



COMPREHENSIVE COMMUNITY NEEDS ASSESSMENT

Suburban Cook County, 2021





CONTENTS

Introduction	2
Key Findings	2
Overview of Suburban Cook County	4
Housing in Suburban Cook County	25
Employment in Suburban Cook County	37
Health in Suburban Cook County	47
Education in Suburban Cook County	59
Crime in Suburban Cook County	72
Childcare in Suburban Cook County	74
Transportation in Suburban Cook County	77
Resident Survey Report.....	81
Analysis of Resident Survey Data.....	82
Customer Satisfaction and Feedback.....	104
Stakeholder Survey Report	109
External Customer Feedback	123
Focus Group Report	127
Stakeholder Focus Groups	127
Resident Focus Groups	135
Sources.....	143
2021 Community Needs Assessment workgroup members.....	148
Appendix 1: Population, Poverty Rate, CSBG-eligible Estimate by Municipality.....	149
Appendix 2 - Health Insurance status by CEDA Region, selected characteristics.....	152
Appendix 3 – Internet Access by Municipality.....	156
Appendix 4 – Elementary School District Statistics	159
Appendix 5 – 2019 Crime Statistics by Municipality.....	161
Appendix 6 – Resident Survey: English & Spanish	164
Appendix 7 – Stakeholder Survey	175

INTRODUCTION

The Comprehensive Community Needs Assessment incorporates information collected by CEDA over the past three years, including surveys gathered from customers and other residents of low-income communities and from community stakeholders. Focus groups were held with 31 stakeholders from six geographic subregions, and with 31 community residents from across Suburban Cook County. The most current available demographic and poverty data was collected from many expert sources to provide as accurate and complete a picture as possible regarding the causes and conditions of poverty in Suburban Cook County.

To conduct the 2021 Comprehensive Community Needs Assessment, CEDA formed a workgroup of 12 staff and 2 board members. CEDA staff represented front-line staff and managers from each of the program areas, as well as Information and Planning Unit and the Executive team. The workgroup met twice a month from December 2020, until July 2021 to organize the many tasks associated with the needs assessment. The analysis of the data and the determination of key findings was done as a collaborative effort of the workgroup, with additional input from members of the board's Program Planning and Evaluation committee.

KEY FINDINGS

Much has changed since the start of the COVID-19 pandemic. Many households were thrown into financial challenges they have never faced before. For people living on low incomes before the pandemic, their situation did not change as dramatically.

"The Pandemic did not help the situation, but people were already struggling prior to this. The pandemic made a bad situation worse for a lot of people."

*Community Needs Assessment
Resident Survey respondent*

COVID-19 DEVASTATED CRITICAL INDUSTRIES

The pandemic had a very real effect on the Cook County job market. Two of the biggest industries in Cook County are Retail trade and Accommodation and Food Services.

These were precisely the industries that took the greatest toll in the pandemic. The people who work in those industries also tend to be the low-income population that we serve. They are still recovering from the lingering effects of the COVID 19 pandemic.

HIGH RATES OF UNEMPLOYMENT AND JOB LOSS IN COOK COUNTY

The unemployment level in Cook County has increased during the pandemic on a greater level than Illinois and nationwide, while the recovery has been slower than the recovery nationwide. A record number of Suburban Cook County low-income residents have depended on unemployment benefits this past year and cite finding a job as one of their top needs.

GROWING CRIME

Of those Cook County residents still employed, they find that the neighborhood where their job is located; the neighborhood that they live; and the transportation they take to get there (trains, bus, expressways) all have an increased amount of crime. Crime and safety concerns are what worry Suburban Cook County

residents most, even topping their financial worries that, for most, have worsened a great deal due to the pandemic.

COMMUNITIES OF COLOR HIT HARDEST

The health impacts and economic impacts of the COVID-19 pandemic have been harder on African American and Hispanic residents of Suburban Cook County than on White and Asian communities. Black and Hispanics have had higher rates of illness and death. Communities of color in Cook County are disproportionately affected by lower levels of employment, lower income, and debt burden.

