



Community Resources of Sangamon County

2019 Community Needs Assessment
 2020 Community Action Plan

Approved by the Community Resources County Oversight Committee and
 CSBG Advisory Council in October, 2019.

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Community Action Plan for PY 2020

I. INTRODUCTION

In 1965, Springfield-Sangamon County Community Action was designated as the agency to carry out anti-poverty work in Sangamon County, Illinois. The first program was Head Start. As the needs of the region changed and new funding opportunities became available, the agency changed and grew tremendously. In 1985, the County of Sangamon was then designated as the Community Action Agency for Sangamon County, and changed the legal name to the Sangamon County Community Resources (SCCR). SCCR manages a wide array of programs. The agency has an annual budget of over \$3 million, 12 employees, and serves over 4, 000 households each year. The service area consists only of Sangamon County.

Agency Mission and Purpose of the Community Assessment

The mission of Sangamon County Community Resources is “to strive to improve the quality of life for people in-need in Sangamon County through department programs, services and referrals that promote economic stability and/or self-motivation”. In order to “live” the mission statement, the Community Needs Assessment is a process conducted by all Community Action Agencies at least every three years for their service area to determine the underlying causes and conditions of poverty within the community they serve and identify the available resources to address the unmet needs of the community’s most vulnerable residents. The Community Needs Assessment is the first phase of the Results Oriented Management and Accountability (ROMA) Cycle, grounding and guiding the work to develop and implement programs and services that lift families and communities out of poverty.

Programs and Services

Examples of programs created in response to the Community Needs Assessment surveys by Sangamon County Community Resources include mental health/goal setting workshops, educational scholarships, GED test funding, funding for Certified Nurses Training, financial literacy workshops, rental and mortgage assistance as well as Employment Support for working people in the form of car repair, work uniforms, certification test fees, etc. In addition, when critical emergencies arise in the community, other agencies often call Sangamon County Community Resources for assistance to address situations such as house fires, homelessness, illness, and suffering. As important, Community Resources strives to stay informed of area services offered and updates the agency Community Resources Guide twice each year.

Sangamon County Community Resources also offers programs that assist clients with energy assistance: The Low Income Home Energy Assistance Program (LIHEAP), the Percent of Income Payment Plan (PIPP) and the Illinois Home Weatherization Assistance Program (IHWAP) are the three programs offered. LIHEAP is designed to assist households in paying for winter energy service. At this time, the months of October and November are reserved for appointments for senior citizens, disabled individuals, disconnected households and households with children under age 6. All families with low incomes are served from December through May. For the 2020 program year, State LIHEAP has been swept again other than for current PIPP clients and the program will not again begin until October 1, 2020.

Weatherization or IHWAP provides energy conservation services (such as attic and wall insulation, storm windows, caulking, glazing, weather stripping and furnace repair etc.), to income eligible clients based on income for all members in the household for the preceding twelve months. Furnace tune-ups, retrofits and repairs are included with dollar limits for all work done. This dollar amount is reached by performing a computerized energy audit to determine services that can be applied within the spending limit. The number of homes weatherized in 2019 was 46. The waiting list for weatherization service can be up to two years. The LIHEAP program also contains an emergency furnace component which helps 15-20 households in 2019. Furnaces may either be repaired or replaced, depending on the shape of the furnace.

On June 1, 2011 a Low-Income Sewer Rebate Program (LISAP) was initiated for customers of the Sangamon County Water Reclamation District. For the 2019-20 program, residents are eligible for a benefit of \$90 credited to their sewer accounts if they submit an application, their utility bill (containing a sewer charge) and are determined to be at the 150% or less of the federal poverty level like LIHEAP. For program year 2018-19, 1,750 benefits were available.

Board Composition

Sangamon County Community Resources Programs are approved by the CSBG Advisory Board which is responsible for overseeing services and helping to design programs that address the needs of the community. The fifteen-member board is diverse and offers a variety of perspectives at each quarterly board meeting and through feedback from monthly updates sent by email. The tripartite board consists of five elected officials, six representatives of the poor and four representatives of major groups and interests in the community. During meetings, the director reports on the number of clients served and expenditures for the CSBG programs as well as other agency programs and activities during the quarter. Monthly report updates are emailed to the Council to help them keep up with agency activity and future approval items. Committee discussion takes place around activities for that quarter, ways to streamline services, evaluation of agency progress toward meeting the Organizational Performance Standards and the ways in which programming will change due to updated Results Oriented Management and Accountability (ROMA) Goals and National performance Indicators (NPI's). The departmental budget is also discussed each quarter. As a result, the board is able to determine if the CSBG work programs are best serving the needs of clients. In addition, Sangamon County Community Resources receives monthly oversight from the Community Resources Committee, which consists of six members of the County Board. Based on monthly reports, oversight committee members ensure funds are being utilized legally.

CSBG Advisory Council Members – 2019

- Public Officials (5): Linda Fulgenzi, Supt. Jeff Vose, Rose Ruzic, Clyde Bunch, Craig Hall
- Private Sector Representatives (4) Chair Brad Mills (Laborers), Terry Young (Business), Sarah Graham (WIOA), David Yankee (Woodforest Bank), one vacancy.
- Low-Income Reps (6): Reverend Silas Johnson (Nehemiah Expansion), Barbara Rochelle (Fishes and Loaves Outreach Ministries), Vice Chair, Sharon Brown, (Kumler United Methodist Ministries), Lavon Wilson (Springfield Urban League).

The Community Action Network provides life-changing services that build pathways to opportunity in 99 percent of United States counties. America's 1,000 plus Community Action

Agencies work in every corner of our nation, serving small towns and big cities. They serve families, seniors, adults and youth all over the country, and they know from experience that every community faces obstacles but no two communities face the same barriers to progress.

Community Action rejects the idea of one-size-fits-all solutions to poverty. Community Action Agencies rely on the diverse perspectives of both community members and state and local officials to guide community change. And we pride ourselves on a truly evidence-based approach. Each agency completes a community –specific assessment to drive solutions that respond to local needs, because we know that effectively addressing poverty across different states or even in neighboring counties requires a tailored approach.

Community Resources would like to thank our key partners including our board members, staff members and key stakeholders who participated in the Stakeholder Survey and those agencies gathering survey results from their own clients. Agencies who helped gather client community needs surveys included Helping Hands, Springfield Urban League, Community Connection Point, Goodwill, Contact Ministries, Kumler Ministries, Fishes and Loaves Outreach Ministries, Sangamon County Public Health, Capital Township, Central Counties Health Center, Catholic Charities and SIU Family Medicine. Without these individuals, agencies and their customers, this work could not have been done. We are grateful for your partnership.

SUMMARY OF THE COMMUNITY ACTION PLAN (CAP)

With the assistance of funding provided by the Community Services Block Grant, SCCR provides the community with access to services and service gaps from results of the Community Needs Assessment, Strategic Planning, Inter-agency customer surveys, staff, board and stakeholder survey data, census data and poverty data.

Key assessment goals include assessing the level of poverty within the whole community, how well the needs of low income individuals and families are currently being met, identifying barriers that limit the effectiveness of the current service network, strengthening relationships with key partners and stakeholders, building awareness of Community Action and our community agenda and developing recommendations that will enhance the community’s ability to address the concerns of low income individuals and families.

This Community Action Plan is simply a “snapshot in time” of an active process that continues year- round. Each year, assessment and planning do not stop with the publication of this Plan. As conditions in our communities change, routes taken to render services may be adjusted to reach the goals set for the agency to meet the needs of families. However, the initial set of goals and activities in the 2020 Community Action Plan creates a clearer path for us to follow, and as a result, better services are offered to our participants while achieving better outcomes.

The Community Action Plan serves as the primary planning tool for CSBG programs. Feedback and results from the 2019 Inter-Agency Needs Assessment, the Annual Stakeholder Needs Survey sent to community partners, board and staff, strategic planning updates, important partnerships with other social service partners are all included in the CAP to guide types of agency programs offered to meet needs in the community. The agency currently possesses written agreements with partner agencies to provide services to common households. Current Memorandums of

Understanding in place include those with the Lincoln Land Community College, The Brandon Court Health Collaboration, Fishes and Loaves Outreach Ministries, the Family Service Center, the Parent Place and Primed for Life. A 2019 grant from the PNC Foundation enabled the agency to send 20 children in-need to the Nike Basketball Camp for one week in the summer.

Less formal linkage agreements with Public Health, the Parent Help Line, the Regional Office of Education, Salvation Army, Springfield Housing Authority, Youth Service Bureau, Springfield Center for Independent Living, five different Banking institutions, are important and necessary to strengthen working relationships around customer referrals. Through Continuum of Care meetings, survey feedback from the recipients of agency benefits, community partners, boards and agency staff, the agency have also been able to effectively address family and community needs.

On July 3, 2019, agency staff participated in the processes of updating the third year of the 3-year strategic plan (2018-2020). The facilitator was the Illinois Association of Community Action Agencies (IACAA) Vice President of Professional Development and a certified master ROMA trainer who prepared the agenda and facilitated the process toward, setting priorities, gauging program outcomes using the ROMA Dashboard, developing strategies and identifying and developing resources. The process was engaging and revealed valuable information used to formulate programs and activities for the 2020 program year. In 2020, a new Strategic Plan will be formulated and used from 2021-2023.

Again in 2020, one of the most significant outcomes of ROMA 2.0 and corresponding National Performance Indicators (NPI's) will be around implementing programs and bundling services that better move families toward stability and self-sufficiency and also how to measure those results. In 2019, in-person and web-based listening sessions, case studies of bundled services and learning communities added capacity to Community Action agencies to improve implementation of ROMA 2.0.

Community Profile

Travel Guide: (Source: Sangamon County Regional Planning)

As Illinois' state capital, Springfield of Sangamon county, is full of family oriented neighborhoods and trendy downtown areas alike. Many hold community associations and meetings and even publish information online such as the Oak Ridge Neighborhood Association and Lincoln Park Neighborhood.

Downtown Springfield boasts the bustle of the city life along with the architectural pride of the old and new capital buildings. Downtown life is full of restaurants and attractions, the true heart of the city. But Springfield is also home to many great schools, colleges, and universities as well. The University of Illinois--Springfield's campus thrives. The University is not alone; Lincoln Land Community College raises the bar for educational offerings of the capital city.

With a population of just under 100,000 people, Springfield has a charming small town feel but benefits from the activities of a larger city. Residents are proud of their peaceful life here and because of this the community is a friendly place to be; visitors are highly welcomed all year round

to the land of Lincoln, Route 66, and corndogs! If that's not enough, the Springfield Department of Community Relations is there to ensure equal opportunity, fair housing, and to support community outreach programs and activities.

General and Poverty-Related Demographics (Source: American Community Survey)

The 2017 Census American Community Survey (ACS) states the total population of Sangamon County as 198,134.

Poverty

2017 poverty estimates show a total of 29,676 (15.4%) persons living below the poverty level in the report area. Poverty information is at 100% of the federal poverty income guidelines

Poverty Rate Change

According to the U.S. Census, from 2000-2017 the poverty rate for the area increased by 5.9%, compared to a national increase of 2.1%.

Households in Poverty

In 2017, it is estimated that there were 11,543 households, or 13.8%, living in poverty within the report area.

Population in Poverty Race Alone

White - 11.5% (17,743), Black or African American – 40.83% (10,043), Asian – 18.6% (696), Some Other Race – 43.11% (504), Multiple Race – 29.1% (1,356).

Families in Poverty by Family Type

Total Families – 51,362, Families in Poverty – 11% (5,640), Families in Poverty Married Couples – 21.9% (1,233), Families in Poverty Female Head of Household – 65.9% (3,716), Families in Poverty Male Head of Household – 12.3% (691).

Poverty Rate (Age 0-4) – 18.8%, (Age 5-17) – 21%

Child Poverty Rate (0-17) 24.5% (10,802)

Children in Poverty by Race Alone

White 14.9% (4,622), Black or African American 55.65% (4,650).

Seniors in Poverty

Ages 65 and up total population (30,746), Ages 65 and up in poverty 6.4% (1,979)

White – 5.88%, Black or African American – 14.17%

Description of the Local Economy

The June 2019 unemployment rate for Sangamon County was 3.7% down from 4.5% in June 2018.

SANGAMON COUNTY – AN OVERVIEW (Source: The 2017 Sangamon County Project)

ECONOMIC DEVELOPMENT STRATEGY IN SANGAMON COUNTY

Over the past 45 years, the State of Illinois has been a microcosm of the United States and has enjoyed both periods of growth, and, by all accounts, a recent history of long term decline. Throughout the turmoil and constantly shifting economic sands, a small number of communities and counties have shown consistent stability and an apparent unwavering ability to “weather the storm” of changing economic realities. Upstate suburban communities like Naperville, Bolingbrook and Romeoville and counties like Lake and DuPage effectively and consistently took advantage of regional efficiencies and the shift from parochial local economies to that of regional and globally-influenced economies. They also drew new and expanding businesses and the related opportunities that came with that success. All because they risked reinventing themselves.

Over the past 30 years, downstate communities and regions like Danville, Peoria, Decatur, the Quad Cities, Metro East and Mt. Vernon struggled with the implosion of traditional manufacturing and energy sector jobs and struggled to reinvent themselves with varying levels of success. Other downstate communities like Bloomington-Normal, Champaign-Urbana, Quincy, Effingham and Springfield remained relatively stable or grew based on a diversity of quality employers and business sectors.

Most of the time, Illinois witnessed the battle between the manufacturing communities and the perceived white-collar communities, and, in most cases, the stability of white collar employment consistently won out. Early in this period, Springfield and Sangamon County enjoyed the best of both worlds, with large manufacturing operations such as Fiat Allis, Pillsbury and Hobbs Stewart Warner. They and many other businesses such as local stalwarts like the Bunn Company and Sangamo Electric provided balance to the white-collar jobs offered by companies like Franklin Life, Horace Mann, Memorial Medical Center, St John’s Hospital, Springfield Clinic, major national and community banking establishments and the State of Illinois.

