



Sangamon County Community Resources

Springfield, IL 62703

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<http://co.sangamon.il.us/departments/a-c/community-resources>

October, 2019

Dear Friends,

Enclosed is your copy of the Sangamon County Department of Community Resources 2018 Annual Report. In 2018, Community Resources celebrated our 33rd Anniversary of service to Sangamon County. I hope you will take a few moments to read about the many programs and services made available to our community. Last year our agency served 9,683 customers from households with low incomes.

Over the last 33 years, the Sangamon County Department of Community Resources has developed and provided the types of services necessary to meet the ever-changing needs of our community and help our residents obtain the opportunities and services they need to become stable. Our core values of accountability, collaboration, commitment, community, efficiency, integrity, leadership, respect, and service excellence have not changed over our long history of serving the people of Sangamon County.

I would like to express my appreciation to our CSBG Advisory Council and Community Resources County Oversight Committee who are so generous of their time and expertise and to our staff who are so committed to the work they do on behalf of our customers. Thank you also to each of our community partners and elected officials for their on-going support.

Sincerely,

Sharmin Doering

Executive Director

Enclosure

Mission Statement – The Sangamon County Department of Community Resources strives to improve the quality of life for people in-need in Sangamon County through agency programs, services and referrals that promote economic stability and /or self-motivation.

Community Action Promise – Community Action changes people's lives, embodies the spirit of hope, improves communities and makes America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.

2018 Annual Report

Sangamon County Community Resources



L-R Sharmin Doering, E.D., David Bradley, CEO National Community Action Foundation, Brad Mills, CSBG Council Chairman, Linda Fulgenzi, Oversight Committee Chairman, Congressman Rodney Davis, Rose Ruzic, County Board Member, Jeff Vose, Regional Superintendent, Ed Horton, Weatherization Energy Auditor.

A Message from CSBG Advisory Council Chair, Brad Mills



Dear Friends,

Each year all 1,000+ U.S. Community Action Agencies are charged with assessing their community's needs then working to meet the unique needs of their service areas by implementing programs and services to mitigate the root causes of poverty. In this way, households are stabilized and are able to move toward self-sufficiency for a better life.

In 2018, a total of 4,749 services were rendered to 4,123 households to help families regain hope in their future, expending \$4,177,773. Each year when we compile our annual report, I am always amazed at Sangamon County's myriad services which exist along a broad spectrum ranging from money management to help customers regain hope in their future all the way to extended case management which is integrated with the "bundled services" approach. We help families maintain safe, affordable housing, participate in the high-growth area training of Certified Nursing Assistant to enable individuals to enter our local workforce. If individuals are employed and encounter a circumstance out of their control, we enable them to move past difficult times and resume stability. As Council Chair, I wish to extend my thanks to the members of the CSBG Advisory Council for their dedication to Sangamon County Community Resources, to our Executive Director and her staff for their commitment to families in need of direction and assistance. Our whole team's devotion to our community is what really does change lives and make our community a better place to live.

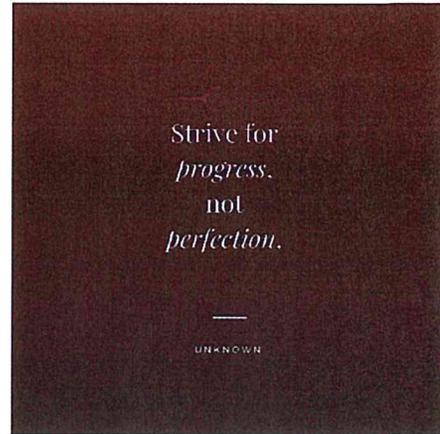
Taking time to get to build your community, to get to know your people know your community, will have long-lasting benefits.
Clifton Taulbert

Bradley Mills

A handwritten signature in black ink that reads "Bradley Mills". The signature is written in a cursive, flowing style.

CSBG Advisory Council Chair

A Message from Sangamon County Board Member and Community Resources Oversight Committee Chairman, Linda Fulgenzi



Dear Friends,

As a Sangamon County board member, former teacher in high-poverty schools and chairman of the Community Resources committee that oversees spending of Sangamon County Community Action funds, we are resolute in our efforts to ensure funds are used to assist numerous individuals in moving toward attainment of the independence. We are committed in our daily efforts to providing a “hand up” rather than a “hand out” in the quest for this dream.