HOUSING INSECURITY MAY SOON BECOME A CRISIS

Suburban Cook County has had a housing affordability problem for generations. Affordable units are in short supply. Housing costs continue to rise faster than wages. Lost income resulting from the COVID-19 pandemic left thousands without the ability pay their housing expenses and homeless increased. The end of the federal moratoriums on evictions and foreclosures could mean the sudden loss of housing for many in Suburban Cook County.

CHILDCARE VOIDS

With schools and daycares closed to protect the public from the spread of coronavirus, parents had to restructure their lives for the sake of their children, often quitting jobs to stay home and care for them. Many childcare centers will never open again so there are fewer options now for parents. CEDA found that parents of special needs children and parents who work non-traditional hours especially are unable to find affordable quality childcare providers. The reliance on informal childcare networks (friends and family) has exacerbated many financial problems that lower income families faced during the pandemic, because these networks are unable to accept state childcare payments.

MENTAL AND EMOTIONAL HEALTH CONCERNS

Mental health problems have increased exponentially during the past year and the need for immediate support and resources is apparent. The global pandemic brought isolation and increased levels of anxiety and depression. Suburban Cook County residents with low incomes are not receiving the mental/emotional health help they need. Often this is because these resources are unknown. Another factor is that in the Black and Brown communities, which were most affected by the pandemic, there is a sense of shame about mental health needs. Many find it socially unacceptable to receive such help.

URGENT NEED FOR BETTER INFORMATION

In a time that more residents of Cook County than ever need the social programs available, the awareness of these programs has remained stubbornly sporadic. Many residents who were struggling to get by during the pandemic expressed not knowing what services and resources are available to help them. Even social service professionals have been frustrated by lack of information about the rapidly changing landscape of programs and services in Suburban Cook County.

OVERVIEW OF SUBURBAN COOK COUNTY

Located in the Northeast section of the state, Cook County is the most populous county in the state of Illinois, and the nation's second most populous county, with more than 5 million residents. Suburban Cook County is CEDA's designated planning and services area for addressing needs of low-income people. Suburban Cook County is defined as the entire Cook County except for the City of Chicago. Suburban Cook creates a three-quarter ring around Chicago, to the south, to the west and to the north of the city. There are 30 townships in Suburban Cook County with 134 municipalities located, partially or wholly within its borders. 2,488,714 people or forty-eight percent of Cook County population, reside in Suburban Cook County.¹

Suburban Cook County is densely populated and urban throughout its geography. There is great diversity of social and economic conditions within the county.

The Community and Economic Development Association of Cook County (CEDA) is the designated community action agency for Suburban Cook County. CEDA divides the service area into three regions delineated by the townships within each Region. A map of the regions is shown on page 9. A listing of the townships and municipalities can be found on page 10.

THREE REGIONS

CEDA is the designated community action agency for Suburban Cook County, defined as all of Cook County, Illinois, except for the City of Chicago.