But then something happened that, depending on who you ask, either deliberately or accidently set the foundation for the challenges that are faced today in the Illinois Capital’s metro economy. The

larger old-line manufacturers began to disappear and no efforts appear to have been made to stop the impacts of their loss.

During the TDC interviews, numerous long-term residents told us that decisions were made to step away from manufacturing and related industries to focus on making Sangamon County and Springfield the home of white collar employment, anchored by growing government employment at the State of Illinois.

It was determined that “the state would always be here because we’re the capital, and that’s all we need.” As is so often the case, *a seemingly well-intentioned shift in philosophy failed* to look beyond immediate opportunities and *did not take the time to formulate an executable long-term vision for the County*. Complacency and the status quo reigned.

The state did continue to grow for a while but then budgetary uncertainty starting in the 1990’s forced increases in efficiencies in state agencies which meant decreases in employees in order to stabilize. The decreases have continued as state government continues to work on being leaner and more efficient. *There is a local belief, that during Governor Blagojevich’s terms in office, state jobs were moved to Chicago and could be moved back at any time. However, a study requested by State Representative Sara Jimenez and conducted by the State of Illinois Department of Central Management Services, paints a far different picture. Many jobs were moved but many more were lost due to retirements and attrition. One of the findings of the CMS study was that there are potentially 500 state employee positions, in a best case scenario, that might return to the Capital City in the coming years.*

The Springfield Sangamon County Regional Planning Commission’s 2015 study entitled “Reviewing Economic Growth Trends in the Springfield-Sangamon County Economic Area” reinforces the TDC findings. In summary, the Commission found that:

Population Growth is Slipping. Most notably this is occurring in the under 19 age group, which is critical to the long-term workforce development capacity.

Growth of Personal Wealth is Gaining, but Weakly. “Sangamon’s statewide rankings showed it lagging behind its Central Illinois peer benchmark counties in recent years, moving it away from the middle of all Illinois counties.”

Job Growth is Slipping. “The study found job growth in the area to be toward the mid-range of all Illinois counties from 1970-2013, but below that of its peer, comparison counties. It found declines of 5% or more in half of the 16 industry sectors that make up the regional economy for which data was available.”

Business Growth is Lagging. “..... the results show the area falling behind state and national averages as well as peer counties in recent decades. One finds, for example, that real industry earnings have continued to fall in the economic area since the 1990’s, and to do so noticeably.”

High Technology Business Growth is Questionable. “Overall the Planning Commission found:

- That the economic strength of the area had eroded over time, but this erosion had not been sufficiently noticed.
- The area showed strength in such areas as Biomedicine and Biotechnology, but weakness in other core sectors and clusters.
- The rate of population growth was slowing, which will be inter-twined with the area's long-term economic success."

CONCLUSIONS AND IMPLEMENTATION

Sangamon County is at a critical crossroads.

- First and foremost, the community/County needs to know what it is now; what it wants to be; and embrace that vision whole-heartedly into a coordinated strategic plan to get there.
- Recognize that Sangamon County has been performing below its capacity for development and growth for years and that everyone must work together to realize that potential through an enhanced and, most importantly, coordinated economic development structure.
- The region needs to quit living in the past. Mistakes and miscalculations in strategy were definitely made, but one of the most noticeable traits in this region is its propensity to talk negatively about itself.

A comprehensive regional development and implementation strategy which addresses the future vision needs to be collaboratively developed. Bridge the silos. Bring the community and County and its communities together.

- Engage all parts of the County as part of the regional development strategy. Provide the suburban areas of the County the development support they need to be successful, and thus create more overall success for the region.

Recognize economic diversity is integral to economic health. Government nor healthcare nor any one sector can carry a regional economy on its own. Identify key industry clusters in coordination with the community vision and work on strengthening current assets and addressing challenges to having a vibrant atmosphere for those industries to thrive.

- Continue the work started in the last few months to develop and carry out a business retention program. This needs to be consistent and robust and, done right, will be one of the most important efforts in the quest for economic vitality.
- Foster an atmosphere for entrepreneurial enterprises to be able to succeed. Build on the beginning started at Innovate Springfield.
- Understand employers' current workforce needs; their needs for the future; and the needs of employers you want to attract. Truly work on creating this worker pipeline through all levels of

education and all venues where this education takes place including the trades and mentorship programs.

A comprehensive regional marketing strategy which proactively promotes and markets the region to current customers and suppliers of local employers as well as national and international decision makers who are or may be actively seeking new and expanded facility locations needs to be created and executed.

- Placemaking and quality of life improvements needed to attract and retain younger workers and recent graduates, and, really, people in all stages of life, need to be planned for, funded and executed, especially in the downtown, as a long-term strategy with representatives from all facets of life represented in the discussion along the way. Support organizations such as Downtown Springfield, Inc. that are working on this. Quality of place is important to new and long-term residents and visitors alike.
- New ideas from diverse social and economic backgrounds need to be drawn into the discussions about the future direction and opportunities for the region. Interviewee concerns about institutional racism must be acknowledged and addressed.

Springfield and Sangamon County must transition into becoming a Global Innovation Economy.

The Springfield Sangamon County Regional Planning Commission Study findings are important in the context of the TDC report as they represent another in a series of studies which have identified trends for the region, which have not been acknowledged or addressed by the regional leadership or economic development organizations.

II. Needs Assessment

Key Findings and Recommendations

At its core, poverty exists because of the need for stabilizing basic services, mental health services, affordable housing, asset accumulation, lack of employment and education and training. In May, 2019, data was collected from 561 Customers of our Community Partner agencies as well as Sangamon County Community Resources customers. (Appendix I) Additionally, 4,284 Community Resources customers responded to the same Needs Assessment from June 1, 2018 to April 30, 2019 (Appendix 2). The Interagency Assessment is summarized along with corresponding Community Needs Assessment data to provide additional perspective for the reader. **Survey responses from both surveys are largely consistent with each other and reinforces the top needs of families by category.**

Findings: The top three greatest needs for single mothers include obtaining financial assistance with paying utilities, acquiring basic furniture and personal care items followed by paying for education. Close behind were knowing what jobs are available, finding safe affordable housing, access to food, transportation, budgeting, filling out tax forms, rental assistance, learning how to set goals, helping children cope with stress and depression, financial assistance for car repairs, affordable health insurance.

The greatest needs for “working poor” households included first finding affordable housing, making their home more energy efficient and financial assistance to finish education. Other needs include obtaining a GED, also the need for financial assistance with utility bills, getting basic furniture, appliances and housewares.

Seniors

Focus groups at schools and homeless shelters have further informed local needs by telling us ‘the story behind the story’. Focus groups were again held in 2019 at Contact Ministries emergency homeless shelter. Recent violence in our city begs for activities for at-risk youth. And due to the closing of an ex-offender re-entry program, re-entry and re-unification services are needed for formerly incarcerated individuals. Many of these needs are basic (stabilizing) while others increase self-sufficiency. It is also important to note that while rendering services, the 2018-19 Customer Service reports from 3510 respondents show that the overall rating of the SCCR agency and services increased from 95% to 98-99% as excellent on the average and the balance of 1-2% as very good (Appendix 5). Good customer service from trained staff can inspire customers to move forward and become less reliant on social services.

Recommendations: for the community to mitigate the causes and conditions of poverty, the current service delivery system operates mainly in silos which have proven ineffective to move people out of poverty. A common location for many stabilizing services would create convenience for struggling families. Seniors and single parent households face even more challenges that other low-income families and would be welcome by these households. Also recommended would be enhanced communication among workforce entities (WIOA, school districts, SUL, Bone LLC, local unions, LLCC, CASPN, UIS and the medical community) to provide comprehensive information and counseling for job seekers. The result could be educating the community about medical sector career pathways, other high growth job sectors and how to obtain training to start a career. But until families are stable, they cannot turn their thoughts to employment and training.

Section I: All Household Responses

The two demographic groups determined to be vulnerable and in need of services by the sheer number of responses of individuals in those groups are;

Section II: Single Female Families,

Section III: “Working Poor”

Section IV; Seniors

The data in this report informs our Community of the top needs in each category.

For space reasons, in some cases, only the top 5 needs in each category are included. The data also helps Community Resources determine the types of services that could be offered based on agency funding and program feasibility. And identifying which demographic groups need which services enables the agency to target these services to households in that demographic.

Section I All Household Responses (Appendix 1)

Client Residency: Among 561 clients who answered this question, one of them indicated homeless. The majority clients were from Sangamon County, especially from Springfield. There were also three clients from other counties.

Table 1 Client Residency

| City | County | Clients | Percentage |
|---------------|-----------|------------|------------|
| Springfield | Sangamon | 529 | 94.3% |
| Chatham | Sangamon | 5 | 0.9% |
| Riverton | Sangamon | 5 | 0.9% |
| Rochester | Sangamon | 4 | 0.7% |
| Pawnee | Sangamon | 3 | 0.5% |
| Auburn | Sangamon | 2 | 0.4% |
| Dawson | Sangamon | 2 | 0.4% |
| Glenarm | Sangamon | 2 | 0.4% |
| Buffalo | Sangamon | 1 | 0.2% |
| Lincoln | Logan | 1 | 0.2% |
| Loami | Sangamon | 1 | 0.2% |
| Mount Auburn | Christian | 1 | 0.2% |
| New Berlin | Sangamon | 1 | 0.2% |
| Sherman | Sangamon | 1 | 0.2% |
| Taylorville | Christian | 1 | 0.2% |
| Williamsville | Sangamon | 1 | 0.2% |
| Homeless | | 1 | 0.2% |
| Total | | 561 | |

How clients learned about SCCR

Table 2 shows how these 565 clients learned about SCCR. Since one client could have learned about the agency through multiple channels, the number of clients would add up more than 565. The percentages were calculated by dividing the number of clients with a particular channel by the total number of clients 565. The agency will plan how to best reach other parts of Sangamon County with information about agency services.

Table 2 How Clients Learned About SCCR

| How clients learned about SCCR | # of clients | Percentage |
|---|--------------|------------|
| Family or friend | 370 | 65.5% |
| Current or former agency client | 65 | 11.5% |
| Health care provider | 36 | 6.4% |
| Websites/Internet | 33 | 5.8% |
| A state agency | 23 | 4.1% |
| The household I grew up in had received agency services | 12 | 2.1% |
| Local church | 11 | 1.9% |
| United Way 211 | 10 | 1.8% |
| Brochure or flyer | 6 | 1.1% |
| Newspaper | 4 | 0.7% |
| Television | 3 | 0.5% |
| Phone book | 3 | 0.5% |
| Billboard | 3 | 0.5% |
| Radio | 3 | 0.5% |
| Social media (Facebook, Twitter, etc.) | 2 | 0.4% |
| A mailing | 2 | 0.4% |

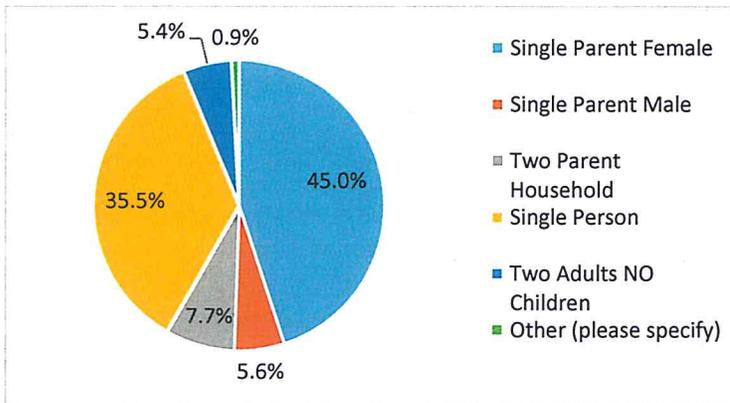
It seems that the majority clients learned about SCCR through word of mouth. 77% of the clients either learned about the agency through family or friends, or current or former agency clients.

Neither traditional nor modern advisement methods could work well with these clients.

Approaches such as brochure or flyer, newspaper, television, phone book, billboard, radio, social medial, and a mailing did not seem to be effective in reaching this group.

Family Type

Among 558 households, 251 or 45% of them indicated as single parent female type households. This would be a group that needs the community to target services to. There were also 31, or 5.6% households with a single parent male family type. Single person family accounted for 35.5% of all households (Figure 1).



Source of Family Income

Among 565 households who answered this question (Table 3), 92, or 16.3% households claimed zero income. 66.2% of them had one income source. 15.4% of them had two incomes sources. Close to 2% households had three income sources. One household had four income sources.

Table 3 Number of Family Income Sources

| # of Income Source | Count | Percentage |
|--------------------|-------|------------|
| 0 | 92 | 16.3% |
| 1 | 374 | 66.2% |
| 2 | 87 | 15.4% |
| 3 | 11 | 1.9% |
| 4 | 1 | 0.2% |
| Total | 565 | |

This survey reveals a high percentage of working poor households, almost 38%. The other two major family income sources were SSI (disability) and social security benefits.

Housing

Among 551 households who reported their housing arrangements, 75.1% of them were renters, 17.1% were home owners. There were 33 homeless households.

