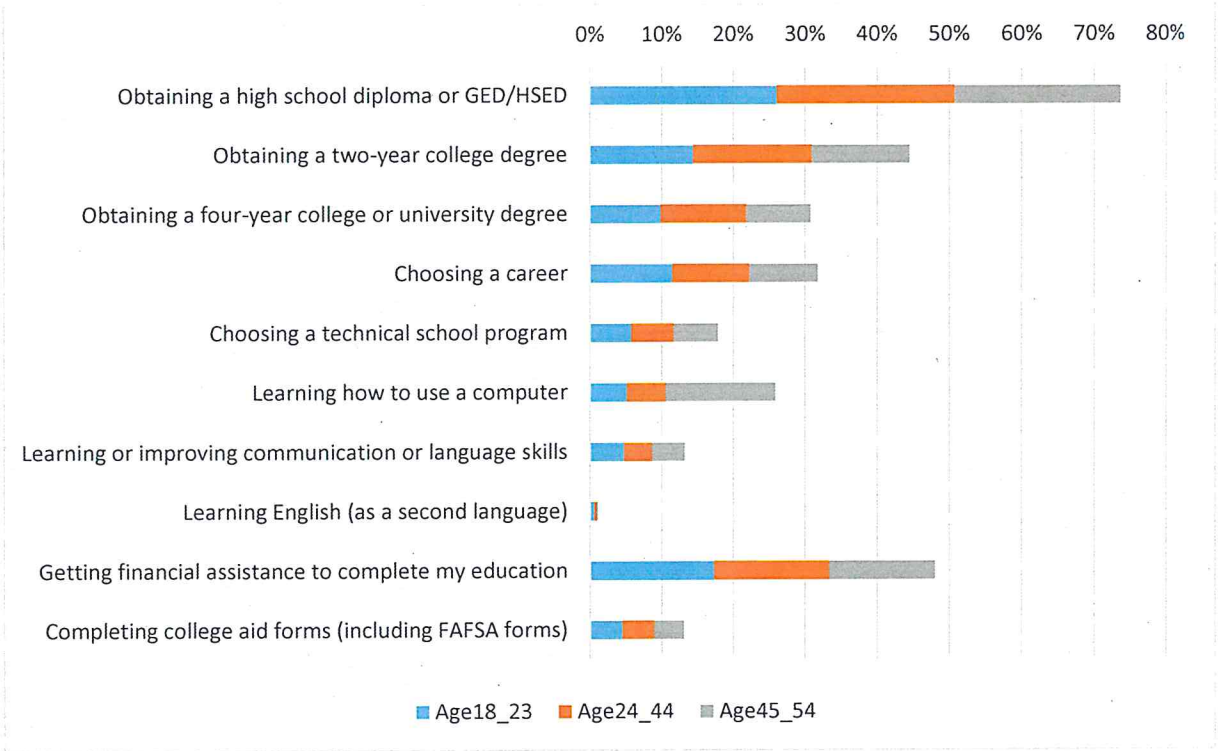

Figure 9 Education Needs by Age Groups

Financial and Legal Issues and Single Parents

Table 5 and Figure 10 show that budgeting and managing money was the number one financial need for single parents. They also had high needs of help in understanding credit scores, opening bank accounts, solving problems with utility or telephone company, with a credit card or loan company, and with child support.

Table 5 Financial and Legal Needs from Single Parents or Their Family Members

Food and Nutrition	Single Parent	Percentage
Getting Food From Food Pantries, Food Banks, or Food Shelves	383	29%
Having Enough Food at Home	240	18%
Learning How to Shop and Cook for Healthy Eating	179	14%
Learning How to stretch my Food Dollar	172	13%
Getting Emergency Food Assistance	118	9%
Learning How to Set an Example of Healthy Eating for my Children	31	2%
Getting Meals Delivered to my Home	52	4%
Enrolling in the Food Assistance Program	109	8%
Getting Nutritious Foods During Pregnancy	20	2%
Obtaining Breastfeeding Education and Assistance	11	1%
Total	1315	