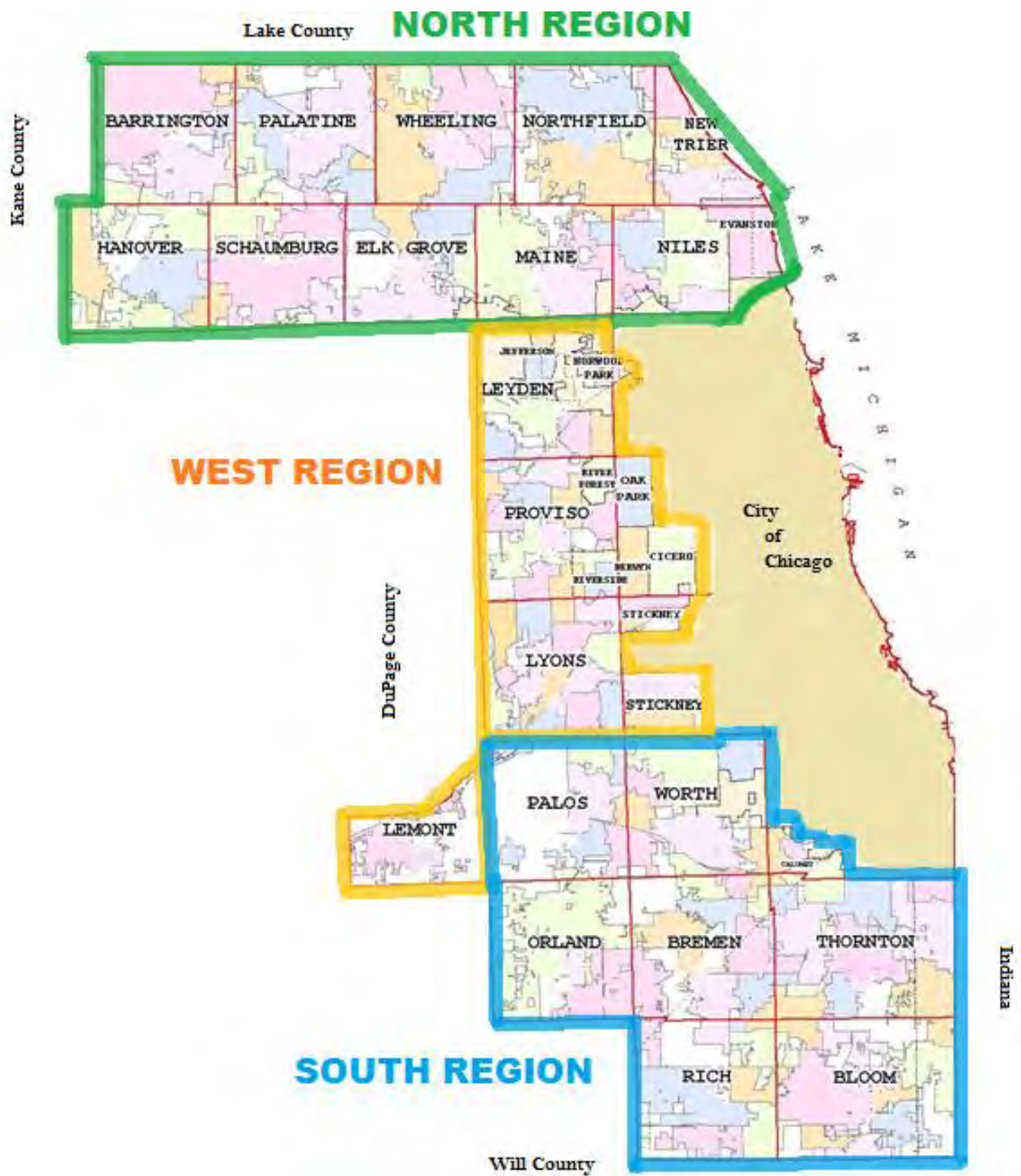
CEDA conceptualizes the planning and service area of Suburban Cook County into Three Regions: North, South, and West. These regions correspond to commonly recognized areas. Planning agencies including CMAP and Cook County Department of Planning and Economic Development, organize data and define characteristics and trends in the county along similar regional delineations.

CEDA Regions are based on Township boundaries. The following pages contain a map and a list of the townships and municipalities comprising each CEDA region.

When presenting census data for Suburban Cook County in this report, we built our aggregated units from data of individual townships. Our aggregated data, therefore, may deviate somewhat from other data provided by the US Census.

¹ US Census, 2019 American Community Survey, 5-Year Estimates, table B01003.