Table 4 Housing Arrangements

| Housing | # of Households | Percentage |
|----------|-----------------|------------|
| Own | 94 | 17.1 |
| Rent | 414 | 75.1 |
| Homeless | 33 | 6.0 |
| Total | 551 | |

Employment Needs

| | | |
|--|--------|-----|
| 1. Finding a permanent full-time job that will support me or my family | 50.00% | 139 |
| 2. Getting an education for the job that I want | 37.41% | 104 |
| 3. Getting training for the job that I want | 33.81% | 94 |

Education Needs

| | | |
|--|--------|----|
| 1. Obtaining a high school diploma or GED/HSED | 31.20% | 83 |
| 2. Choosing a career | 25.56% | 68 |
| 3. Getting financial assistance to complete my education | 24.81% | 66 |
| 4. Obtaining a two-year college degree | 24.06% | 64 |
| 5. Obtaining a four-year college or university degree | 24.06% | 64 |

Financial and Legal Issue Needs

| | | |
|--|--------|-----|
| 1. Budgeting and managing money | 51.1% | 133 |
| 2. Solving problems with utility or telephone company | 27.31% | 71 |
| 3. Understanding credit scores | 26.15% | 68 |
| 4. Solving problems with a credit card or loan company | 23.08% | 60 |
| 5. Opening a checking or savings account | 13.08% | 34 |

Housing Needs

| | | |
|--|--------|-----|
| 1. Finding affordable housing that fits my family's needs | 40.49% | 115 |
| 2. Getting financial assistance with rent payments | 33.10% | 94 |
| 3. Getting financial assistance with a down payment or closing costs to buy a home | 24.65% | 70 |
| 4. Making my home more energy efficient | 24.30% | 69 |
| 5. Qualifying for a loan to buy a home | 22.89% | 65 |
| 6. Getting financial assistance with rent deposits | 20.07% | 57 |

Food and Nutrition

| | | |
|---|--------|-----|
| 1. Getting food from food pantries, food banks, or food shelves | 51.64% | 126 |
| 2. Having enough food at home | 33.20% | 81 |
| 3. Learning how to shop and cook for healthy eating | 31.56% | 77 |
| 4. Learning how to stretch my food dollar | 21.72% | 53 |

Child Care and Child Development

| | | |
|--|--------|----|
| 1. Finding affordable child care | 36.36% | 40 |
| 2. Finding child care in a convenient location | 31.82% | 35 |
| 3. Finding quality licensed child care | 29.09% | 32 |

Parenting and Family Support

| | | |
|---|--------|----|
| 1. Learning how to set goals and plan for my family | 43.53% | 47 |
| 2. Learning how to communicate and deal with my teenage children | 35.29% | 30 |
| 3. Learning how to help my children cope with stress, depression, or emotional issues | 35.29% | 30 |
| 4. Learning how to discipline my children more effectively | 34.12% | 29 |

Transportation

| | | |
|---|--------|----|
| 1. Having dependable transportation to and from work | 34.91% | 81 |
| 2. Getting financial assistance to buy a dependable car | 34.91% | 81 |
| 3. Getting financial assistance to make car repairs | 33.62% | 78 |
| 4. Getting financial assistance to buy car insurance | 33.19% | 77 |
| 5. Having access to public transportation | 32.33% | 75 |

Health

| | | |
|---|--------|----|
| 1. Having affordable health insurance | 40.32% | 75 |
| 2. Having affordable dental insurance | 40.32% | 75 |
| 3. Dealing with stress, depression, or anxiety | 32.80% | 61 |
| 4. Finding a dentist willing to accept Medicaid (Title XIX) | 19.89% | 37 |
| 5. Having dental care available to my community | 18.82% | 35 |
| 6. Getting treatment and services for mental health | 18.28% | 34 |

Basic Needs

| | | |
|---|--------|-----|
| 1. Getting financial assistance with my utility bills (heating, electric, and/or water) | 58.13% | 168 |
| 2. Getting basic furniture, appliances, or house wares | 46.37% | 134 |
| 3. Getting personal care items such as soap, diapers, toilet paper, etc. | 35.99% | 104 |
| 4. Getting clothing and shoes | 32.18% | 93 |
| 5. Having access to the internet | 23.53% | 68 |

Section II Single Mother Households (Appendices I and II)

Community Needs Assessment (C.N.A.) Results

Out of the 565 clients who responded to the May survey, 251 of them were single mother households. Among these 251 households, 209, or 83.3% of them had children under the age of 18.

Overall Needs Results

Table 5 ranks service needs among single mother households. The Community Needs Assessment (C.N.A.) survey reveals **single mother households tend to have high demand for various social**

services. Since each household could have needs in multiple service categories, the sum of counts and percentages will be more than 251 and 100%. For example, the percentage of 51.4% was calculated by 129/251, which means more than half (51.4%) of the single mother clients needed at least one type of employment service.

It was unexpected to find that “child care and child development” and “parenting and family support” were not identified as the most needed services among single mother households in this survey or the interagency survey following this table.

Table 5 C.N.A. Single Mother Household Overall Service Needs

| Need Category | Counts | Percentage |
|----------------------------------|--------|------------|
| Employment | 129 | 51.4% |
| Education | 122 | 48.6% |
| Housing | 118 | 47.0% |
| Basic needs | 118 | 47.0% |
| Financial and legal issues | 116 | 46.2% |
| Food and nutrition | 102 | 40.6% |
| Transportation | 96 | 38.2% |
| Child care and child development | 74 | 29.5% |
| Health | 65 | 25.9% |
| Parenting and family support | 60 | 23.9% |

Interagency Needs Assessment Overall Service Results

Among 4214 households, 1686 or 40% of them indicated as single parent female type households. This would be a group SCCR will continue targeting services to. There were also 107, or 2.4% households with a single parent male family type. Single person family accounted for 43.5% of all households. Overall, these numbers are similar to the 2017-18 survey results (Figure 2).

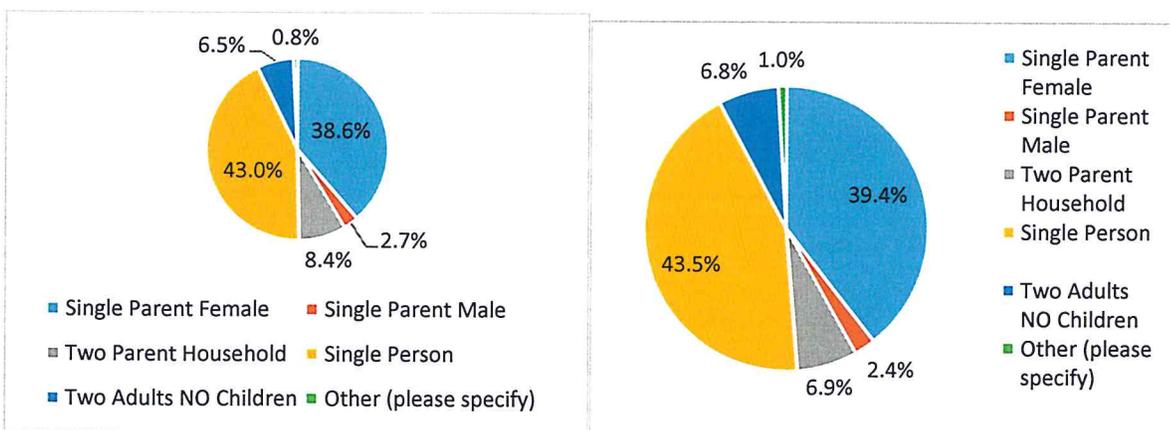


Table 6 shows the overall needs among these 1686 single mother households. When thinking about single mothers, it is easy to assume that they are more likely to have needs in areas such as child

care, health care, parenting and family support. However, the 2018-19 survey revealed those were not their priority needs. For example, 42% of single mother households need help on at least one type of basic needs. This number sends an important message to our community that more effort is needed to modify the current community service delivery system to meet single mother households' basic needs.

Table 6 Single Mother Overall Service Needs

| Need Area | Counts | Percentage |
|----------------------------------|--------|------------|
| Basic needs | 703 | 42% |
| Education | 669 | 40% |
| Employment | 660 | 39% |
| Housing | 642 | 38% |
| Financial and legal issues | 597 | 35% |
| Transportation | 536 | 32% |
| Food and nutrition | 455 | 27% |
| Child care and child development | 393 | 23% |
| Health | 375 | 22% |
| Parenting and family support | 316 | 19% |
| | | N=1686 |

Community Needs Assessment Basic Needs Results

Single mother households and basic needs. Among 251 single mother households, 118 of them indicated needing help with basic needs. Table 7 shows what type of basic service these 118 single mother households would like to get help with.

Managing medications were ranked the least by these households. The highest demand item was getting financial assistance with utility bills (58%). Other relatively high demand services included getting basic furniture, appliances, or house wares (48%), getting personal care items (40%), getting clothes and shoes (29%), and getting internet access (24%). These results mirror the overall survey responses.

Table 7 Single Mother Household Basic Needs

| Basic Needs | Count | Percentage |
|--|-------|------------|
| Getting Financial Assistance with my Utility Bills (Heating, Electric, and/or Water) | 68 | 58% |
| Getting Basic Furniture, Appliances, or House Wares | 57 | 48% |
| Getting Personal Care Items such as Soap, Diapers, Toilet Paper, etc. | 47 | 40% |
| Getting Clothes and Shoes | 34 | 29% |
| Having Access to the Internet | 28 | 24% |

Interagency Needs Assessment Basic Needs Results

Single mother household and basic needs. 703, or 42% of the 1686 single mother households indicated at least one type of basic needs.

Table 8 details what type of basic needs these 703 single mother households would like help with. Help with utility bills came as the number one basic need among single mother households. This is probably true with all other family type households, considering low income individuals and families have less disposable income and more likely to live in places with relatively poor insulation and less likely to have energy efficient appliances installed.

Table 8 Single Mother Household **Basic Needs**

| Basic Needs | Count | Percentage |
|--|--------------|-------------------|
| Getting Financial Assistance with my Utility Bills (Heating, Electric, and/or Water) | 413 | 59% |
| Getting Basic Furniture, Appliances, or House Wares | 350 | 50% |
| Getting Personal Care Items such as Soap, Diapers, Toilet Paper, etc. | 245 | 35% |
| Getting Clothes and Shoes | 209 | 30% |
| Having Access to the Internet | 138 | 20% |
| Doing Yard Work or Snow Removal | 82 | 12% |
| Having a Reliable Phone | 63 | 9% |
| Doing House Work or Laundry | 54 | 8% |
| Managing Medications | 18 | 3% |

Besides need in paying for utility bills, many single mother households also need help for items from furniture and appliances (50%), to personal care items (35%), and clothes and shoes (30%).

Community Needs Assessment (C.N.A.) Education Results

Single mother households and education. Among 251 single mother households, 122 of them indicated needing help with education. Table 9 shows education service needs among these 122 single mother households.

Table 9 Single Mother Household **Education Needs**

| Education | Count | Percentage |
|---|--------------|-------------------|
| Obtaining a four-year college or university degree | 41 | 33.6% |
| Obtaining a high school diploma or GED/HSED | 37 | 30.3% |
| Getting financial assistance to complete my education | 33 | 27.0% |
| Obtaining a two-year college degree | 29 | 23.8% |
| Choosing a career | 27 | 22.1% |
| Choosing a technical school program | 12 | 9.8% |

In terms of education services, the top indicated needs were obtaining a four-year college or university degree (33.6%), a high school diploma or GED/HSED (30.3%), getting financial assistance to complete education (27%) and obtaining a two-year college degree (23.8%). This reflects that single mothers understand the importance of formal education, but they also tend to think in general, not the specifics. For example, “choosing a technical school program”, or “learning or improving communication or language skills” may result in more efficient outcomes than going through a four-year college education.

Interagency Needs Assessment Education Results

Single mother household and education. 669, or 40% of the 1686 single mother households indicated at least one type of education needs.

Table 10 Single Mother Household Education Needs

| Education | Count | Percentage |
|---|-------|------------|
| Obtaining a high school diploma or GED/HSED | 230 | 34% |
| Obtaining a two-year college degree | 197 | 29% |
| Getting financial assistance to complete my education | 184 | 28% |
| Obtaining a four-year college or university degree | 128 | 19% |
| Choosing a career | 123 | 18% |
| Choosing a technical school program | 70 | 10% |

Table 10 above details education service needs among these 669 single mother households. The top indicated needs were obtaining a high school diploma or GED/HSED (34%), a two-year college degree (29%), followed by getting financial assistance to complete education (28%).

There were 29% of single mothers wanting to complete a two-year college degree and another 19% of single mothers wanted to complete a four-year college degree. This reflects the fact that they knew the importance of education in finding a job. However, fewer single mothers were interested in technical school programs. For single mothers, enrolling in a technical school program may result in quick employment opportunities. SCCR will discuss this option more with this group of clients.

Community Needs Assessment Employment Results

Single mother household and employment. Among 251 single mother households, 129 of them indicated needing help with employment. Table 11 ranks different types of employment service needs among these 129 single mother households.

It is no surprise that many single mothers desire to obtain a permanent full-time job that could support their families. The relatively large numbers in getting an education and training

reflect that single mothers understood the barriers for them to obtain jobs that could provide for their families.

Since SCCR has already provided employment information through various media, the community may want to put more effort on how to get the information to clients effectively. SCCR offers this information to households who come to the office. As Table 7 indicates, 26% of single mother clients (out of 129) still need help in knowing what jobs are available.

Table 11 Single Mother Household **Employment Needs**

| Employment | Count | Percentage |
|---|--------------|-------------------|
| Finding a permanent full-time job that will support me or my family | 61 | 47.3% |
| Getting an education for the job that I want | 50 | 38.8% |
| Getting training for the job that I want | 44 | 34.1% |
| Knowing what jobs are available | 34 | 26.4% |
| Obtaining appropriate clothing for my job | 20 | 15.5% |
| Learning computer skills to apply for jobs | 16 | 12.4% |
| Learning how to write a resume | 15 | 11.6% |
| Learning how to interview for a job | 15 | 11.6% |
| Obtaining equipment (e.g. tools) for my job | 11 | 8.5% |

Interagency Needs Assessment Employment Results

Single mother household and employment. 660, or 39% of the 1686 single mother households indicated at least one type of employment needs.

Table 12 details employment needs among these 660 single mother households. Finding a permanent full-time job that could support their families was the number one employment needs (44%) among these households. This reflects clients’ desire to be self-sufficient.