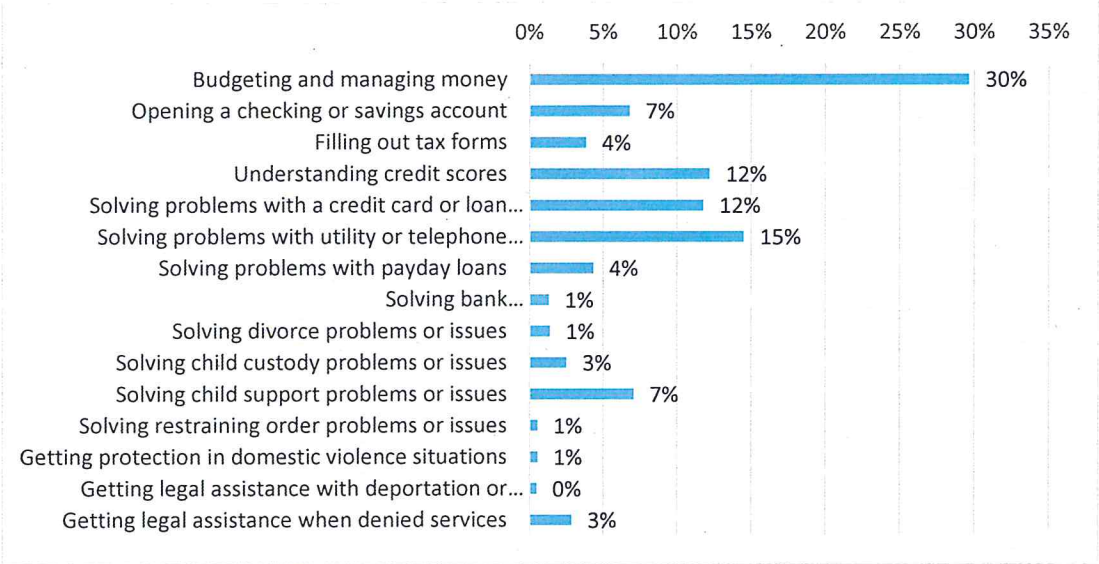

Figure 10 Financial and Legal Needs of Single Parent Households

Housing and Age Groups

Table 6 and Figure 11 compares the housing needs among different age groups, 18-23, 24-44, 45-54, 55-69, and 70 years old and above. The first four age groups shared the same pattern of needs with the following top four housing needs:

- Finding affordable housing that fits my family's needs
- Making my home more energy efficient
- Qualifying for a loan to buy a home
- Getting financial assistance with rent payments

The age 70+ group had a different need than other four groups. They needed more help in "making changes to my home for a person with disabilities."

Table 6 Housing Needs from Clients in Different Age Groups

Housing Needs	**Age1 8_23**	**Age2 4_44**	**Age4 5_54**	**Age5 5_69**	**Age 70+**	**Age1 8_23**	**Age2 4_44**	**Age4 5_54**	**Age5 5_69**	**Age 70+**
Finding affordable housing that fits my family's needs	88	340	104	76	3	18%	16%	14%	15%	7%
Getting financial assistance with a down payment or closing costs to buy a home	47	250	68	39	3	10%	12%	9%	8%	7%
Qualifying for a loan to buy a home	64	308	77	43	3	13%	14%	10%	9%	7%
Obtaining home ownership education	33	164	40	12	2	7%	8%	5%	2%	4%
Obtaining renter/tenant rights and responsibilities education	15	75	31	22	0	3%	3%	4%	4%	0%
Learning basic home repair and property maintenance skills	42	146	62	36	5	9%	7%	8%	7%	11%
Getting financial assistance with rent payments	72	315	117	79	2	15%	15%	16%	16%	4%
Getting financial assistance with rent deposits	23	152	53	28	0	5%	7%	7%	6%	0%
Making my home more energy efficient	84	342	154	121	16	17%	16%	21%	24%	35%
Making changes to my home for a person with disabilities	21	46	29	39	11	4%	2%	4%	8%	24%
Getting emergency shelter	2	17	7	4	1	0%	1%	1%	1%	2%
Total	491	2155	742	499	46					