Over the years, I have seen Sangamon County Community Resources change and grow, expanding the services provided to the community to meet the needs of our community and its residents. The stories of our clients demonstrate the enormous impact we have made in Sangamon County.

I would like to express my appreciation to everyone who has made Community Resources so successful over the past 33 years. We weatherize homes to reduce utility bills, assist with utility bill payments, offer financial literacy, life skills and goal setting opportunities, aid in homeless prevention and assist other customers who are in crisis. In the coming years, we will continue to assess community needs and strive to meet those needs of our vulnerable individuals and families.

Linda Fulgenzi

A handwritten signature in cursive script that reads "Linda L. Fulgenzi".

Sangamon County Board Member and Community Resources Oversight Committee
Chairman

2018 Community Services Block Grant Advisory Council

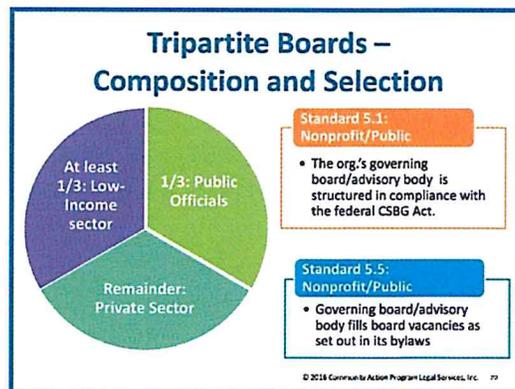


Front Row: Vice Chairman, Terry Young, Chairman Brad Mills,

Second Row: Pastor Silas Johnson, LaVon Wilson, Scholarship Committee Chairman, Sharon Brown , Michelle Tucker, Supt. Jeff Vose, Allissa Hall, Barbara Rochelle.

Third Row: Craig Hall, Diane Murphy, David Yankee.

Not Pictured: Linda Fulgenzi, Clyde Bunch, Rose Ruzic



A Letter from the Executive Director

Dear Community Action Stakeholders,

We are pleased to release the Sangamon County Community Resources Annual Report for 2018. Our agency has continued its mission to provide exemplary, life-changing services to individuals and families in-need. Analyzing the needs within the communities served, we updated our strategic plan to guide our mission through integrity, excellence, service, leadership, engagement, compassion, innovation and collaboration. Addressing the needs of those in challenging circumstances demonstrates the comprehensiveness of our services and the dedication of our exceptional staff and leadership.



We thank the hundreds of people who answered the 2019 Stakeholder and Inter-Agency Needs Assessment surveys; our staff, community partner organizations, CSBG Advisory Council, Community Resources County Oversight Committee for their commitment throughout this process. We thank participating agencies and their clients as well as Dr. Jun Wang for her professional analysis of data collected from the 2019 Community Needs Assessment. We were pleased to hear from our participants who have said Community Action has made a real difference in their lives. We are challenged to think about how we can do an even better job using the ROMA Cycle, to emerge as an even stronger organization as a result.

Yours in the Promise of Community Action,

Sharmin Doering

A handwritten signature in black ink that reads "Sharmin Doering". The signature is written in a cursive style.

**Stability
is everything.
Being it
emotional or
physical.
You need a
solid ground
to build
anything on.**

AUTHOR
OVERLYEXCLUSIVE

Goal 1: Individuals and Families with Low Incomes

In 2018, Community Resources served 13 individuals through the customized LLCC C.N.A. program and 12 C.N.A.s and 7 Personal Care Assistants (PCAs) through the Fishes and Loaves (FLOM) C.N.A./

Personal Care Assistant Program for a total of 32 participants. A total of \$67,547.15 in education assistance and \$5,522.50 in student transportation vouchers were provided to complete the course work. Twenty-seven participants passed the completion exam at LLCC and FLOM, with a success rate of 85%. Twenty students passed the C.N.A State Board certificate exam, eight more will test

Hello Community Resources,

I want you to know how truly grateful I am to have been a part of the Lincoln Land Community College C.N.A. program. I am currently working for an assisted living facility and am now enrolled in LLCC taking English, Math and Biology. Things are going good, thus far.