Table 12 Single Mother Household **Employment Needs**

| Employment | Count | Percentage |
|---|--------------|-------------------|
| Finding a permanent full-time job that will support me or my family | 289 | 44% |
| Getting an education for the job that I want | 241 | 37% |
| Knowing what jobs are available | 195 | 30% |
| Getting training for the job that I want | 175 | 27% |
| Obtaining appropriate clothing for my job | 107 | 16% |
| Learning how to write a resume | 95 | 14% |
| Learning computer skills to apply for jobs | 87 | 13% |
| Learning how to interview for a job | 59 | 9% |
| Obtaining equipment (e.g. tools) for my job | 48 | 7% |

| | | |
|---|----|----|
| Learning how to fill out job applications | 28 | 4% |
|---|----|----|

The challenge in meeting this need is correlated with low education level and job skills among responding single mothers, which are reflected in the education (37%) and training (27%) needs in Table 12.

Although SCCR has been providing job information to clients, there were still 30% of the single mother households who have employment needs and wanted to learn what jobs were available. The community could assist this group by increasing awareness of available employment opportunities.

Community Needs Assessment (C.N.A.) Housing Results

Single mother household and housing. Among 251 single mother households, 118 of them indicated needing help with housing. Table 13 shows housing service need among these 118 single mother households.

The top housing needs were finding affordable housing (44.9%), assistance with rent payment (26.3%), getting financial assistance with a down payment or closing costs to buy a home, (22.9%), obtaining home ownership education (22.9%), and making home more energy efficient (22%).

SCCR will offer referrals to housing counseling at SHA regarding home ownership and offer participation in classes offered by the agency to make their home more energy efficient as well as adding their household name to the Weatherization waiting list.

Table 13 Single Mother Household Housing Needs

| Housing | Count | Percentage |
|---|-------|------------|
| Finding affordable housing that fits my family's needs | 53 | 44.9% |
| Getting financial assistance with rent payments | 31 | 26.3% |
| Getting financial assistance with a down payment or closing costs to buy a home | 27 | 22.9% |
| Obtaining home ownership education | 27 | 22.9% |
| Making my home more energy efficient | 26 | 22.0% |
| Getting financial assistance with rent deposits | 22 | 18.6% |
| Qualifying for a loan to buy a home | 21 | 17.8% |
| Learning basic home repair and property maintenance skills | 14 | 11.9% |
| Obtaining renter/tenant rights and responsibilities education | 10 | 8.5% |
| Making changes to my home for a person with disabilities | 4 | 3.4% |
| Getting emergency shelter | 3 | 2.5% |

Interagency Needs Assessment Housing Results

Single mother household and housing. 642, or 38% of the 1686 single mother households indicated at least one type of housing needs.

Table 14 details housing need among these 642 single mother households. For single mother households, the top five housing needs during the 2018-19 survey period were finding affordable housing (33%), assistance with rent payment (30%), getting a loan to buy a home (28%), making home more energy efficient (27%), and getting financial assistance with purchasing a home (23%).

Table 14 Single Mother Household **Housing Needs**

| Housing | Count | Percentage |
|---|--------------|-------------------|
| Finding affordable housing that fits my family's needs | 211 | 33% |
| Getting financial assistance with rent payments | 194 | 30% |
| Qualifying for a loan to buy a home | 180 | 28% |
| Making my home more energy efficient | 173 | 27% |
| Getting financial assistance with a down payment or closing costs to buy a home | 149 | 23% |
| Obtaining home ownership education | 128 | 20% |
| Learning basic home repair and property maintenance skills | 86 | 13% |
| Getting financial assistance with rent deposits | 75 | 12% |

Community Needs Assessment Financial and Legal Results

Single mother households and financial and legal issues. Among 251 single mother households, 116 of them indicated needing help with financial and legal issues. Table 11 shows the financial and legal needs among these 116 single mother households.

The survey reveals that single mothers tend to have lack of knowledge in budgeting and managing money (54.3%) and how to file tax returns (54.3%), and understanding credit scores (26.7%). Overall results reflect the need for assistance with filing tax returns at their 6th priority. As a consequence, they would be more likely to miss payments on credit cards, loan, utility, and telephone companies and then result in disrupted services.

Table 15 Single Mother Household **Financial and Legal Issue Needs**

| Financial and Legal Needs | Count | Percentage |
|---|--------------|-------------------|
| Budgeting and managing money | 63 | 54.3% |
| Filling out tax forms | 63 | 54.3% |
| Understanding credit scores | 31 | 26.7% |
| Solving problems with a credit card or loan company | 31 | 26.7% |
| Solving problems with utility or telephone company | 28 | 24.1% |

Interagency Needs Assessment Financial and Legal Issue Results

Single mother household and financial and legal issues. 597, or 35% of the 1686 single mother households indicated in needing help with at least one type of financial and legal issues. Table 12 details the financial and legal needs among these 597 single mother households.

The survey reveals that single mothers tend to be lack of knowledge in budgeting and managing money (57%). Some of them had difficulty in understanding scores (26%), and they needed help in solving problems with credit card and loan companies (25%).

In Table 16, 0% means less than 0.5%. These single mother households had very low level of needs regarding some of the legal issues.

Table 16 Single Mother Household **Financial and Legal Issue Needs**

| Financial and Legal Needs | Count | Percentage |
|---|--------------|-------------------|
| Budgeting and managing money | 338 | 57% |
| Understanding credit scores | 158 | 26% |
| Solving problems with a credit card or loan company | 149 | 25% |
| Solving problems with utility or telephone company | 123 | 21% |
| Opening a checking or savings account | 72 | 12% |
| Filling out tax forms | 62 | 10% |
| Solving problems with payday loans | 51 | 9% |
| Solving child support problems or issues | 44 | 7% |

Community Needs Assessment Food and Nutrition Results

Single mother households and food and nutrition. Among 251 single mother households, 102 of them indicated needing help with food and nutrition. Table 17 shows food and nutrition needs among these 102 single mother households.

Over half of these single mother households (51%) responded that they needed help to get food from food pantries, food banks, or food shelves. About 22% of them indicated that they did not have enough food at home. These single mother households also expressed interests in learning how to shop and cook for healthy eating (33.3%) and how to stretch their food dollars (21.6%). There was no significant difference in the overall data results.

Table 17 Single Mother Household **Food and Nutrition Needs**

| Food and Nutrition | Count | Percentage |
|--|--------------|-------------------|
| Getting food from food pantries, food banks, or food shelves | 52 | 51.0% |
| Learning how to shop and cook for healthy eating | 34 | 33.3% |
| Having enough food at home | 22 | 21.6% |
| Learning how to stretch my food dollar | 22 | 21.6% |

Interagency Needs Assessment Food and Nutrition Results

Single mother household and food and nutrition. 455, or 27% of the 1686 single mother households indicated at least one type of food and nutrition needs.

Table 18 details food and nutrition needs among these 455 single mother households. There were 215, or 47% of these single mother households needed food from food pantries, food banks, or food shelves. Out of 455 single mother households who needed help with food and nutrition, close to 35% of them did not have enough food at home.

Table 18 Single Mother Household Food and Nutrition Needs

| Food and Nutrition | Count | Percentage |
|--|-------|------------|
| Getting food from food pantries, food banks, or food shelves | 215 | 47% |
| Having enough food at home | 161 | 35% |
| Learning how to shop and cook for healthy eating | 134 | 29% |
| Learning how to stretch my food dollar | 128 | 28% |
| Learning how to set an example of healthy eating for my children | 71 | 16% |

Community Needs Assessment Transportation Results

Single mother households and transportation. Among 251 single mother households, 96 of them indicated needing help with transportation. Table 149 shows transportation needs among these 96 single mother households.

Getting children to and from school or club activities were identified as the top one transportation service need by 48 single mother households (50%). It might be less challenging to attend schools since children could take school buses, but parents most likely need private vehicles for club activities. Compared to the overall results, moms rated getting their children to school and activities as first and rated last in the overall results. Also interesting was that both groups ranked “the need for financial assistance to make car repairs” in the top three. Most moms did not rank high “the need for dependable transportation to and from work” where interagency response results ranked it first.

The next top three transportation needs were all related to private vehicles. Living in places with limited public transportation services, it is understandable that these single mothers want to own a dependable personal vehicle. If they do, most transportation needs on Table 19 such as trips for shopping and errands, doctor appointments, attending school, child care could potentially disappear.

Table 19 Single Mother Household Transportation Needs

| Transportation | Count | Percentage |
|---|-------|------------|
| Getting my children to and from school or club activities | 48 | 50.0% |
| Getting financial assistance to make car repairs | 34 | 35.4% |
| Getting financial assistance to buy car insurance | 34 | 35.4% |
| Getting financial assistance to buy a dependable car | 33 | 34.4% |

| | | |
|---|----|-------|
| Having dependable transportation to and from work | 32 | 33.3% |
|---|----|-------|

Interagency Needs Assessment Transportation Results

Single mother household and transportation. 536, or 32% of the 1686 single mother households indicated at least one type of transportation needs.

Table 20 Single Mother Household Transportation Needs

| Transportation | Count | Percentage |
|--|-------|------------|
| Getting financial assistance to buy a dependable car | 205 | 38% |
| Getting financial assistance to make car repairs | 193 | 36% |
| Getting financial assistance to buy car insurance | 160 | 30% |
| Having dependable transportation to and from work | 110 | 21% |
| Getting a driver's license | 102 | 19% |
| Having access to public transportation | 100 | 19% |
| Getting financial assistance to pay car registration or license fees | 94 | 18% |

Community Needs Assessment Child Care and Child Development Results.

Single mother households and child care and child development. Among 251 single mother households, 74 of them indicated needing help with child care and child development. Table 21 shows their specific needs in this area. There was a stark difference in the overall results where non-single-female households rated “finding childcare in a convenient location” first when single-female homes rated it 5th and “finding quality licensed childcare” in the overall results was third and single female households rated it 7th.

Table 21 Single Mother Household Child Care and Child Development Needs

| Child Care and Child Development | Count | Percentage |
|---|-------|------------|
| Getting financial assistance with school supplies | 22 | 29.7% |
| Finding affordable child care | 21 | 28.4% |
| Getting financial assistance with school or club activities | 19 | 25.7% |
| Preparing my preschool child for public school | 19 | 25.7% |
| Finding child care in a convenient location | 16 | 21.6% |
| Finding evening or nighttime child care | 16 | 21.6% |
| Finding quality licensed child care | 16 | 21.6% |

Interagency Needs Assessment Child Care and Child Development Results

Single mother households and child care and child development. 393, or 23% of the 1686 single mother households indicated at least one type of needs with child care and child development issues.

Table 22 details child care and child development needs among these 393 single mother households. The top two needs related to child care and child development were financial assistance. Convenience location and affordability are challenging issues for these single mother households to find child care facilities.

Table 22 Single Mother Household Child Care and Child Development Needs

| Child Care and Child Development | Count | Percentage |
|---|-------|------------|
| Getting financial assistance with school or club activities | 123 | 31% |
| Getting financial assistance with school supplies | 111 | 28% |
| Finding child care in a convenient location | 96 | 24% |
| Finding affordable child care | 87 | 22% |
| Getting financial assistance with school fees | 75 | 19% |
| Getting financial assistance with child care costs | 71 | 18% |
| Finding weekend child care | 61 | 16% |
| Finding evening or nighttime child care | 60 | 15% |
| Finding a before/after school program | 60 | 15% |
| Finding quality licensed child care | 55 | 14% |

Community Needs Assessment Health Results

Single mother households and health. Among 251 single mother households, 65 of them indicated needing help with health. Table 23 shows the health needs among these 65 single mother households.

Having affordable health insurance (41.5%), affordable dental insurance (38.5%), and dealing with stress, depression, or anxiety (27.7%) were the top three health service needs for single mother households. These health needs mirror the overall survey results.

Table 23 Single Mother Household and Health Needs

| Health | Count | Percentage |
|--|-------|------------|
| Having affordable health insurance | 27 | 41.5% |
| Having affordable dental insurance | 25 | 38.5% |
| Dealing with stress, depression, or anxiety | 18 | 27.7% |
| Finding a dentist willing to accept Medicaid (Title XIX) | 11 | 16.9% |
| Finding a doctor willing to accept Medicaid (Title XIX) | 10 | 15.4% |
| Getting treatment and services for mental health | 10 | 15.4% |

Interagency Needs Assessment Health Results

Single mother household and Health. 375, or 22% of the 1686 single mother households indicated at least one type of needs with health related issues.

Table 24 details the health needs among these 375 single mother households. Affordable dental and/or health insurance was a top need for these single mother households. Again, this would be a common problem for all low income individuals and families. Currently, SCCR offers workshops on how to deal with stress, depression, or anxiety.

Table 24 Single Mother Household and Health Needs

| Health | Count | Percentage |
|---|-------|------------|
| Having affordable dental insurance | 127 | 34% |
| Having affordable health insurance | 118 | 31% |
| Dealing with stress, depression, or anxiety | 109 | 29% |
| Finding a dentist willing to accept Medicaid (Title XIX) | 67 | 18% |
| Getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc. | 53 | 14% |
| Finding a doctor willing to accept Medicaid (Title XIX) | 38 | 10% |
| Having dental care available to my community | 36 | 10% |
| Getting financial assistance for regular dental checkups | 35 | 9% |
| Getting treatment and services for mental health | 34 | 9% |
| Dealing with problems related to physical, emotional or sexual abuse | 32 | 9% |

Community Needs Assessment Parenting and Family Support Results

Single mother household and parenting and family support. Among 251 single mother households, 60 of them indicated needing help with parenting and family support. Table 25 shows the health needs among these 60 single mother households.

It is good that single mothers have identified the most parenting need is to learn how to set goals and plans for their families (46.7%). Other top parenting service needs were how to communicate and deal with teenage children (40%), how to help children cope with stress, depression, or emotional issues (31.7%), how to discipline children more effectively (31.7%). These results are identical to the overall survey results.

Children need role models. Parents have significant influence on their children but parents often do not realize the effect. By helping single mothers to be better parents in the above mentioned four areas could result in positive impacts in breaking the poverty cycle.