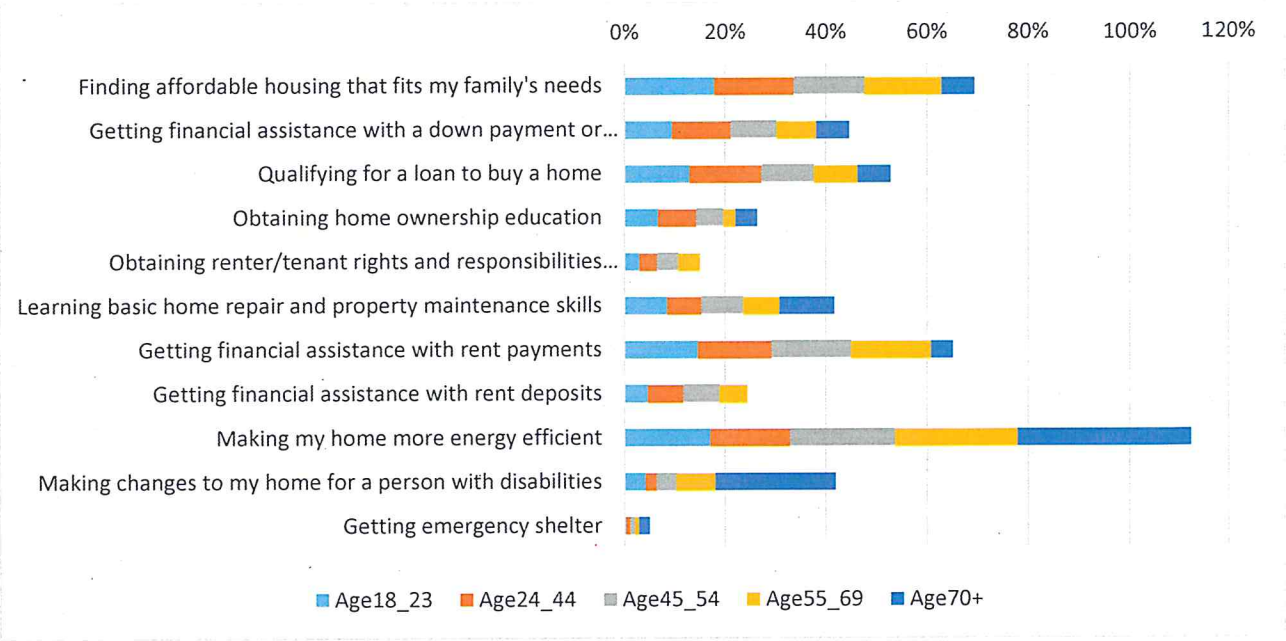

Figure 11 Housing Needs Comparison among Age Groups

Food and Nutrition and Single Parents

From Table 7 and Figure 12, it is clear that single parent households' top four food and nutrition needs were: Getting Food From Food Pantries, Food Banks, or Food Shelves; Getting Food From Food Pantries, Food Banks, or Food Shelves; Learning How to Shop and Cook for Healthy Eating; and Learning How to stretch my Food Dollar.

Table 7 Food and Nutrition Needs from Single Parent Households

Food and Nutrition	**Single Parent**	**Percentage**
Getting Food From Food Pantries, Food Banks, or Food Shelves	383	29%
Having Enough Food at Home	240	18%
Learning How to Shop and Cook for Healthy Eating	179	14%
Learning How to stretch my Food Dollar	172	13%
Getting Emergency Food Assistance	118	9%
Learning How to Set an Example of Healthy Eating for my Children	31	2%
Getting Meals Delivered to my Home	52	4%
Enrolling in the Food Assistance Program	109	8%
Getting Nutritious Foods During Pregnancy	20	2%
Obtaining Breastfeeding Education and Assistance	11	1%
Total	1315	

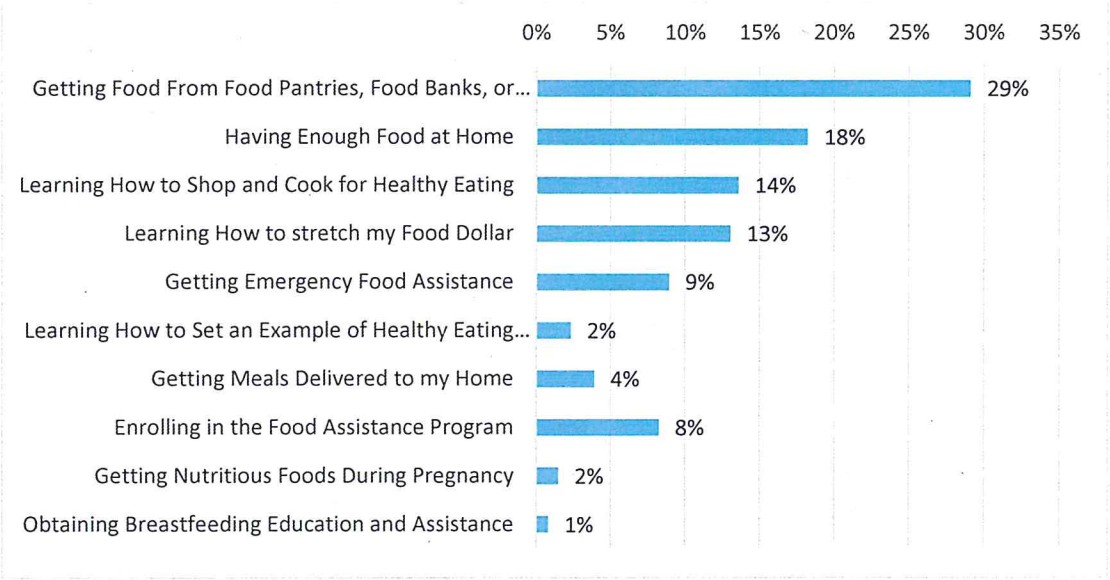

Figure 12 Food and Nutrition Needs of Single Parent Households

Food and Nutrition and Age Groups

Figure 13 and Table 8 compare food and nutrition needs between children under the age of 11 and seniors age 55 and above.