It's important to me to let you all know how much I appreciate your assistance and how I am doing.

Michelle Fierge
LLCC Community Resources LLCC C.N.A. Student

in early 2018. Twenty students landed and retained nursing jobs, moving up above the Federal Poverty Guideline of \$11,670 per person annually.



2018 Lincoln Land Community College

Cohort 16 C.N.A. Graduates



The CSBG Scholarship Committee awarded \$30,000 to 10 college students in 2018, assisting them in their quest to continue their studies or to acquire diplomas or certificates. Four were first-time recipients and 6 recipients were returnees. Four of the scholarship recipients graduated from schools with diplomas or certificates in 2018, and four graduates obtained employment. Other recipients continue their education toward graduation. Debt reduction for recipients provided through scholarship awards was \$3,000.00 each.

Dear CSBG Scholarship Committee Members,

I am writing to express my sincere gratitude to you for making the SLICE Scholarship possible. This award is a stepping stone which allows individuals who live in low-income areas and equal chance to obtain an education. I was thrilled to learn of my selection for this honor and I am deeply appreciative of your support. I promise to work very hard and eventually give something back to others, both as a teacher and possibly a scholarship to future students like me.

Sincerely,

Meagan L. Turner

CSBG Scholarship Committee Members

Ms. LaVon Wilson, Chairman, Retired Teacher, SPS #186

Mr. Brad Mills, CSBG Council Chairman, Member SMEAA Board

Ms. Linda Fulgenzi, Chairman, Oversight Committee, Ret. Teacher, SPS #186

Ms. Janet Woodson, Retired Teacher, SPS #186

Dr. Mary Loken, Retired Education Administrator, SPS #186

THANK YOU FOR YOUR SERVICE!

Building Communities
 Financial Fitness
 Money Management
 Making Cents
 Strengthening Families
 Financial Literacy
 Free Knowledge

In 2018, weekly financial literacy workshops were hosted in the agency and presented by banking partners (UCB, BOS, Woodforest Bank, Carrollton Bank and Land of Lincoln Credit Union).



A total of 257 customers attended the workshops increased their financial well-being and were expected to increase savings, reduce debts, complete and utilize household budgets.

Thank you to our Financial Literacy Workshop Banking Partners!





The **GED Test Assistance program** provided financial assistance to individuals who successfully passed the practice GED tests. The program helps individuals with low incomes overcome the barrier of affordability of the test. Those who passed all 4 tests became significantly more employable. This year, this program provided **\$495 in GED test vouchers to 7 clients.**

Basic Needs assistance provided services to re-gain family stability.

Rental Assistance - 83 families obtained or maintained safe and affordable housing or employment supports.

Dental and Medical Services- 17 families received dental assistance.

Medical Assistance- 5 families received medical assistance.

Hello and Happy Holidays to Community Resources! It is my pleasure to inform the community how helpful Community Action has been to me and my family. You were very helpful with all of my problems; not only the bank, CWLP and Ameren, but your friendships have also been a blessing to me. I'll never forget you.

Geraldine Johnson

Nutrition

Fifty-two vulnerable seniors were at risk of losing their independence. In total, they received monthly food boxes due to reductions in SNAP benefits for a total of 600 boxes. Community Resources partnered with Senior Services of Central Illinois to serve 25 of the seniors.

Utility Assistance (LIHEAP program)

Community Resources assisted 3,863 households people in-need avoid the risk of disconnection and/or obtain re-connection assistance.

Weatherization

Fifty-one senior homes were weatherized to reduce monthly energy bills.

Sewer Assistance Program1,

One thousand seven hundred-fifty households also received Low-Income Sewer Assistance when applying for LIHEAP Benefits.

Dear Community Resources:

My name is Shirley Harvill. As of January 1, 2018, I will be 88 years old. I live on \$965.00 a month Social Security and \$16.00 in food stamps. If it were not for Sangamon County Community Resources, I would not be able to be independent and live in my own home. I use a walker and a cane. Community Resources has helped me with a sewer rebate and utility assistance in the winter which allows me to stay warm and gives me a little breathing time to catch up on my bills. In the summer, they gave me a fan to help circulate the air and stay cool. I also receive a monthly food box from this agency. It is so nice to have the support of Community Resources, the staff is always standing ready to help. I can call anytime and if they can't help me, they connect me with who can help me. I am glad that someone still cares about the elderly and to know we are not forgotten. Again everyone, a great big thanks and a hug.