CEDA REGIONS IN SUBURBAN COOK COUNTY



This report divides Suburban Cook County into three regions based on Townships. When presenting census data for Suburban Cook County in the report, we built our aggregated units from data for individual townships. Our aggregate data therefore, may deviate somewhat from other aggregate data provided by the US Census. (*See Appendix 1 for Regional Lists of Village Populations & Poverty Rates)

North Region

New Trier Township
Northfield Township
Barrington Township
Schaumburg Township
Wheeling Township
Elk Grove Township
Hanover Township
Palatine Township
Maine Township
Niles Township
Evanston Township

Towns & Villages (all or part) *

Arlington Heights	Glenview	Northfield
Barrington Hills	Golf	Palatine
Barrington	Hanover Park	Park Ridge
Bartlett	Harwood Heights	Prospect Heights
Buffalo Grove	Hoffman Estates	Rolling Meadows
Deer Park	Inverness	Roselle
Deerfield	Kenilworth	Schaumburg
Des Plaines	Lincolnwood	Skokie
Elgin	Morton Grove	South Barrington
Elk Grove Village	Mount Prospect	Streamwood
Evanston	Niles	Wheeling
Franklin Park	Norridge	Wilmette
Glencoe	Northbrook	Winnetka

West Region

Berwyn Township
Cicero Township
Lemont Township
Leyden Township
Lyons Township
Norwood Park Township
Oak Park Township
Proviso Township
River Forest Township
Riverside Township
Stickney Township

Towns & Villages (all or part) *

Bedford Park	Forest View	Northlake
Bellwood	Hillside	Oak Brook
Berkeley	Hinsdale	Oak Park
Berwyn	Hodgkins	River Forest
Bridgeview	Indian Head Park	River Grove
Broadview	Justice	Riverside
Brookfield	La Grange	Rosemont
Burbank	La Grange Park	Schiller Park
Burr Ridge	Lemont	Stickney
Cicero	Lyons	Stone Park
Countryside	Maywood	Summit
East Dundee	McCook	Westchester
Elmwood Park	Melrose Park	Western Springs
Forest Park	North Riverside	Willow Spring

South Region

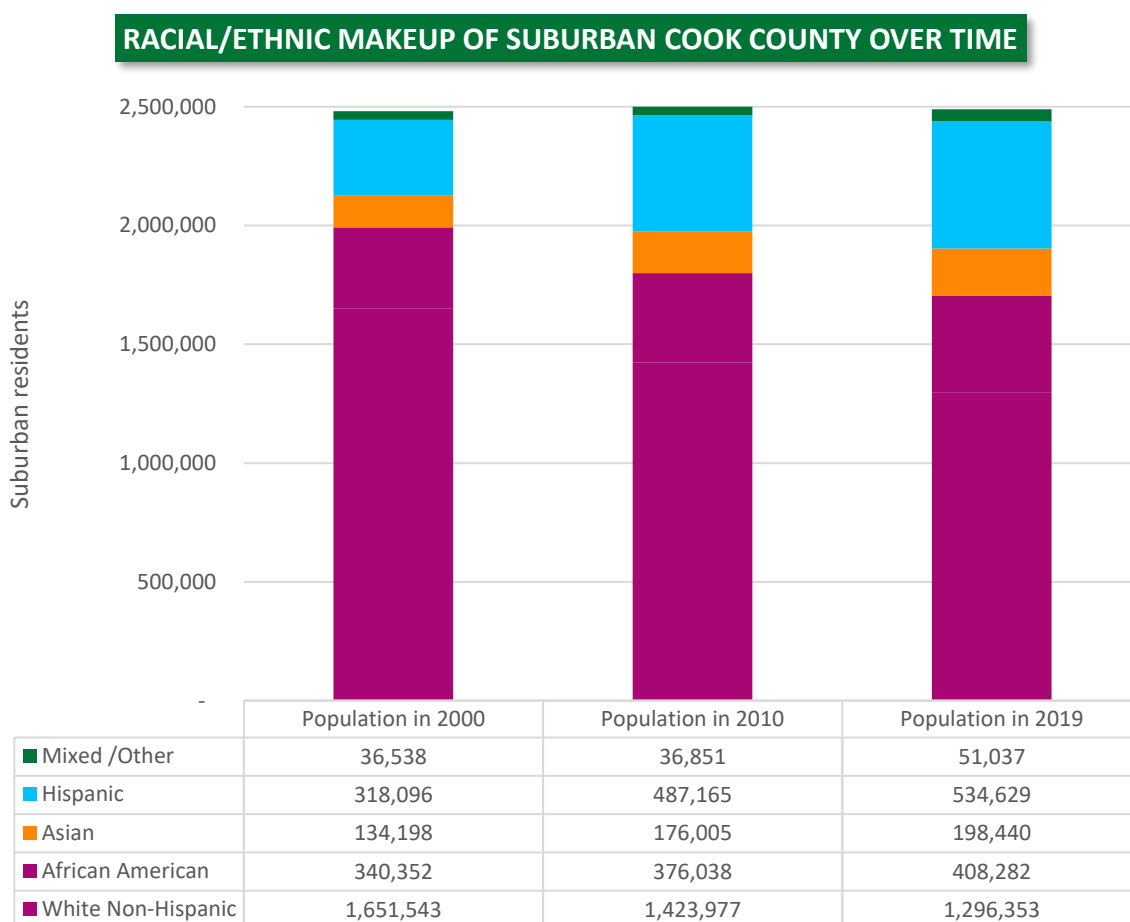
Bloom Township
Bremen Township
Calumet Township
Orland Township
Palos Township
Rich Township
Thornton Township
Worth Township