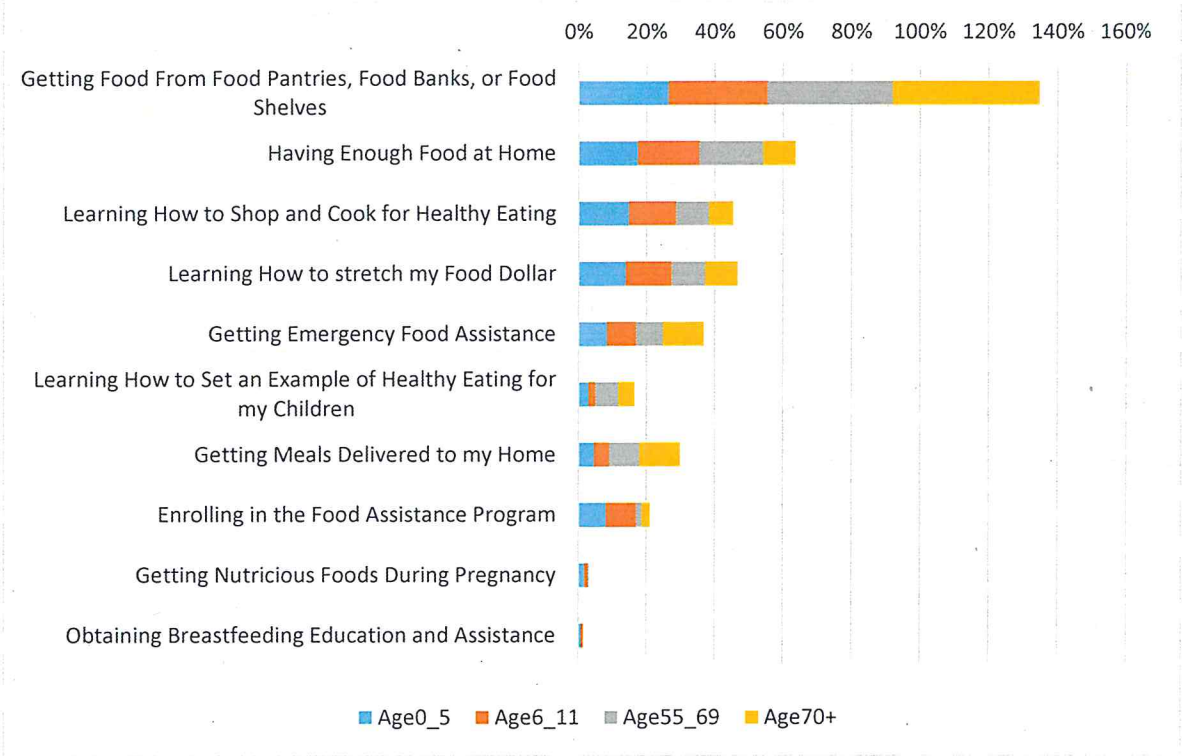

Figure 13 Food and Nutrition Needs of Households with Young Children and Seniors

Households with young children and/or senior share the following top food and nutrition needs:

- Getting Food From Food Pantries, Food Banks, or Food Shelves
- Having Enough Food at Home
- Learning How to stretch my Food Dollar
- Getting Emergency Food Assistance

Households with young children were in higher need in "Learning How to Shop and Cook for Healthy Eating" and "Enrolling in the Food Assistance Program," while households with senior were in higher need of "Getting Meals Delivered to my Home."

Table 8 Food and Nutrition Needs of Households with Children 0-11 and Seniors 55 and above

Food and Nutrition	**Age0_5**	**Age6_11**	**Age55_69**	**Age70+**	**Age0_5**	**Age6_11**	**Age55_69**	**Age70+**
Getting Food From Food Pantries, Food Banks, or Food Shelves	198	225	153	18	27%	29%	37%	43%
Having Enough Food at Home	131	140	78	4	18%	18%	19%	10%
Learning How to Shop and Cook for Healthy Eating	111	108	40	3	15%	14%	10%	7%
Learning How to stretch my Food Dollar	104	105	41	4	14%	13%	10%	10%
Getting Emergency Food Assistance	63	67	33	5	8%	9%	8%	12%
Learning How to Set an Example of Healthy Eating for my Children	23	16	28	2	3%	2%	7%	5%
Getting Meals Delivered to my Home	35	35	37	5	5%	4%	9%	12%
Enrolling in the Food Assistance Program	61	69	7	1	8%	9%	2%	2%
Getting Nutritious Foods During Pregnancy	14	8	1	0	2%	1%	0%	0%
Obtaining Breastfeeding Education and Assistance	6	5	0	0	1%	1%	0%	0%
Total	746	778	418	42				

Child Care and Child Development and Single Parents

Table 9 and Figure 14 indicate childcare and child development needs of single parent households. The top needs were:

- Finding affordable child care
- Finding child care in a convenient location
- Getting financial assistance with child care costs
- Getting financial assistance with school supplies
- Getting financial assistance with school or club activities
- Getting financial assistance with school fees