Sincerely,
Shirley Harvell

Goal 2: Communities Where People With Low Incomes Are Healthy and Offer Economic Opportunity.

The Weatherization program provides a variety of repairs to weatherize homes of households with low incomes to improve energy efficiency and reduce monthly utility bills. Weatherization services include furnace repair or replacement and air sealing including adding insulation, caulking or weather stripping windows and doors. In 2018, a total of 45 homes were weatherized, resulting in saving both energy and additional income for customers.



WEATHERIZATION | WHAT WE DO

MECHANICAL MEASURES

- Clean, tune, repair, or replace heating and/or cooling systems.
- Install duct and heating pipe insulation.
- Repair leaks in heating/cooling ducts.
- Install programmable thermostats.
- Repair/replace water heaters.
- Install water heater tank insulation.
- Insulate water heating pipes.

BUILDING SHELL MEASURES

- Install insulation where needed.
- Perform air sealing.
- Repair/replace windows/doors.
- Install window film, awnings and solar screens.
- Repair minor roof and wall leaks prior to attic or wall insulation.

HEALTH & SAFETY MEASURES

- Perform heating system safety testing.
- Perform combustion appliance safety testing.
- Repair/replace vent systems to ensure combustion gas draft safely outside.
- Install mechanical ventilation to ensure adequate indoor air quality.
- Install smoke and carbon monoxide alarms when needed.
- Evaluate mold/moisture hazards.
- Perform incidental safety repairs when needed.

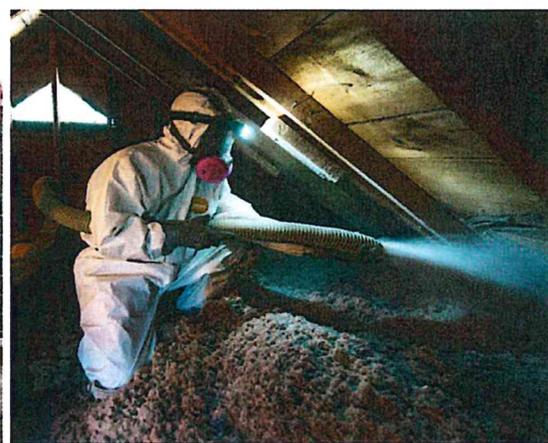


ELECTRIC & WATER MEASURES

- Install efficient light sources.
- Install low-flow showerheads.
- Replace inefficient refrigerators with energy-efficient models.

CLIENT EDUCATION ACTIVITIES

- Educate on potential household hazards such as carbon monoxide, mold & moisture, fire, indoor air pollutants, lead paint and radon.
- Demonstrate the key functions of any new mechanical equipment or appliances.
- Discuss the benefits of using energy-efficient products.



Poverty Immersion Institute Offered Tools for Making a Difference

The Beegle Poverty Institute was about gaining Poverty Competency. Poverty competency is having a comprehensive understanding of poverty and the skills to effectively eradicate its impacts on life and learning. It provided knowledge about the history and structural causes of poverty to ensure that participants would operate from facts, not stereotypes. Poverty competency is understanding the complexities of poverty and how many different life experiences are labeled “poverty.” It is knowing that working-class poverty experiences are different from situational poverty experiences or generational poverty experiences. It is understanding that individuals and families are struggling in a war zone. It is about operating on the assumption that people are making the best decisions they can within the “shoes” they are wearing. It is creating relationships based on identification so people can see they are not so different from those who are educated. It is fostering a climate where everyone belongs, has knowledge, and has opportunities to shine. It is implementing a curriculum that includes the life experiences of people living in poverty, without punishing oral-culture and relational styles of giving and receiving information.

Nine-five community workers gathered for two days of training to learn to better serve neighbors with greater empathy and to more effectively help them navigate the fragmented social services system in our community.



If we are judging, we cannot connect. If we cannot connect, we cannot communicate. If we cannot communicate, it will be difficult to understand our clients' situations and work together to remove the obstacles of poverty.