Table 25 Single Mother Household and Parenting and Family Support Needs

| Parenting and Family Support | Count | Percentage |
|--|-------|------------|
| Learning how to set goals and plan for my family | 28 | 46.7% |

| | | |
|--|----|-------|
| Learning how to communicate and deal with my teenage children | 24 | 40.0% |
| Learning how to help my children cope with stress, depression, or emotional issues | 19 | 31.7% |
| Learning how to discipline my children more effectively | 19 | 31.7% |

Interagency Needs Assessment Parenting and Family Support Results

Single mother household and parenting and family support. 316, or 19% of the 1686 single mother households indicated at least one type of needs with parenting and family support issues.

Table 26 details parenting and family support needs among these 316 single mother households. The top four needs were learning how to set goals and plan for the family (46%), how to communicate and deal with teenage children (41%), how to help children cope with stress, depression, or emotional issues (36%), how to discipline children more effectively (35%).

These top needs are important issues in terms of breaking the poverty cycle. Children need role models. Parents have significant influence on them but parents often do not realize the effect. Teaching single mothers how to be a better parent could be another area that SCCR considers.

Table 26 Single Mother Household and Parenting and Family Support Needs

| Parenting and Family Support | Count | Percentage |
|---|--------------|-------------------|
| Learning how to set goals and plan for my family | 144 | 46% |
| Learning how to communicate and deal with my teenage children | 129 | 41% |
| Learning how to help my children cope with stress, depression, or emotional issues | 115 | 36% |
| Learning how to discipline my children more effectively | 111 | 35% |
| Learning how to deal with my children who have displayed bullying or violent behavior | 42 | 13% |

Section III Working Poor Households (Appendices I and II) Overall Needs from the Community Needs Assessment

Out of these 565 survey respondents, 252 of them indicated employment as a source of income. The annual income level among these 252 households varied between \$137/month to \$4244/month. It is surprising to see households making more than \$4000/month would be SCCR clients.

All 252 households are considered as “working poor” households in this report for two reasons. One, community action agencies were created to help low-income individuals and families. If people participated in the survey, they might have considered themselves as low income, even with over \$4000/month family income. Two, the \$4000 /month might come from multiple income sources.

Out of these 252 respondents, 157, or 62.3% of them indicated that they had at least one child under the age of 18 living with them.

Working Poor Households and Overall Needs

Although the majority of working poor households had children under the age of 18, child care and child development, and parenting and family supported were the two least needed services (23.8% and 14.7%). The following sections will examine what specific needs these clients need in each category.

Table 27 Working Poor Households and Overall Needs

| Need Category | Counts | Percentage |
|----------------------------------|--------|------------|
| Housing | 117 | 46.4% |
| Employment | 111 | 44.0% |
| Basic needs | 106 | 42.1% |
| Financial and legal issues | 106 | 42.1% |
| Education | 105 | 41.7% |
| Food and nutrition | 93 | 36.9% |
| Transportation | 85 | 33.7% |
| Health | 68 | 27.0% |
| Child care and child development | 60 | 23.8% |
| Parenting and family support | 37 | 14.7% |

Interagency Needs Assessment Overall Results

Table 28 Working Poor Household and Overall Needs

| Need Area | Counts | Percentage |
|----------------------------------|--------|------------|
| Housing | 427 | 39% |
| Education | 415 | 38% |
| Basic needs | 410 | 37% |
| Employment | 395 | 36% |
| Financial and legal issues | 376 | 34% |
| Food and nutrition | 312 | 28% |
| Transportation | 286 | 26% |
| Health | 248 | 22% |
| Child care and child development | 169 | 15% |
| Parenting and family support | 135 | 12% |

Housing Results

Working poor household and housing. Among 252 survey respondents, 117 of them indicated needing help with housing services. Table 29 shows their specific needs in this area.

Among these 117 households, 14 of them were home owners, 94 of them were renters, and 5 of them were homeless. These explains the high level needs in finding affordable housing (39.3%) and financial assistance with rent payments (31.6%).

Table 29 C.N.A. **Housing Needs**

| Housing | Count | Percentage |
|---|--------------|-------------------|
| Finding affordable housing that fits my family's needs | 46 | 39.3% |
| Getting financial assistance with rent payments | 37 | 31.6% |
| Getting financial assistance with a down payment or closing costs to buy a home | 34 | 29.1% |
| Qualifying for a loan to buy a home | 30 | 25.6% |
| Making my home more energy efficient | 28 | 23.9% |
| Obtaining home ownership education | 24 | 20.5% |
| Getting financial assistance with rent deposits | 16 | 13.7% |

Table 30 Interagency Needs Assessment **Housing Needs**

| Housing | Count | Percentage |
|---|--------------|-------------------|
| Making my home more energy efficient | 128 | 30% |
| Getting financial assistance with rent payments | 122 | 29% |
| Finding affordable housing that fits my family's needs | 119 | 28% |
| Qualifying for a loan to buy a home | 107 | 25% |
| Getting financial assistance with a down payment or closing costs to buy a home | 100 | 23% |
| Obtaining home ownership education | 85 | 20% |
| Learning basic home repair and property maintenance skills | 59 | 14% |
| Getting financial assistance with rent deposits | 58 | 14% |

Community Needs Assessment

Working poor household and education. Among 252 survey respondents, 105 of them indicated needing help with education services. Table 31 shows their specific needs in this area.

A four-year undergraduate degree was identified as the number one education need (36.2%) among these 105 working poor households. Similar with the single mother households, they also showed little interest in technical school programs (5.7%).

Table 31 Working Poor Households and **Education Needs**

| Education | Count | Percentage |
|--|--------------|-------------------|
| Obtaining a four-year college or university degree | 38 | 36.2% |

| | | |
|---|----|-------|
| Getting financial assistance to complete my education | 26 | 24.8% |
| Obtaining a two-year college degree | 26 | 24.8% |
| Choosing a career | 25 | 23.8% |
| Obtaining a high school diploma or GED/HSED | 25 | 23.8% |

Interagency Needs Assessment

Working poor households and education. 415, or 38% of the 1106 working poor households indicated at least one need with education. Table 32 details education needs among these 415 households.

Table 32 Working Poor Households and **Education Needs**

| Education | Count | Percentage |
|---|-------|------------|
| Obtaining a high school diploma or GED/HSED | 122 | 29% |
| Getting financial assistance to complete my education | 118 | 28% |
| Obtaining a two-year college degree | 115 | 28% |
| Obtaining a four-year college or university degree | 92 | 22% |
| Choosing a career | 72 | 17% |
| Choosing a technical school program | 50 | 12% |

These working poor households' top education needs were getting formal education, such as high school, two-year or four-year college degree. They needed financial assistance to attend schools to pursue these degree programs. Again, technical school programs were not very popular among these households.

Community Needs Assessment Basic Needs Results

Working poor household and basic needs. Among 252 survey respondents, 106 of them indicated needing help with health services. Table 33 shows their specific needs in this area.

Similar with single mother households, the top three needs were: help with utility bills (65.1%), basic furniture, appliances, or house wares (44.3%), and personal care items (29.2%).

Table 33 Working Poor Household and **Basic Needs**

| Basic Needs | Count | Percentage |
|--|-------|------------|
| Getting Financial Assistance with my Utility Bills (Heating, Electric, and/or Water) | 69 | 65.1% |
| Getting Basic Furniture, Appliances, or House Wares | 47 | 44.3% |
| Getting Personal Care Items such as Soap, Diapers, Toilet Paper, etc. | 31 | 29.2% |
| Getting Clothes and Shoes | 20 | 18.9% |
| Having Access to the Internet | 20 | 18.9% |

Interagency Need Assessment

Working poor households and basic needs. 410, or 37% of the 1106 of the working poor households indicated needing help with at least one type of basic needs. Table 33 details basic needs among these 410 households.

As shown in Table 34 housing needs, these working poor households often do not live in energy efficient homes. Helping with utility bills are usually their top need. Table 33 shows that 64% of the 410 households needed financial assistance with utility bills. Similar with the single mother households and senior 70+ households, this group of households also indicated high demand in helping with furniture, appliances, and house wares (42%).

Table 34 Working Poor Households and **Basic Needs**

| Basic Needs | Count | Percentage |
|--|-------|------------|
| Getting Financial Assistance with my Utility Bills (Heating, Electric, and/or Water) | 263 | 64% |
| Getting Basic Furniture, Appliances, or House Wares | 172 | 42% |
| Getting Personal Care Items such as Soap, Diapers, Toilet Paper, etc. | 115 | 28% |
| Getting Clothes and Shoes | 89 | 22% |
| Having Access to the Internet | 85 | 21% |

Community Needs Assessment and **Employment Needs**

Working poor household and employment. Among 252 survey respondents, 111 of them indicated needing help with employment services. Table 35 shows their specific needs in this area.

Table 35 Working Poor Households and **Employment Needs**

| Employment | Count | Percentage |
|---|-------|------------|
| Finding a permanent full-time job that will support me or my family | 52 | 46.8% |
| Getting an education for the job that I want | 48 | 43.2% |
| Knowing what jobs are available | 30 | 27.0% |
| Getting training for the job that I want | 29 | 26.1% |
| Learning computer skills to apply for jobs | 17 | 15.3% |

46.8% of the clients desired a permanent full-time job. That is probably correlated with the low education level they had, which was reflected in a high percentage of clients (43.2%) wished to get an education for their preferred jobs.

A relatively high percentage of respondents (27%) indicated a need in knowing what jobs were available. This signals that the current methods for posting job information are not sufficient or at least not tailored toward these clients.

Interagency Needs Assessment Employment Results

Working poor households and employment. 395, or 36% of the 1106 working poor households indicated needs with employment. Table 36 details employment needs among these 395 households.

Table 36 Working Poor Households and Employment Needs

| Employment | Count | Percentage |
|---|-------|------------|
| Finding a permanent full-time job that will support me or my family | 176 | 45% |
| Getting an education for the job that I want | 138 | 35% |
| Knowing what jobs are available | 114 | 29% |
| Getting training for the job that I want | 103 | 26% |
| Obtaining appropriate clothing for my job | 59 | 15% |
| Learning how to write a resume | 53 | 13% |
| Learning computer skills to apply for jobs | 49 | 12% |
| Learning how to interview for a job | 35 | 9% |
| Obtaining equipment (e.g. tools) for my job | 29 | 7% |
| Learning how to fill out job applications | 12 | 3% |
| | | N=395 |

Having a job that could support a family was the biggest challenge for these 395 working poor households (45%). These clients understood that they needed education (35%) and training (26%) for their preferred jobs. Also there were close to one third of these clients wanted to know what jobs were available.

Community Needs Assessment Working poor household and financial and legal issues.

Among 252 survey respondents, 106 of them indicated needing help with financial and legal issues. Table 37 shows their specific needs in this area.

It is not surprising that more than half of the 106 clients (55.7%) wanted to know how to better budget and manage their employment income. Also close a quarter of these clients need help to understand credit scores (27.4%), and to solve problems with either credit card /loan company (25.5%) or utility/telephone companies (25.5%).

Similar with the single mother households and senior 70+ households, working poor households had low level need with legal issues.

Table 37 Working Poor Households and **Financial and Legal Needs**

| Financial and Legal Needs | Count | Percentage |
|---|--------------|-------------------|
| Budgeting and managing money | 59 | 55.7% |
| Understanding credit scores | 29 | 27.4% |
| Solving problems with a credit card or loan company | 27 | 25.5% |
| Solving problems with utility or telephone company | 27 | 25.5% |
| Filling out tax forms | 12 | 11.3% |
| Opening a checking or savings account | 11 | 10.4% |

Interagency Needs Assessment and Working Poor Households and Financial and Legal Needs

Working poor households and financial and legal issues. 376, or 34% of the 1106 working poor households needed help with financial and legal issues. Table 38 details these needs among the 376 households.

Table 38 Working Poor Households and **Financial and Legal Needs**

| Financial and Legal Needs | Count | Percentage |
|---|--------------|-------------------|
| Budgeting and managing money | 215 | 57% |
| Solving problems with utility or telephone company | 98 | 26% |
| Solving problems with a credit card or loan company | 93 | 25% |
| Understanding credit scores | 90 | 24% |
| Opening a checking or savings account | 44 | 12% |
| Filling out tax forms | 42 | 11% |
| Solving problems with payday loans | 29 | 8% |

Community Needs Assessment

Working poor household and food and nutrition. Among 252 survey respondents, 93 of them indicated **needing help with food and nutrition services**. Table 39 shows their specific needs in this area.

Table 39 Working Poor Households and **Food and Nutrition Needs**

| Food and Nutrition | Count | Percentage |
|--|--------------|-------------------|
| Getting food from food pantries, food banks, or food shelves | 38 | 41% |
| Learning how to shop and cook for healthy eating | 29 | 31% |
| Having enough food at home | 28 | 30% |
| Learning how to stretch my food dollar | 21 | 23% |

| | | |
|--|----|-----|
| Enrolling in the food assistance program | 14 | 15% |
| Getting emergency food assistance | 12 | 13% |

About 41% of the 93 respondents would like to get food from food pantries, food banks, or food shelves. 30% of them indicated not having enough food at home. There was relatively high percentage of clients (31%) would like to learn how to shop and cook for healthy eating.

Interagency needs Assessment

Working poor households and food and nutrition. 312, or 28% of the 1106 working poor households needed help with food and nutrition. Table 40 details these needs among the 312 households.

One third of these 312 working poor households did not have enough food at home. Therefore “getting food from food pantries, food banks, or food shelves” was ranked as the number one (39%) in the food and nutrition category. About one fourth of these households expressed interests in learning how to stretch their food dollars, which SCCR could consider to offer educational classes on that topic.

A little more than one fourth of these households also wanted to learn about healthy diet. This is important because eating healthfully is correlated with a reduced risk of certain health issues such as cardiovascular disease, diabetes, and obesity.