Table 9 Child Care and Child Development Needs of Single Parent Households

Child Care and Child Development Needs	Number of Single Parent Households	Percentage
Finding child care in a convenient location	134	9%
Finding quality licensed child care	73	5%
Finding affordable child care	131	9%
Finding child care for babies	55	4%
Finding child care for toddlers	73	5%
Finding child care for preschoolers	39	3%
Finding evening or nighttime child care	90	6%
Finding weekend child care	88	6%
Finding a quality preschool	30	2%
Finding a before/after school program	101	7%
Preparing my preschool child for public school	34	2%
Getting financial assistance with child care costs	115	8%
Getting financial assistance with school supplies	177	13%
Getting financial assistance with school fees	117	8%
Getting financial assistance with school or club activities	159	11%
Total	1416	

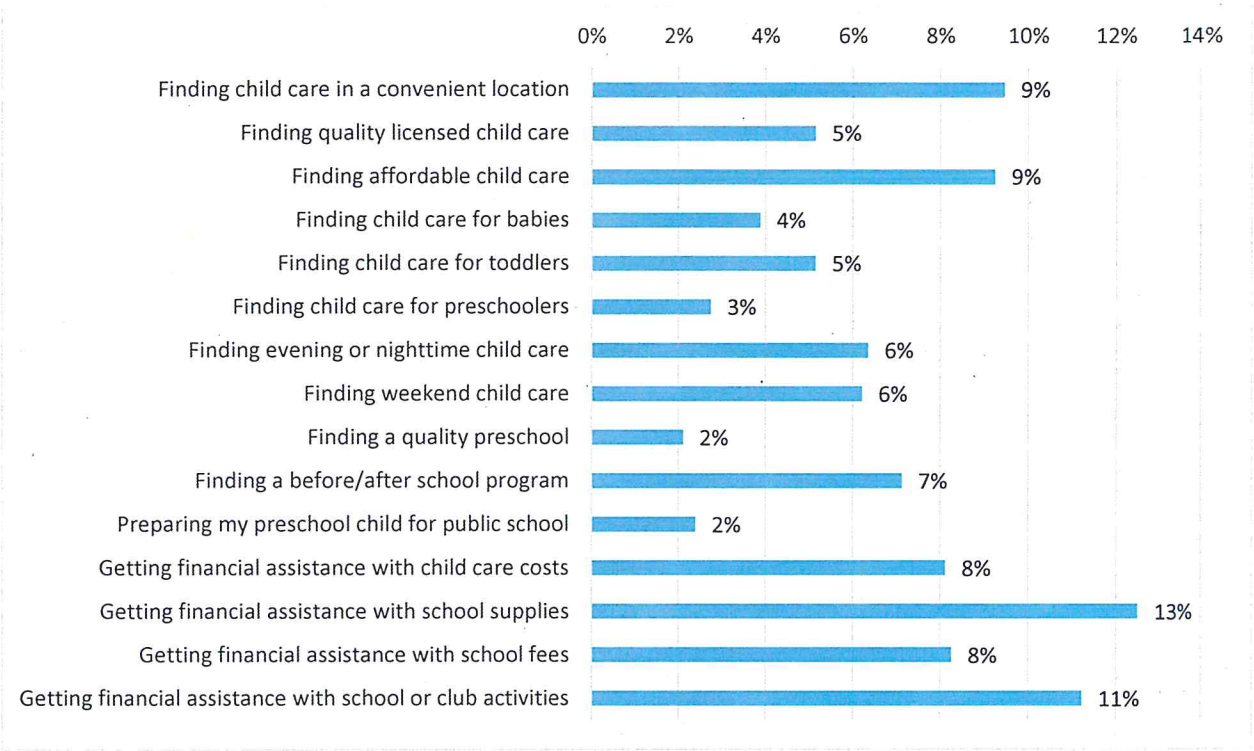

Figure 14 Child Care and Child Development Needs of Single Parent Households

Parenting and Family Support and Family Type

Figure 15 and Table 10 compare parenting and family support needs between single parent households and two parents households.