--- Dr. Donna M. Beegle

Focused Deterrence

The overall idea of the evidence-based focused deterrence strategies is that police can increase the certainty, swiftness, and severity of punishment in a number of innovative ways, often by directly interacting with offenders and communicating clear incentives for compliance and consequences for criminal activity. These approaches all focus on high rate offenders, often gang members or drug sellers.

Community Resources was a member organization of the 3-year Focused Deterrence grant to the City of Springfield. Agency leadership consistently attended the strategy meetings, call-ins for targeted youth offenders and offered services to the troubled youth.

Overall results were very positive and the percentage of shots fired by youth decreased during the grant cycle. In 2018, of 21 targeted youth, 11 of them did not re-offend. Others were arrested. Five of the youth elected to work with a mentor.



East Springfield Health Access Initiative

The Community Health Connection Program (CHCP) is a partnership of 8 organizations working together to address the health needs of residents of Brandon Court and Poplar Place. The program consists of several components, including: implementing an evidence based model incorporating a community health worker (CHW) program/ peer to peer program; provision of mental health services; coordinating referrals between partnering agencies; community engagement and stakeholder education; and implementation of various programs with the intent to develop a healthy community and increase health literacy. Community Resources provides LIHEAP, rental assistance and referrals for needed services for the families enrolled in the program.

Success Story: A female participant joined the program in 2018 and was homeless with 5 children. The community health workers addressed her most pressing need, lack of housing, by first working to secure funds for her security deposit and helping to find furniture for the apartment once she was able to move in. During this time, she was utilizing the emergency room at least 2-3 times a week for abdominal pain. The community health worker worked with her to establish a primary care provider. She had previously been a patient of CCHC but no showed every appointment. She was recommended for the specialty clinic at SIU and since making this change 4 months ago, she has not visited the emergency room once. Her abdominal pain has been addressed and SHE has kept 100% of her medical appointments.



Public Works, Springfield Metro Sanitary District (LISAP program), Veterans Assistance Commission (Resource Fair), Regional Office of Education (CSBG Council Member and Poverty Workshops), Springfield Housing Authority (Charlie Brandon Day, Father's Day Fair).

State Government – (2) DCEO - 4 (state grantor), DHS (data sharing agreement)

Federal Government (2)–Congressman Rodney Davis (co-signer for CSBG re-authorization), Congressman Darren LaHood, US Health and Human Services (federal funder), U.S. Dept. of Energy (WX federal funder)

For-Profit Business/Corporations (5)–Ameren (LIHEAP vendor and WX Intern funder), MTI, CASPN as educational institutions for scholarship and WX Contractors including Wood Heating and Cooling, Baily architectural contractor and VL Porter architectural contractor.

Consortiums/Collaborations (3) - Community Health Worker Program (East Springfield), Sangamon County Change Network, Homeless Crisis Response System Task Force Groups, 2018 Poverty Institute.

Housing Consortiums/Collaborations (2)- Heartland Continuum of Care Member and Illinois Community Action Development Corporation board member.

School Districts (3)– Springfield School District #186 and ROE (Poverty Workshops) Lawrence Ed. Center GED partner, District #186 Homeless Liaison (referrals), Birth to 5 MOU, Riverton School District Parent University.