Table 40 Working Poor Households and Food and Nutrition Needs

| Food and Nutrition | Count | Percentage |
|--|-------|------------|
| Getting food from food pantries, food banks, or food shelves | 123 | 39% |
| Having enough food at home | 104 | 33% |
| Learning how to shop and cook for healthy eating | 77 | 25% |
| Learning how to stretch my food dollar | 76 | 24% |
| Getting emergency food assistance | 44 | 14% |

Community Needs Assessment

Working poor household and transportation. Among 252 survey respondents, 85 of them indicated needing help with transportation services. Table 34 shows their specific needs in this area.

“Having dependable transportation to and from work” was identified as the number one need for these 105 respondents (37.6%). This has significant impact on their employment and it could be done through public transportation or private vehicles. Table 41 seems to show it has more to do with private cars than public transportation.

Table 41 Working Poor Households and Transportation Needs

| Transportation | Count | Percentage |
|--|-------|------------|
| Having dependable transportation to and from work | 32 | 37.6% |
| Getting financial assistance to make car repairs | 28 | 32.9% |
| Getting financial assistance to buy a dependable car | 26 | 30.6% |
| Getting financial assistance to buy car insurance | 26 | 30.6% |
| Having access to public transportation | 19 | 22.4% |
| Getting a driver's license | 18 | 21.2% |
| Getting financial assistance to pay car registration or license fees | 15 | 17.6% |

Interagency Needs Assessment

Working poor households and transportation. 286, or 26% of the 1106 working poor households needed help with transportation. Table 34 detailed transportation needs among these 286 households.

“Having dependable transportation to and from work” is essential for clients to remain employed but about one third of these 286 clients had trouble with it. With limited public transportation options, private cars might be the only mode to get to work. As Table 42 shows, three out of the four top transportation needs were getting financial assistance with cars.

Table 42 Working Poor Households and Transportation Needs

| Transportation | Count | Percentage |
|--|-------|------------|
| Getting financial assistance to buy a dependable car | 120 | 42% |
| Getting financial assistance to make car repairs | 105 | 37% |
| Having dependable transportation to and from work | 97 | 34% |
| Getting financial assistance to buy car insurance | 88 | 31% |
| Getting a driver's license | 56 | 20% |
| Getting financial assistance to pay car registration or license fees | 52 | 18% |

Community Needs Assessment

Working poor household and health. Among 252 survey respondents, 68 of them indicated needing help with health services. Table 43 shows their specific needs in this area.

In need of affordable health (41%) and dental insurance (37%) is a common theme among the two demographic groups examined in this report. Similar to the single mother households, these working poor households also experienced problems with stress, depression, or anxiety and would like to get help (26%).

Table 43 Working Poor Households and Health Needs

| Health | Count | Percentage |
|--|-------|------------|
| Having affordable health insurance | 28 | 41% |
| Having affordable dental insurance | 25 | 37% |
| Dealing with stress, depression, or anxiety | 18 | 26% |
| Finding a doctor willing to accept Medicaid (Title XIX) | 9 | 13% |
| Getting financial assistance for regular dental checkups | 9 | 13% |
| Having health care available to my community | 9 | 13% |
| Having dental care available to my community | 8 | 12% |

Interagency Needs Assessment

Working poor households and health. 248, or 22% of the 1106 working poor households needed help with health care. Table 44 details these needs among the 248 households.

Affordable health insurance and dental insurance are the biggest challenges for these 248 working poor households. Close to one fourth households needed help with stress, depression, or anxiety. Finding doctors and dentists who would accept Medicaid was also challenging for some working poor households.

Table 44 Working Poor Households and Health Needs

| Health | Count | Percentage |
|--|-------|------------|
| Having affordable health insurance | 102 | 41% |
| Having affordable dental insurance | 99 | 40% |
| Dealing with stress, depression, or anxiety | 60 | 24% |
| Finding a dentist willing to accept Medicaid (Title XIX) | 46 | 19% |
| Finding a doctor willing to accept Medicaid (Title XIX) | 35 | 14% |

Community Needs Assessment

Working poor household and child care and child development. Among 252 survey respondents, 60 of them indicated needing help with child care and child development services. Table 45 shows their specific needs in this area.

Those “finding” questions indicated that these working poor households needed information regarding child care facilities in terms of location, working hours, and quality. These would be less costly projects for the community than providing financial assistance.

Table 45 Working Poor Households and **Child Care and Child Development Need**

| | | |
|---|----|-----|
| Finding affordable child care | 20 | 33% |
| Finding child care in a convenient location | 16 | 27% |
| Finding evening or nighttime child care | 15 | 25% |
| Getting financial assistance with school supplies | 15 | 25% |
| Getting financial assistance with child care costs | 14 | 23% |
| Finding quality licensed child care | 13 | 22% |
| Finding weekend child care | 12 | 20% |
| Getting financial assistance with school or club activities | 12 | 20% |

Interagency Needs Assessment

Working poor households and child care and child development. 169, or 15% of the 1106 working poor households indicated needs with child care and child development.

Tables 46 and 47 show the number children in these 169 working poor households who were between the age 0 and 11. There were 77 households with one child at the age of 0-5 years, 32 households with two children at the age of 0-5 years, and 9 households with three children at the age of 0-5 years.

Table 46 Number of Children between 0-5 Years Old

| #of Children | Count | Percentage |
|--------------|-------|------------|
| 0 | 51 | 30% |
| 1 | 77 | 46% |
| 2 | 32 | 19% |
| 3 | 9 | 5% |
| Total | 169 | 100% |

Table 47 Number of Children between 6-11 Years Old

| #of Children | Count | Percentage |
|--------------|-------|------------|
| 0 | 85 | 50% |
| 1 | 56 | 33% |
| 2 | 25 | 15% |
| 3 | 2 | 1% |
| 4 | 1 | 1% |
| Total | 169 | 100% |

Table 48 details these needs among the 169 households. For these households with young children, helping with child care and child development was still in a relatively lower demand than other types of needs discussed so far.

Table 48 Working Poor Households and **Child Care and Child Development Needs**

| Child Care and Child Development | Count | Percentage |
|---|--------------|-------------------|
| Getting financial assistance with school or club activities | 49 | 29% |
| Finding affordable child care | 45 | 27% |
| Finding child care in a convenient location | 43 | 25% |
| Getting financial assistance with school supplies | 42 | 25% |
| Getting financial assistance with school fees | 35 | 21% |

Community Needs Assessment

Working poor household and parenting and family support. Among 252 survey respondents, 42 of them indicated needing help with parenting and family support services. Table 49 shows their specific needs in this area. **Setting goals for the family, communication with teenage children, and how to discipline children were the top three needs** among these 37 households.

Table 49 Working Poor Households and Parenting and Family Support Need

| Parenting and Family Support | Count | Percentage |
|---|--------------|-------------------|
| Learning how to communicate and deal with my teenage children | 16 | 43% |
| Learning how to set goals and plan for my family | 16 | 43% |
| Learning how to discipline my children more effectively | 12 | 32% |
| Learning how to help my children cope with stress, depression, or emotional issues | 10 | 27% |
| Learning how to talk to my children about drugs and alcohol | 5 | 14% |
| Learning how to deal with my children who have displayed bullying or violent behavior | 4 | 11% |

Working poor households and parenting and family support. 135, or 12% of the 1106 working poor households needed help with parenting and family support.

Table 50 shows the number of children between the age of 12 and 17 in these 135 households who wished for help with parenting and family support. 48 households had one child in this age group. 20 households had two children in this age group. 4 households had three children between 12-17 years old. These numbers may help to explain why there was a low level demand on parenting and family support.

Table 50 Number of Children between 12-17 Years Old

| #of Children | Count | Percentage |
|---------------------|--------------|-------------------|
| 0 | 63 | 47% |

| | | |
|-------|-----|------|
| 1 | 48 | 36% |
| 2 | 20 | 15% |
| 3 | 4 | 3% |
| Total | 135 | 100% |

Interagency Needs Assessment

Table 51 details these needs among the 135 households. With teenage children, parents wanted to learn how to set goals and plan for their families (45%). Parents have significant influences on their children and they expressed interests in learning how to better communicate and deal with their teenage children (41%), how to help their children to cope with stress depression, and emotional issues (34%), and how to discipline their children more effectively (33%). These are all positive thinking that should be encouraged.

Table 51 Working Poor Households and Parenting and Family Support Needs

| Parenting and Family Support | Count | Percentage |
|--|-------|------------|
| Learning how to set goals and plan for my family | 61 | 45% |
| Learning how to communicate and deal with my teenage children | 56 | 41% |
| Learning how to help my children cope with stress, depression, or emotional issues | 46 | 34% |
| Learning how to discipline my children more effectively | 44 | 33% |
| Communicating better with my children's care provider or teachers | 15 | 11% |

Section IV Senior Households Age 70 +

The age to be considered as a senior citizen varies with sources. According to Medicare, being 65 years old or older is qualified as a senior. However, for the puposes of this project, age 70 and over is being used due to that the federal demographic category not utilized for this project purpose was the 55-69 year old category as 55-59 are not considered senior ages.

In this report, senior service need analysis covers those households with at least one 70 years and older senior, and their family income level is up to 150% of the federal poverty line. Out of the 4214 households who met the income eligibility criterion, 398, or 9.4% of them had at least one senior aged 70 years or older.

Table 52 shows the family size among these 398 senior households. The majority, or close 83% of seniors lived alone.

Table 52 Senior Household Family Size

| Family Size | Count | Percentage |
|-------------|-------|------------|
| One | 329 | 82.7% |
| Two | 53 | 13.3% |
| Three | 10 | 2.5% |
| Four | 2 | 0.5% |
| Five | 3 | 0.8% |
| Six | 1 | 0.3% |
| N=398 | | |

Senior 70+ Households and Overall Service Needs

For these senior households, the top four need areas include basic needs, health, food and nutrition, and transportation. For example, 33% of the 398 senior households would like to get help with at least one type of basic needs. At this age, it is understandable that they had very low level of need in the child care and parenting areas.

Table 53 Senior 70+ Households Overall Needs

| Need Area | Counts | Percentage |
|----------------------------------|--------|------------|
| Basic needs | 131 | 33% |
| Health | 118 | 30% |
| Food and nutrition | 89 | 22% |
| Transportation | 87 | 22% |
| Housing | 64 | 16% |
| Financial and legal issues | 36 | 9% |
| Education | 31 | 8% |
| Employment | 16 | 4% |
| Child care and child development | 1 | 0% |
| Parenting and family support | 1 | 0% |
| N=398 | | |

Senior 70+ households and basic needs. 131, or 33% of the 398 senior 70+ households indicated that they needed help in the basic needs category. Table 54 details their basic needs.

Getting help with utility bills was the number one basic need among the majority of these seniors (76%). Due to physical strength limitations, one fourth of these seniors were also need help with yard work or snow removal. Managing medications was indicated as the lowest need among seniors (5%).

Table 54 Senior 70+ Households and Basic Needs

| Basic Needs | Count | Percentage |
|--|-------|------------|
| Getting Financial Assistance with my Utility Bills (Heating, Electric, and/or Water) | 100 | 76% |
| Doing Yard Work or Snow Removal | 33 | 25% |
| Having Access to the Internet | 24 | 18% |
| Getting Personal Care Items such as Soap, Diapers, Toilet Paper, etc. | 19 | 15% |
| Having a Reliable Phone | 19 | 15% |
| Doing House Work or Laundry | 18 | 14% |
| Getting Basic Furniture, Appliances, or House Wares | 13 | 10% |
| Getting Clothes and Shoes | 7 | 5% |
| Managing Medications | 6 | 5% |
| | | N=131 |

Senior 70+ households and health. 118, or 30% of the 398 senior 70+ households indicated that they needed help in the health service category. Table 55 details the specific health service needs among these 70+ senior households.

Among seniors who had health needs, half of them (51%) were in need of money to purchase glasses, hearing aids, wheelchair, etc. Dental care was a common problem for these seniors, 49% of them needed affordable dental insurance, 28% of them found challenging to find a dentist who would accept Medicaid, and 23% of them needed help with regular dental checkups.

Table 55 Senior 70+ Households Health Needs

| Health | Count | Percentage |
|---|-------|------------|
| Getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc. | 60 | 51% |
| Having affordable dental insurance | 58 | 49% |
| Finding a dentist willing to accept Medicaid (Title XIX) | 33 | 28% |
| Having affordable health insurance | 29 | 25% |
| Getting financial assistance for regular dental checkups | 27 | 23% |
| Getting financial assistance for long-term health care | 19 | 16% |
| Having dental care available to my community | 16 | 14% |
| Getting financial assistance for medicine and prescriptions | 14 | 12% |
| Finding a doctor willing to accept Medicaid (Title XIX) | 12 | 10% |
| Dealing with stress, depression, or anxiety | 9 | 8% |
| Getting my health insurance questions answered | 7 | 6% |
| Getting financial assistance for regular medical checkups | 7 | 6% |
| Having health care available to my community | 3 | 3% |

Senior 70+ households and food and nutrition. 89, or 22% of 398 senior 70+ households needed help with food and nutrition. Table 56 details the specific basic needs among these three senior 70+ households.

The majority of these 89 senior households (66%) needed to get food from food pantries, food banks, or food shelves. This is correlated with the second highest need (45%) of not having enough food at home.

Table 56 Senior 70+ Households and Food and Nutrition Needs

| Food and Nutrition | Count | Percentage |
|--|--------------|-------------------|
| Getting food from food pantries, food banks, or food shelves | 59 | 66% |
| Having enough food at home | 40 | 45% |
| Learning how to shop and cook for healthy eating | 15 | 17% |
| Enrolling in the food assistance program | 12 | 13% |
| Getting meals delivered to my home | 11 | 12% |
| Learning how to stretch my food dollar | 11 | 12% |
| Getting emergency food assistance | 6 | 7% |
| Learning how to set an example of healthy eating for my children | 1 | 1% |
| Getting nutritious foods during pregnancy | 0 | 0% |
| Obtaining breastfeeding education and assistance | 0 | 0% |
| | | N=89 |

Senior 70+ households and transportation. 87, or 22% of 398 senior 70+ households indicated that they needed help with transportation. Table 57 details the specific transportation needs among these 87 senior 70+ households.