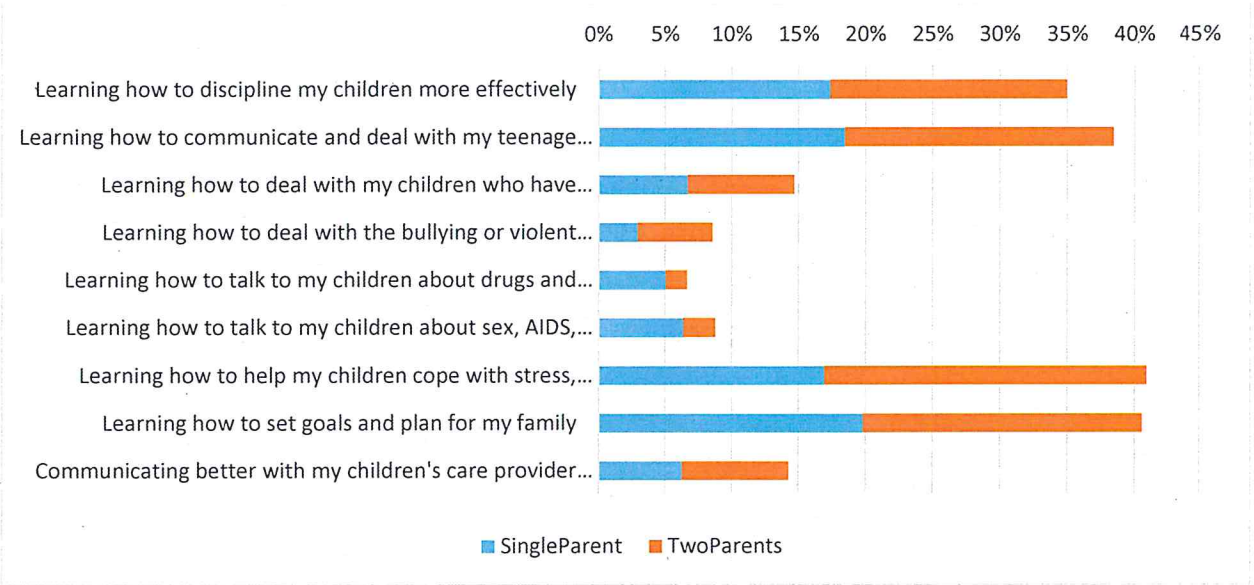

Figure 15 Parenting and Family Support Needs for Single Parent and Two Parent Households

The single parent households and two parent households share a same pattern of parenting and family support needs. Their top needs were:

- Learning how to discipline my children more effectively
- Learning how to communicate and deal with my teenage children
- Learning how to help my children cope with stress, depression, or emotional issues
- Learning how to set goals and plan for my family

Table 10 Parenting and Family Support Needs for Single Parent and Two Parent Households

Parenting and Family Support Needs	**Single Parent**	**Two Parents**	**Single Parent**	**Two Parents**
Learning how to discipline my children more effectively	158	22	17%	18%
Learning how to communicate and deal with my teenage children	168	25	18%	20%
Learning how to deal with my children who have displayed bullying or violent behavior	61	10	7%	8%
Learning how to deal with the bullying or violent behavior of my children's friends	27	7	3%	6%
Learning how to talk to my children about drugs and alcohol	46	2	5%	2%
Learning how to talk to my children about sex, AIDS, STDs, etc.	58	3	6%	2%
Learning how to help my children cope with stress, depression, or emotional issues	154	30	17%	24%
Learning how to set goals and plan for my family	180	26	20%	21%
Communicating better with my children's care provider or teachers	57	10	6%	8%
Total	909	125		

Transportation and Family Type

Table 11 and Figure 16 describe the transportation needs among single parent, two parent, and single person households.

All three type of households share a very similar transportation need pattern. Their top needs were:

- Having access to public transportation (not for two parent households)
- Having dependable transportation to and from work
- Getting financial assistance to buy a dependable car
- Getting financial assistance to make car repairs
- Getting financial assistance to buy car insurance

Table 11 Transportation Needs Comparison of Different Types of Households

Transportation Needs	Single Parent	Two Parents	Single Person	Single Parent	Two Parents	Single Person
Having access to public transportation	180	13	166	10%	5%	17%
Having dependable transportation to and from work	208	33	99	12%	13%	10%
Getting financial assistance to buy a dependable car	258	50	148	14%	19%	15%
Getting financial assistance to make car repairs	277	59	115	15%	23%	11%
Getting financial assistance to buy car insurance	211	38	109	12%	15%	11%
Getting financial assistance to pay car registration or license fees	130	20	94	7%	8%	9%
Getting a driver's license	156	18	101	9%	7%	10%
Getting to and from medical or dental appointments	86	8	80	5%	3%	8%
Getting myself to and from school	35	5	20	2%	2%	2%
Getting my children to and from child care	54	3	3	3%	1%	0%
Getting my children to and from school	68	5	3	4%	2%	0%
Getting my children to and from school or club activities	57	1	1	3%	0%	0%
Going shopping and doing errands	88	6	65	5%	2%	6%
Total	1808	259	1004			