Towns & Villages (all or part) *

Alsip	Hazel Crest	Palos Park
Blue Island	Hickory Hills	Park Forest
Burnham	Hometown	Phoenix
Calumet City	Homewood	Posen
Calumet Park	Lansing	Richton Park
Chicago Heights	Lynwood	Riverdale
Chicago Ridge	Markham	Robbins
Country Club Hills	Matteson	Sauk Village
Crestwood	Merrionette Park	South Chicago Heights
Dixmoor	Midlothian	South Holland
Dolton	Oak Forest	Steger
East Hazel Crest	Oak Lawn	Thornton
Evergreen Park	Olympia Fields	Tinley Park
Flossmoor	Orland Hills	University Park
Ford Heights	Orland Park	Worth
Glenwood	Palos Heights	
Harvey	Palos Hills	

INCREASINGLY DIVERSE POPULATION

Since the beginning of the millennium, Suburban Cook population has grown only slightly, by 0.3 percent. However, there has been a significant increase in racial and ethnic diversity over the same period. Asian and Hispanic demographic groups in particular grew substantially. Between 2000 and 2019, the Asian population of Suburban Cook grew by about 64,000 members, for a 48 percent increase. The Hispanic population surged by 68 percent, with 217,000 more Hispanic residents in Suburban Cook County compared to 2000. The Black or African American population increased by 68,000 (a 20 percent increase). In the same 2 decades, the non-Hispanic White population shrank 20 percent, resulting in 355,000 fewer white residents in Suburban Cook County.



Source: US Census. 2019 American Community Survey 5-Year Estimates, 2000 and 2010 Demographic Profile Summaries.

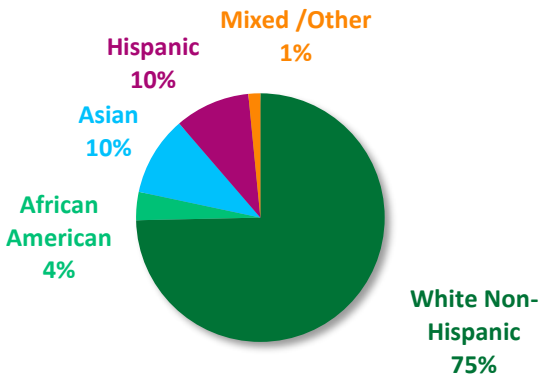
RACIAL AND ETHNIC DIVERSITY BY REGION

The regional comparison that is provided in the charts and tables on this page reveals that, despite the increasingly diverse population of suburban Cook County, there are still very specific regional profiles that endure as a result of the racial and economic segregation that is entrenched in the culture and practices of the area.