With age increasing, many seniors may find taking public transportation is a better option than driving themselves. This survey reveals that 29 senior households had difficulty in accessing public transportation. 23 of them needed rides to and from medical or dental appointments.

Table 57 Senior 70+ Households and Transportation Needs

| Transportation | Count | Percentage |
|--|--------------|-------------------|
| Having access to public transportation | 29 | 33% |
| Getting financial assistance to make car repairs | 26 | 30% |
| Going shopping and doing errands | 24 | 28% |
| Getting to and from medical or dental appointments | 23 | 26% |
| Getting financial assistance to pay car registration or license fees | 21 | 24% |
| Getting financial assistance to buy a dependable car | 18 | 21% |
| Getting financial assistance to buy car insurance | 16 | 18% |

Senior 70+ households and housing. 396 out of the 398 senior households answered the question of housing arrangement, in which 182, or 46% of them were home owners, and 214, or 54% of them were renters.

64, or 16% of the 398 senior 70+ households indicated that they had needs in the housing category. Table 58 details their specific housing needs.

Table 58 Senior 70+ Households and Housing Needs

| Housing | Count | Percentage |
|---|-------|------------|
| Making my home more energy efficient | 41 | 64% |
| Making changes to my home for a person with disabilities | 14 | 22% |
| Getting financial assistance with rent payments | 12 | 19% |
| Learning basic home repair and property maintenance skills | 7 | 11% |
| Finding affordable housing that fits my family's needs | 6 | 9% |
| Obtaining renter/tenant rights and responsibilities education | 5 | 8% |
| Getting financial assistance with a down payment or closing costs to buy a home | 3 | 5% |
| Getting financial assistance with rent deposits | 2 | 3% |
| Qualifying for a loan to buy a home | 2 | 3% |
| Getting emergency shelter | 2 | 3% |
| Obtaining home ownership education | 1 | 2% |
| | | N=64 |

Making home more energy efficient was the number one (64%) housing need among these senior households. This is correlated with the number one need in the basic need category of paying for utility bills. Since there were also some seniors interested in learning basic home repair and property maintenance skills, this could be an opportunity for the agency to provide an educational class regarding relative simple things these seniors could do to make their home more energy efficient.

Senior 70+ households and financial and legal issues. 36, or 9% of the 398 senior 70+ households indicated needs with financial and legal issues. Table 59 details these specific needs.

18 senior 70+ households needed help to deal with utility or telephone company. 11 households wished to learn how to budget and manage money better. Overall, senior 70+ households had relatively lower level needs in the financial and legal services.

Table 59 Senior 70+ Households and Financial and Legal Issue Needs

| Financial and Legal Needs | Count | Percentage |
|---|--------------|-------------------|
| Solving problems with utility or telephone company | 18 | 50% |
| Budgeting and managing money | 11 | 31% |
| Understanding credit scores | 8 | 22% |
| Solving problems with a credit card or loan company | 5 | 14% |
| Filling out tax forms | 4 | 11% |
| Getting legal assistance when denied services | 3 | 8% |
| Opening a checking or savings account | 3 | 8% |
| Solving child support problems or issues | 1 | 3% |
| Solving problems with payday loans | 1 | 3% |
| Solving restraining order problems or issues | 1 | 3% |

Senior 70+ households and education. 31, or 8% of the 398 senior 70+ households indicated needs in the education category. Table 60 details these specific needs.

Table 60 Senior 70+ Households and Education Needs

| Education | Count | Percentage |
|---|--------------|-------------------|
| Obtaining a high school diploma or GED/HSED | 14 | 45% |
| Learning how to use a computer | 12 | 39% |
| Getting financial assistance to complete my education | 5 | 16% |
| Obtaining a two-year college degree | 4 | 13% |
| Obtaining a four-year college or university degree | 3 | 10% |
| Choosing a career | 3 | 10% |

Although a small portion of seniors 70+ expressed education needs, there were 14 senior households needed help in obtaining a high school diploma or GED/HSED. Maybe these households had younger members who actually needed this service. 12 senior 70+ households wished to learn how to use a computer.

Senior 70+ households and employment. 16, or 4% of the 398 senior 70+ households indicated needing help with employment.

Table 61 details the specific employment needs among these 16 senior 70+ households. At the age of 70 or older, very few people would think about getting an education or training for a new job. Therefore, these results may reflect the need for a younger person living with these seniors, not the senior themselves.

Table 61 Senior 70+ Households and Employment Needs

| Employment | Count | Percentage |
|---|--------------|-------------------|
| Learning computer skills to apply for jobs | 5 | 31% |
| Knowing what jobs are available | 4 | 25% |
| Getting an education for the job that I want | 4 | 25% |
| Getting training for the job that I want | 4 | 25% |
| Finding a permanent full-time job that will support me or my family | 3 | 19% |
| Obtaining appropriate clothing for my job | 2 | 13% |
| Obtaining equipment (e.g. tools) for my job | 2 | 13% |

Senior 70+ households and child care and child development. Only one senior 70+ household indicated a need with child care and child development. The senior was living alone and the need was “getting financial assistance with school supplies”. So it could be a grandma or grandpa who was thinking about her/his grandchildren.

Senior 70+ households and parenting and family support. Only one senior 70+ household indicated a need with parenting and family support. The senior was also living alone and the need was “learning how to help my children cope with stress, depression, or emotional issues”.

**Contact Ministries Transitional Housing Focus Group
Hosted by Sangamon County Community Resources
February 22, 2019**

Purpose and Process

Sangamon County Department of Community Resources (SCCR) organized a Focus Group at Contact Ministries (CM) Transitional Shelter on February 22, 2019. This is the sixth focus group hosted by SCCR and the fifth with transitional residents. The purpose of the focus group is twofold; to identify needs and potential areas of assistance for Shelter residents and to assist Contact Ministries in their outreach and programmatic needs.

The questions posed to the group were:

- 1) Where are you at? (this can be interpreted as living arrangements, what are you in need of, food, access to services – it is a broader question designed to surface issues and needs to drive the conversation forward. It is an examination of the past)
- 2) What do you need now? (this is an examination of the current status/situation, what is frustrating, what is the immediate need)

- 3) Are the current resources useful? (this is an examination of current systems and where change or redirection is needed)
- 4) What do you believe are the most important services/resources that would be most useful in the future? (this is an examination of possibilities and realities of what could be, both immediate and long-term)
- 5) What are your dreams? What does your future look like?

Four adult women were present for the focus group, the participants gathered in a meeting space in the shelter at 9:00a. The session was one hour and fifteen minutes in length and used a design model similar to previous focus groups.

Each of the four participants spent the time together in discussion and were provided markers and flip chart paper to record their responses to the questions. It was a lively, interactional conversation filled with candid observations and desires for themselves and their children. The session was facilitated by Christine Westerlund, Director of Professional Development for the Illinois Association of Community Action Agencies and Sharmin Doering, Executive Director of Sangamon County Community Resources. Carlie Wiltsie, IACAA's Community Development Training Specialist was present as well.

Observations

All of the participants were engaged immediately in the process and shared struggles with system and family issues. Each participant expressed gratitude to Contact Ministries for their support, especially the time needed to consider and think through life goals. Many of these goals are aspirational and thoughtful. It was evident that all were prepared to take notes, participate and had a willingness to support each other. There were lively discussions about immediate and basic needs. Much of this focused on – in priority order:

- Customer Service training – LLCC
- Money
- Jobs
- Education
- 24 hour availability of Childcare
- Transportation – drivers education and own vehicle
- Dental insurance access
- Certification availability – CNA, other training
- Financial Assistance for education, past bills, medical bills
- Assets, i.e. savings accounts – financial stability
- Gym membership for better health
- Record expungement and workplaces willing to hire individuals with backgrounds.
- Services for children including speech therapy and dental care
- Access to healthcare specialists
- United Way connections

- GED assistance
- Financial aid forgiveness
- Role Models/Mentors

This group was aspirational in their life goals and look ahead to educational opportunities, professions, an expressed desire to be a better person and a better parent. As with past groups, there was frustration in navigating the “system”, i.e. finding financial support for educational goals, housing and transportation. Each participant spoke about their children and the importance of good physical and mental health, and the importance of positivity in their lives.

As noted in previous reports, the conversation brings in Maslow’s Hierarchy of Needs and that the needs expressed fall into all of the categories. As Maslow’s models teaches us, the foundational needs of breathing, food, water, sleep must be met first before moving on to safety, and then belonging to esteem and finally, self-actualization. Meeting the basic needs of physical and safety are critical to moving forward.



Outcomes

While similar to the previous focus groups, the predominant theme was a focus on accessible child care and affordable, safe housing. The question of regaining trust in systems and individuals loomed in each conversation. The predominant themes were:

- Education and Employment
- Vehicle ownership
- Assistance with anxiety
- Leave Springfield for opportunities
- Non-judgmental environments
- Home ownership
- Independence and self-reliance
- Take Chances and to be brave

It is notable that the first expressed future hope is education and employment. In Maslow’s hierarchy, education and employment is placed in multiple tiers and lives most in the both the physiological and safety tiers, a desire for care for self and family. Mentoring was noted as a need and signaled significant self-awareness by the contributor. As we know, mentoring is a long-term

solution is the development or connection to a mentoring/coaching program that would intensively work with CM clients to move towards their personal goals and to examine the pathways to belongingness. Of course, that would take funding, collaboration and commitment to ensure programmatic success. System navigation, paired with a life coach, is a potential solution to provide assistance to transitional housing residents. Each participants holds the desire to be independent and expressed frustration with system navigation. As Dr. Donna Beegle reminds us; “There is no “magic fix” for the complexities of poverty. The key to sustainable change lies in our ability to challenge the status quo and create a paradigm for working with people in poverty that is inclusive, compassionate, supportive and long term.”

greatest needs for single mothers who compose as finding a full-time job, getting financial assistance to complete education, finding safe and affordable housing, access to furniture, clothing and personal care items, help with financial and legal, access to food, transportation budgeting/managing money/credit repair, finding affordable housing, obtaining food, dental care, rental assistance, finding affordable childcare, learning how to set goals, helping children cope with stress and depression, financial assistance for purchasing a car or car repairs, affordable health insurance, utility assistance and buying paper products not covered by SNAP. F

Focus groups at schools and homeless shelters have further informed local needs by telling us ‘the story behind the story’. Focus groups were again held at a homeless shelter in 2019. Recent violence in our city begs for activities for at-risk youth. And due to the closing of an ex-offender re-entry program, re-entry and re-unification services are needed for formerly incarcerated individuals. Many of these needs are basic (stabilizing) while others increase self-sufficiency. It is also important to note that while rendering services, the 2017-18 Customer Service reports from 4303 respondents show that the overall rating of the SCCR agency and services at 95% as excellent on the average and the balance of 5% as very good (Appendix 5). Good customer service from trained staff can inspire customers to move forward and become less reliant on social services.

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

Methodology:

Assessment and Planning Process, Assessment Protocol

In developing the (PY) 2019 Community Needs Assessment/and 2020 Community Action Plan, Community Resources conducted, throughout the year, an in-house customer assessment to determine community needs. A variety of approaches was utilized to gain input from staff and stakeholders including an annual stakeholder survey. Because the stakeholder survey seeks qualitative data and, therefore, takes more time to complete, the rate of return from stakeholders did not meet our expectations. Even so, responses were reviewed and analyzed.

Strategic Planning

The 2019 Strategic Planning update was held on July 3 and included input from direct service staff, senior staff and the department director. The Strategic Planning Committee met for 6 hours total with a ROMA certified facilitator who was responsible for:

- Providing leadership, direction, and oversight for the strategic planning process and ensuring integration of various elements that go into the plan.
- Creating a planning design that ensured all stakeholders were included in a meaningful way in articulating needs, goals, and strategies.
- Developing timelines and realistic expectations for completion of tasks by this committee and ensuring that work was completed in a timely way.
- Analyzing needs assessment data.
- Making recommendations to the CSBG Advisory Council regarding priorities, goals, and strategies for the next three years of the agency's development, as well as how progress toward the goals set out in the plan should be monitored.
- Ensuring that the goals and strategies presented to the Council for approval were consistent with the agency's mission, approach, and values, as well as with the needs of the community.
- Ensuring that the planning process and outcomes were consistent with the expectations of the U.S. Office of Community Services and with the National Organizational Performance Standards and the format of the Results Oriented Management and Accountability (ROMA) system.

Other Data and Reports used in the Community Needs Assessment Report:

- Utilizing a Strength-Based Approach to ROMA throughout the CAA. This publication was created by the National Association of Community Action Agencies – Community Action Partnership, in the performance of the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Community Services Grant Number 90ET0428 (Appendix 17)
- September, 2018 – June 30, 2019 Inter-Agency Customer Needs Assessment and Demographics, (Appendix 3)

- May 1-31, 2019 – Community Needs Assessment (Appendix 2)
- September, 2018 – June 30, 2019 Inter-Agency Customer Service Report Results. (Appendix 5)
- 2018 Information Survey (IS) Section G Report (Appendix 8)
- Comprehensive Community Needs Assessment Report (2017) from the Community Commons Platform courtesy of the Community Action Partnership. (Appendix 9)
- 2018 Heartland Alliance Report on Illinois Poverty: Sangamon County (Appendix 10)
- 2019 IDES Employment Report (Appendix 11)
- Sangamon County 2014 Regional Comprehensive Plan: published by the Springfield-Sangamon County Regional Planning Commission. (Appendix 18 online)
- 2018 Community Health Needs Assessment, Memorial Health System (Appendix 21 online)
- Map the Meal Gap, Overall Food Insecurity in Illinois by County in 2015 (Appendix 15)

C. Qualitative Data

Community Stakeholder/Board Member feedback

Methodology: Community stakeholders consist of three groups: partners, board/council members and community leaders. Partners are institutions with which SCCR has a partnership relationship relative to service delivery or community engagement initiatives. Board members are all county board members, oversight committee members of the county board and the CSBG Advisory Committee. (Results located in Tab 6.) Community leaders are individuals in the community with a high-level knowledge of issues relative to particular subject areas (such as crime, education, politics, the faith community, health, etc.). Because a specific individual or institution could belong to more than one of these groups, it is critical to ensure that no duplication occurs.