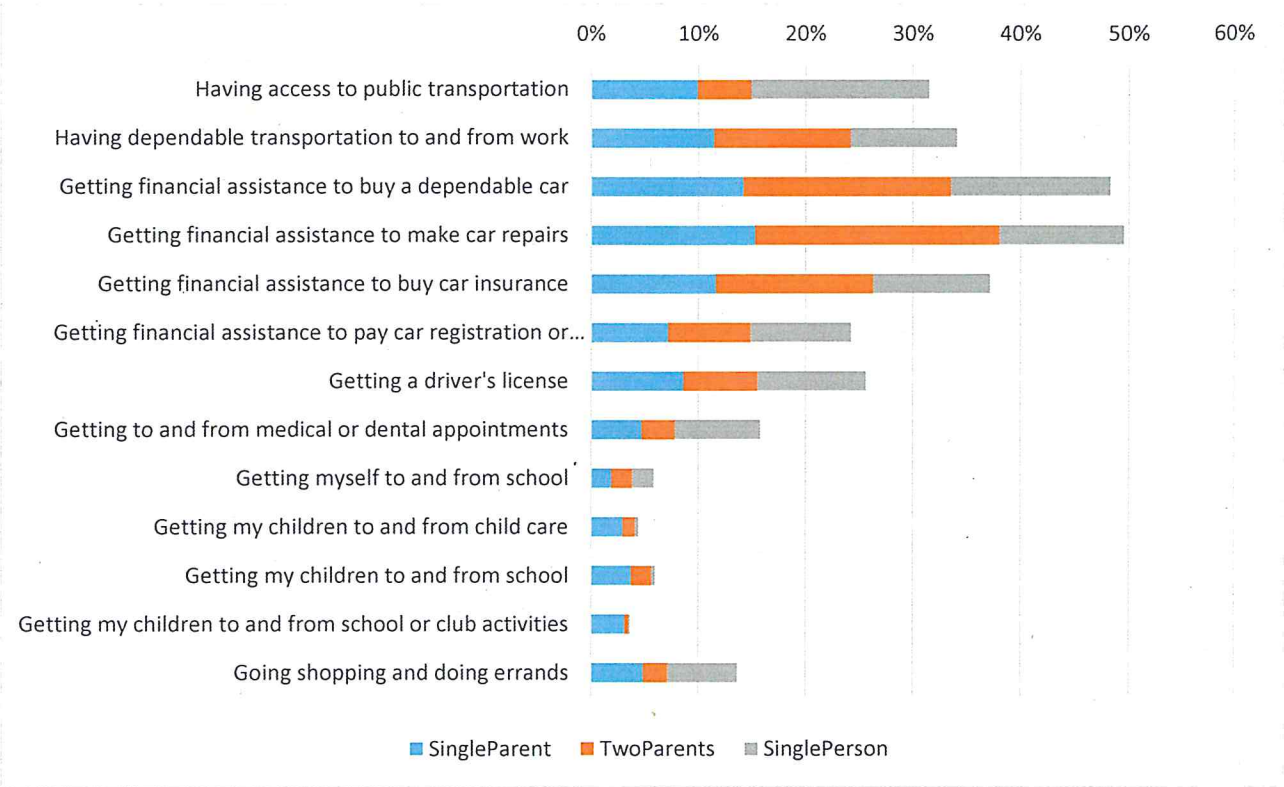

Figure 16 Transportation Needs Comparison of Different Types of Households

Health and Single Parent and Disability

Table 12 shows health needs in single parent households and households with disabled members. These two groups share a very similar need pattern. Their top health needs were:

- Having affordable dental insurance
- Having affordable health insurance
- Having dental care available to my community
- Having health care available to my community
- Dealing with stress, depression, or anxiety

It is worth mentioning that both groups had high needs in "dealing with stress, depression, or anxiety." This signals both types of households were struggling in helping help hands with their daily lives.

Table 12 Health Needs of Single Parent Households and Households with Disabled Members

Health Needs	Single Parent	Disabled	Single Parent	Disabled
Having affordable dental insurance	163	144	14%	12%
Having affordable health insurance	180	176	16%	15%
Getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc.	34	30	3%	3%
Finding a dentist willing to accept Medicaid (Title XIX)	62	70	5%	6%
Finding a doctor willing to accept Medicaid (Title XIX)	18	24	2%	2%
Having health care available to my community	69	79	6%	7%
Having dental care available to my community	109	122	9%	10%
Getting my health insurance questions answered	36	31	3%	3%
Getting financial assistance for regular medical checkups	53	69	5%	6%
Getting financial assistance for regular dental checkups	42	58	4%	5%
Getting financial assistance for medicine and prescriptions	84	106	7%	9%
Getting financial assistance for long-term health care	20	20	2%	2%
Obtaining family planning or birth control education and assistance	12	6	1%	1%
Getting good medical care before my baby is born	7	5	1%	0%
Getting regular check-ups, developmental screens, or physicals for my children	22	17	2%	1%
Getting my children tested for lead poisoning	13	6	1%	1%
Getting immunizations for my children	10	4	1%	0%
Getting treatment for a drug or alcohol problem	1	1	0%	0%
Getting treatment and services for mental health	22	47	2%	4%
Dealing with stress, depression, or anxiety	161	152	14%	13%
Dealing with problems related to physical, emotional or sexual abuse	32	33	3%	3%
Total	1150	1200		

Health and Age Group

Table 13 describes health needs among households with children under the age of 18 and seniors 55 years old and above. These two types of households had some similar health needs, and they also have different health needs.