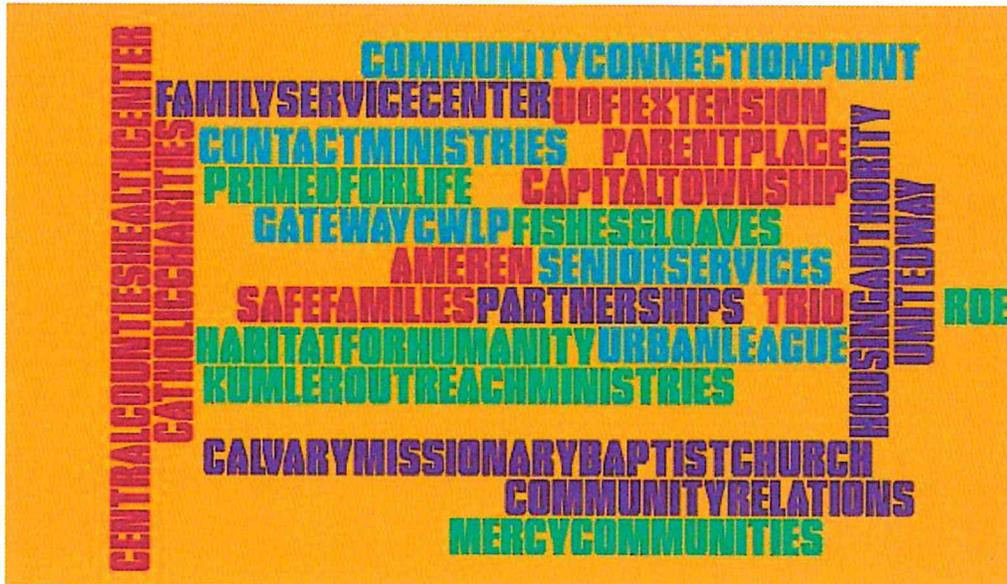
Institutions of Post-Secondary Education/Training (13) – UIS (Data Analysis and Human Development Counseling program), LLCC (C.N.A. , scholarship and GED programs), Scholarships through Benedictine, MacMurray, SIU, SIU-E, U of I, MTI, and CASPN, Chicago State, Knox College, Capital Area Career Center, University of Spa and Cosmetology,

Financial/Banking Institutions (6)(7) - UCB, PNC, Woodforest National Bank (also does 12-hour Money Smart Course), Bank of Springfield, Land of Lincoln Credit Union, Carrollton Bank.

Health Service Institutions (4) (5)– SIU Med School and Central Counties Health Center (East Springfield Health Access Outreach), Central Counties Health Center is also agency dental vendor and referral agency, Sangamon County Dept. of Public Health (Community Health Needs Assessment)

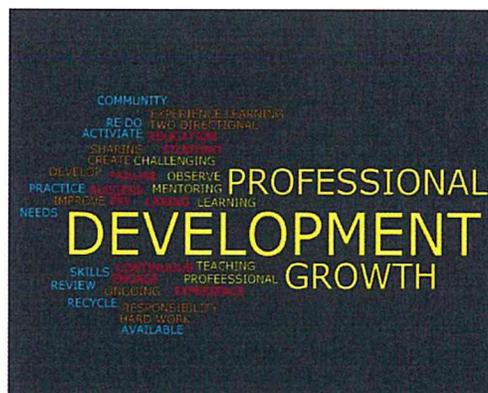
State-wide Assns./Collaborations – (3) (4) IACAA, IVCA, ICADC, agency board memberships.

Other (3)- Community Action Partnership Member and Certified Community Action Professional Commission Member, National Community Action Foundation Member.



Organizational Performance Standard 7.0: Agency Conducts and makes available staff development/training (including ROMA) on an on-going basis.

The human capital resources available to Community Action to increase agency capacity to achieve family and community outcomes include 1 Certified Community Action Professional, 1 ROMA Trainer, 1 ROMA Implementer, 5 Family and Community Development Certified staff, 1 Weatherization Certified Technician, 12 staff attending 579 hours of training.





Community Resources received 1,611 **phone call inquiries** from customers about services available in Sangamon County. Staff assessed callers' situations and provided appropriate information and referrals to callers for community services outside of SCCR.

2018 SCCR Customer Service Ratings:

Excellent - 99.0%

Very Good – 1.0%

Good - 0%

Fair – 0%

Poor – 0%



Agency's 2018 Financial Report

Source of Grant Funds

<i>Federal Grant Revenue</i>	<i>\$3,113,664.00</i>
<i>State Grant Revenue</i>	<i>\$794,246.00</i>
<i>City Grant Revenue</i>	<i>\$220,000.00</i>
<i>Foundation/Private Grant Revenue</i>	<i><u>\$49,823.00</u></i>
 <i>Total</i>	 <i>\$4,177,733.00</i>

Use of Grant Funds

<i>Low Income Heating/Cooling Assistance</i>	<i>\$2,753,092.00</i>
<i>Home Weatherization</i>	<i>\$629,412.00</i>
<i>Sewer Rebate Assistance</i>	<i>\$198,266.00</i>
<i>Community Services</i>	<i>\$525,449.00</i>
<i>Rollover to next grant year</i>	<i><u>\$71,514.00</u></i>
 <i>Total</i>	 <i>\$4,177,733.00</i>