- a) Is our community better, worse or the same than 1 year ago?
- b) What do you think it would take to substantially reduce poverty in our community?
- c) What do you think are our community's most valuable resources?
- d) What are some positive things happening in our community?
- e) What are some challenges facing our community?
- f) What services are missing in our community that you think need to be added?
- g) What do you know about the Sangamon County Department of Community Resources (SCCR)?

Focus Group Methodology

Purpose:

The Sangamon County Department of Community Resources and Contact Ministries have partnered in multiple projects to provide learning opportunities focused on effective practices for students and families living in poverty to become engaged in learning and life. Much of this work has been done at a meta level, through knowledge gained at the poverty institute. Other methodologies, such as surveys, often miss the details and insights of those living in poverty. Of the many lessons learned, it is important to have direct conversations with those impacted by poverty and to use those conversations to assess for realistic, practical needs. To facilitate these conversations, focus groups consisting of will again be held to engage and discover needs, attitudes and perspectives. This will inform SCCR next steps and future practices.

III. SERVICE DELIVERY SYSTEM

The service delivery system for Sangamon County social services is through individual organization administrations, collaborative/partnership efforts, United Way funded collaborative projects and through meetings of the Heartland Continuum of Care.

SCCR is one of the main providers of human services in Sangamon County. Energy programs (LIHEAP, Weatherization and most CSBG services are provided on a first come-first serve basis by telephone to set an appointment). LIHEAP walk-in appointments are held in the agency at designated times. Since the agency moved to the new location in 2010, services are now accessible by bus within the medically underserved area as well as through applications mailed to senior citizens, and applications at all high-rises and township offices county-wide.

However, until community agencies/stakeholders offer collective capacity around reduced funding, how to address referrals as a community collaborative in order to address families moving from agency to agency for assistance, access to basic services in our area will not change. The current delivery system is disconnected and significantly less effective likely due to the lack of a common software and a “road map for working together to create shared outcomes. As stated by J. Irwin Miller, “No community sector-public, private or social- has the capacity by itself to create real and sustainable change. A system is a set of relationships. Transforming a system is ultimately about transforming the relationships among people who shape those systems. It’s everyone’s responsibility to understand how these relationships work and how they can be judiciously balanced and shaped over time to fundamentally change the way people work together.”

Local gaps in services, include some transportation access, especially ample access for seniors who need to access groceries or attend medical appointments. As a result, family members, neighbors, helpers or case managers assist those in need of transportation to doctor appointments, shopping, etc. And unfortunately, the SMTD bus service does not yet reach the west part of the city, where

many jobsites are located. Therefore, workers transport their bicycles on the bus and ride the rest of the way to their worksites. In the future, the hope is to provide a county-wide transportation system in Sangamon County. Other gaps include knowledge of which agencies receive EFSP funds and United Way funds

Outreach to community groups, outreach events, high rises and senior service agencies remains constant by the agency staff.

Regarding services provided by Community Resources, the agency Employment Supports/Rental Assistance programs provide a bundled services approach beginning with the required agency financial literacy program offered each Wednesday from 9:00 a.m. – 12:00 p.m. Participants are asked to call on Fridays for a Monday appointment and attend the appointment with their certificate of completion, household budget and all other required documents. On Tuesdays from 9:00 a.m. – 12:00 p.m. clients who attend Monday appointments attend a mental health/goal setting workshop and receive a \$25.00 Dollar General gift card/stipend for attending and completing all tasks and exercises. This helps participants purchase paper products not covered by SNAP. Since criteria for receiving an employment supports or rent benefit must be due to a circumstance out of the applicants control and verifiable by acceptable documentation, not all applicants receive this benefit but may participate in the workshops.

The 2019 summer youth recreation program with Max-Out and the Garvey/Tubman Center will be offered again in 2020 to offer tuition to low-income, at-risk youth households to provide tuition to after-school Garvey/Tubman Center activities. Tuition assistance for the Nike Basketball Camp near the end of summer may again be offered.

CSBG appointments are taken by call in on a first-come-first served basis with the exception of referrals from community partners like the Springfield Housing Authority and transitional housing programs with whom we work as partners to assist families toward stability. The agency also works closely with SPS #186 to provide summer school tuition assistance to ensure students achieve the milestone of a diploma.

The customized agency C.N.A. program implemented at LLCC, has filled a gap in training and education for low-income single parents. Even before the 8-week C.N.A. module begins, a two-week “Academy” focusing on work-ready skills, professionalism, teamwork and financial literacy is held to assist students with job retention. After, a pre-C.N.A. module consisting of concentration in math and reading prepares students for success in the C.N.A. module and the final exam. The combination of customized course work and case management provide by the SCCR prepares students for success.

For SCCR customers who wish to attend an 8-week C.N.A. or 6-week PCA course, the agency will again work with Fishes and Loaves Outreach Ministries to enroll and provide dual case management services to students in order to ensure successful completion of the course with barrier reduction and tutoring.

A robust scholarship program continues to be offered by SCCR via a CSBG Scholarship Committee made up of diverse members including retired teachers, county board members, CSBG

Advisory Council members. If an applicant does not hold a “B” average, to be eligible for a scholarship award, he/she must hold a “C” average and be enrolled in training/education in Illinois leading to a local high-growth job sector. Training that leads to employment will foster self-sufficiency for CSBG customers.

Youth leadership programs will again be offered in 2020 with local partners like 4H and other groups whose members may need assistance to participate in the programs.

To address hunger and food insecurity, shut-in seniors in poverty are vulnerable year-round and rely on the assistance of Senior Services case managers delivering monthly food boxes provided by SCCR. Boxes are prepared by Humphrey’s market and picked up by seniors’ case managers or by trust-worthy family members to supplement food stamps which are depleted by the first week of the month. Food box contents is adjusted based on evaluation feedback from consumers. Currently, 80 seniors receive food boxes monthly, the majority of which are agency clients identified as vulnerable due to minimal SNAP benefits.

IV. /V. LINKAGES AND COORDINATION OF SERVICES

To provide services to targeted populations, collaboration is the necessary method to reach our customers. Linkages, partnerships and collaborations are effective methods to ensure individuals in need receive the services the agency provides.

As examples, the agency will:

- Proceed as a partner in the Brandon Court Community Health Connection program with SIU Medical School and Central Counties Health Center and 6 other partners funded by United Way of Central Illinois.
- Provide funding and family support to participants of both the LLCC and C.N.A. program and Fishes and Loaves Outreach Ministries C.N.A./PCA programs.
- Offer GED test assistance in partnership with LLCC and Lawrence Education Center (LEC).
- Continue to partner with Max-Out, Nike and Garvey/Tubman Art Camp to provide tuition assistance for summer youth programming.
- Partner with six financial institutions to offer weekly financial literacy workshops. Partners include UCB Bank, Woodforest Bank, Bank of Springfield, Carrolton Bank and Land of Lincoln Credit Union.
- Work closely with District #186 director of teaching and learning to provide summer school tuition assistance to students at risk of not graduating.
- Continue to mail paper LIHEAP applications to over 1,000 seniors and add a CSBG brochure.
- Collaborates with training institutions, UIS, LLCC, MTI and the Frontiers and SPS #186 to identify low-income students with student loans to encourage application to the CSBG Scholarship program.
- Partner with the Parent Place, PureHaven Family Resource Center to provide mental health workshops on site.

- Through the agency director, continue as a board member of Illinois Ventures for Community Action which creates wealth distribution to member Community Action Agencies to enhance their economic development capacity.
- Agency director is a board member of both the Illinois Community Action Development Corporation and the Illinois Association of Community Action Agencies to understand state and national trends in Community Action.
- Continue monthly senior food box distribution in partnership with Humphreys Market.
- Continue to work with local programs and identify other youth leadership programs to assist income-eligible participants.
- Increase referrals to Illinois workNet to inform job seekers of available jobs and other services
- Partner with Senior Services of Central Illinois to add LIHEAP applications to meals of Meals on Wheels recipients.
- Partner with the Ministerial Alliance to provide LIHEAP applications to pastors to disseminate to senior members of their congregations.

In addition to community collaborations, Sangamon County and other social service agencies trade written linkage agreements to assist households with low-incomes. Agencies include Youth Service Bureau, etc. In addition to written linkages, monthly or quarterly attendance at meetings of the Continuum of Care, and advisory councils of Springfield Housing Authority PCC keep the agency linked and informed of activities within the community. In addition to surveys, strategic planning and outreach, the agency is better able to identify service gaps in the system and as a result, clients benefit from agency networking. Again in 2020, focus groups will be held with low-income heads of household at Contact ministries and Lanphier High School.

Community Resources also participates in many service provider fairs throughout the county. Staff participates in outreach at informational fairs at Madison Park Place, Brandon Court, Springfield public school open houses, senior citizen conferences, job fairs, etc.

For services not offered by SCCR, customers and other walk in clients are offered referrals and referral guides along with a food pantry informational flyer created by SCCR staff. (Area food pantries together share an efficient computer system to determine if clients are being served fairly and that residents are not abusing the system.) SCCR LIHEAP staff cross refers customers to the agency GED, and WIOA but also equip all customers with an agency resource guide and department overview.

The Community Resources service delivery system is comprehensive and partners with numerous other local agencies to assist clients to ensures the best possible service to county residents in need.

V. Innovative Community Initiatives

Community Resources of Sangamon County continues to participate in many innovative community and neighborhood-based programs. At times, the agency is approached for funding support when other agencies wish to partner toward initiatives which must also be proven unmet needs in the community.

Education and Training:

- Community Resources has been able to assist with some of these programs such as the Summer School Tuition and GED Test Assistance for all Sangamon County schools.
- The director works in the field with liaisons at training institutions offering education in local high-growth job sectors (MTI and LLCC Trio program) to identify low-income students in need of financial assistance. The agency director gives outreach presentations at each of these institutions to better explain agency educational and other programs. The partnership with the LLCC Trio program has been a very successful partner.
- Scholarship awards to students attending an Illinois educational/training institution.
- The tailored C.N.A. program will again be offered in partnership with LLCC and Fishes and Loaves Outreach Ministries to assist income-eligible, unemployed and selected individuals. In 2020, the programs will again assist at least 30 individuals with education and training costs, required uniforms, transportation assistance, employability skill instruction and test expenses for certification in the quest for employment to earn a living wage.
- Offer 3-hour financial literacy workshops for households to learn about topics including credit repair, parenting and making your food dollar go farther. Added in 2019 the Carrolton Bank partnership to instruct staff on credit coaching skills, teach a credit coaching workshop each month,
- a separate one-hour home energy saving workshop for seniors who apply for the Ameren good faith effort payment assistance of \$50.00 toward the \$75.00 payment.

Health:

- Continue the Brandon Court Community Health Connection program with SIU Medical School and Central Counties Health Center and 6 other partners funded by United Way of Central Illinois.
- Working directly with the Senior Services to identify food insecure families and provided food boxes once each month.
- Customer evaluations from customers of the food box program.
- LIHEAP utility payments to over 4,000 low-income households.
- Weatherization services to reduce monthly utility payments and increase the health and safety of the home.

Housing:

- The Rental Assistance program provides a bundled services approach beginning with the required agency financial literacy program offered each Wednesday from 9:00 a.m. – 12:00 p.m. Participants are asked to call on Fridays for a Monday appointment and attend the appointment with their certificate of completion, household budget and all other required documents. On Tuesdays from 9:00 a.m. – 12:00 p.m. clients who attend Monday appointments attend a mental health/goal setting workshop and receive a \$25.00 Dollar General gift card/stipend for attending and completing all tasks and exercises. This helps participants purchase paper products not covered by SNAP. Since criteria for receiving an employment supports or rent benefit must be due to a circumstance out of the applicants control and verifiable by acceptable documentation, not all applicants receive this benefit but may participate in the workshops.

- Weatherization services to add value and safety to homes and reduce utility bills.

Information and Referral:

- Follow up on referrals given to CSBG customers and update file. When customers return for service, referral forms are reviewed for progress. Family Support Specialists are dedicated to following up on all referrals with each client.

Agency:

- Staff member will maintain the agency Facebook page and weekly add up-to-date information.

VII. YOUTH

In addition to SCCR GED test assistance, high school summer school tuition assistance and rent assistance for families with school-aged children, WIOA youth programs operate under the provisions of Title I of the federal Workforce Investment Act of 1998 serving the at-risk youth population. Populations considered being the neediest youth include, but are not limited to: youth aging out of foster care, youth in the juvenile justice system, children of incarcerated parents, or other barriers that hinder youth from successfully completing their education or attaining employment.

Strategic planning in 2019 revealed:

- The need for continued staff training on Trauma-Informed care for our clients.
- The need to expand youth leadership opportunities.
- Continue Max-Out and Nike Basketball Camps at Lanphier and Springfield High School and Garvey/Tubman Art camp tuition in the summer for young children (ages 5 to 17) in families with low-income.
- Greater need for summer school tuition for low-income 9-12 grade students.

XIII. OUTCOMES

This Community Action Plan is reflective of the needs of the low-income population, described services available, and identified gaps in services. Below is a list of problem statements for each work program and the outcome measures expected for each program. Outcome measures will be monitored on the agency dashboard, client and board survey responses, feedback from other agencies and follow-ups on client progress.

Problem statements, work programs and outcome measures are listed in the order of the CSBG work programs in the 2020 Grant.

EDUCATION AND TRAINING

Problem Statement – The July 2019 unemployment rate for Sangamon County was 3.9% down from 4.5% in June 2018.