Table 13 Health Needs Comparison among Age Groups

Health Needs	**Age0_5**	**Age6_11**	**Age12_17**	**Age55_69**	**Age 70+**	**Age0_5**	**Age6_11**	**Age12_17**	**Age55_69**	**Age 70+**
Having affordable dental insurance	108	87	81	81	4	17%	13%	13%	15%	7%
Having affordable health insurance	104	100	96	101	11	16%	15%	16%	18%	19%
Getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc.	18	15	13	20	1	3%	2%	2%	4%	2%
Finding a dentist willing to accept Medicaid (Title XIX)	44	36	29	40	5	7%	6%	5%	7%	9%
Finding a doctor willing to accept Medicaid (Title XIX)	13	10	8	12	1	2%	2%	1%	2%	2%
Having health care available to my community	34	43	37	36	2	5%	7%	6%	6%	4%
Having dental care available to my community	57	57	55	51	8	9%	9%	9%	9%	14%
Getting my health insurance questions answered	15	21	21	16	1	2%	3%	3%	3%	2%
Getting financial assistance for regular medical checkups	29	41	31	34	7	4%	6%	5%	6%	12%
Getting financial assistance for regular dental checkups	15	20	30	26	4	2%	3%	5%	5%	7%
Getting financial assistance for medicine and prescriptions	33	44	54	58	6	5%	7%	9%	10%	11%
Getting financial assistance for long-term health care	11	13	10	12	3	2%	2%	2%	2%	5%
Obtaining family planning or birth control education and assistance	11	8	5	1	0	2%	1%	1%	0%	0%
Getting good medical care before my baby is born	5	5	1	0	0	1%	1%	0%	0%	0%
Getting regular check-ups, developmental screens, or physicals for my children	19	16	15	3	1	3%	2%	2%	1%	2%
Getting my children tested for lead poisoning	11	9	3	0	0	2%	1%	0%	0%	0%
Getting immunizations for my children	8	8	3	1	0	1%	1%	0%	0%	0%
Getting treatment for a drug or alcohol problem	0	0	1	1	0	0%	0%	0%	0%	0%
Getting treatment and services for mental health	9	11	19	13	0	1%	2%	3%	2%	0%
Dealing with stress, depression, or anxiety	90	86	87	41	3	14%	13%	14%	7%	5%
Dealing with problems related to physical, emotional or sexual abuse	16	19	17	7	0	2%	3%	3%	1%	0%
Total	650	649	616	554	57					

The top health needs for households with children under the age 18 were:

- Having affordable dental insurance
- Having affordable health insurance
- Finding a dentist willing to accept Medicaid (Title XIX)
- Having dental care available to my community
- Dealing with stress, depression, or anxiety

Households with senior 55-69 years old and households with seniors 70 years old and above had the following common top needs:

- Having affordable health insurance
- Finding a dentist willing to accept Medicaid (Title XIX)
- Having dental care available to my community
- Getting financial assistance for medicine and prescriptions

These two senior groups also have different health needs in two areas. Age 55-69 had much higher need in "Having affordable dental insurance" than the Age 70+ group (15% vs. 7%). Age 70+ group had much higher need in "Getting financial assistance for regular medical checkups" (12% vs. 6%).

Basic Needs and Age Group

This section discusses the basic needs among households with adults 24 years old and above.

Table 14 shows that the four age groups, 24-44, 45-54, 55-69, and 70+ shared a common basic need pattern. Their top needs were:

- Getting Financial Assistance with my Utility Bills (Heating, Electric, and/or Water)
- Getting Basic Furniture, Appliances, or House Wares
- Getting Personal Care Items such as Soap, Diapers, Toilet Paper, etc.
- Having a Reliable Phone (relatively less important for the Age 70+ group)
- Managing Medications (relatively less important for the Age 24-44 group)

Table 14 Basic Needs of Different Age Groups

Basic Needs	**Age24_44**	**Age45_54**	**Age55_69**	**Age70+**	**Age24_44**	**Age45_54**	**Age55_69**	**Age70+**
Getting Financial Assistance with my Utility Bills (Heating, Electric, and/or Water)	551	191	107	8	22%	19%	16%	12%
Getting Basic Furniture, Appliances, or House Wares	391	125	74	9	15%	13%	11%	14%
Getting Personal Care Items such as Soap, Diapers, Toilet Paper, etc.	362	107	58	7	14%	11%	9%	11%
Having Access to the Internet	90	55	41	5	4%	6%	6%	8%
Getting Clothes and Shoes	100	58	40	3	4%	6%	6%	5%
Doing Yard Work or Snow Removal	19	6	4	1	1%	1%	1%	2%
Doing House Work or Laundry	94	38	25	4	4%	4%	4%	6%
Having a Reliable Phone	267	106	65	3	10%	11%	10%	5%
Managing Medications	686	297	254	26	27%	30%	38%	39%
Total	2560	983	668	66				

Conclusion

This report presents the findings from the Illinois Community Action Client Needs Assessment survey conducted by Sangamon County Community Resources. These findings of client demographic characteristics and relational analyses between demographics and service needs will give the agency a deeper understanding of the "who needs what" question. It is my hope that this report will help SCCR in planning, developing, and delivering programs, services, and activities to individuals and families in need.