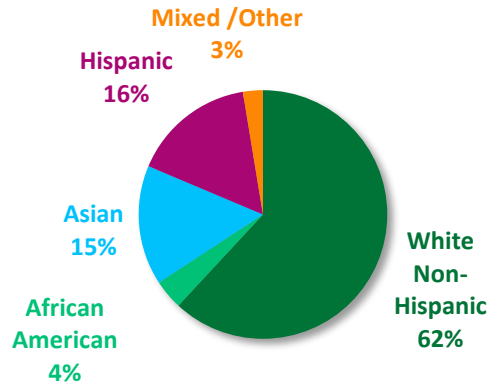
The North Region experienced less racial/ethnic diversification than other parts of suburban Cook County. It alone of the three regions still has a population that is majority non-Hispanic white (62 percent). In the

other two regions of Suburban Cook County, non-Hispanic whites are in the minority. The Asian population and Hispanic population have grown most in the North Region since 2000.

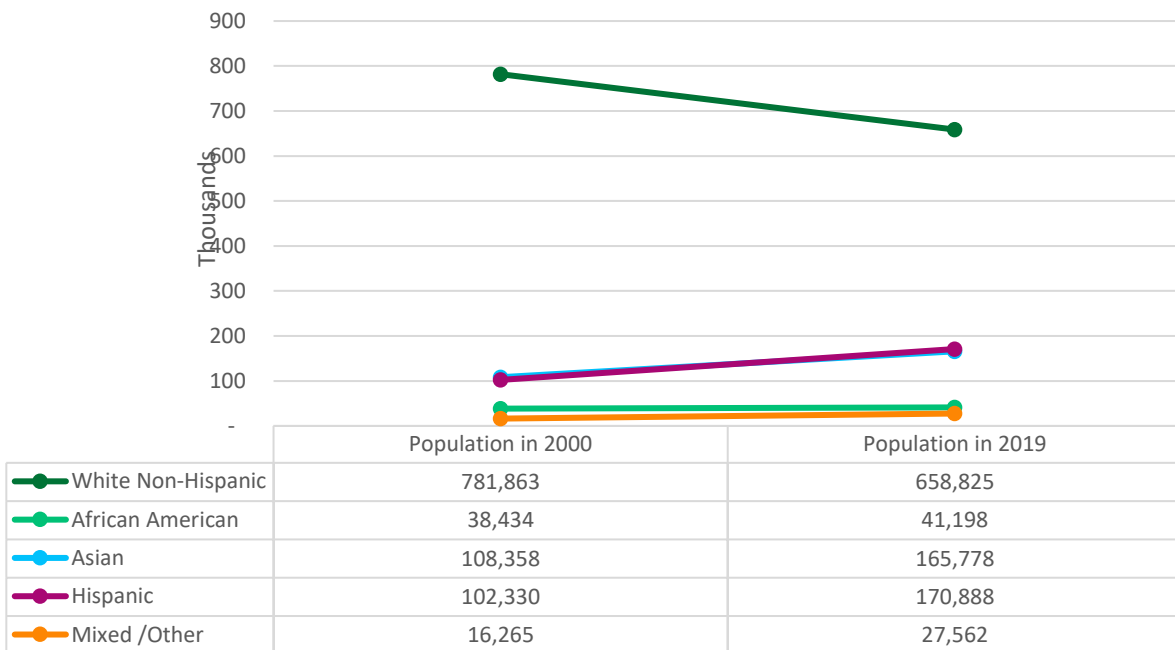
2000: NORTH REGION POPULATION



2019: NORTH REGION POPULATION

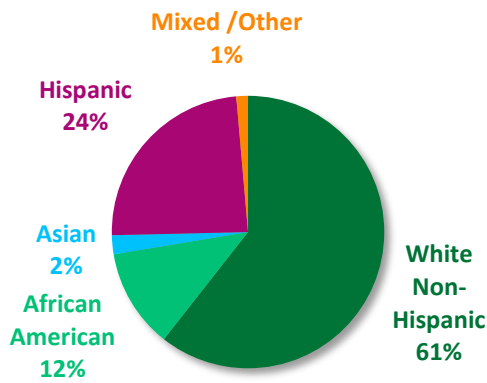


NORTH REGION: CHANGE IN RACIAL MAKEUP 2000-2019

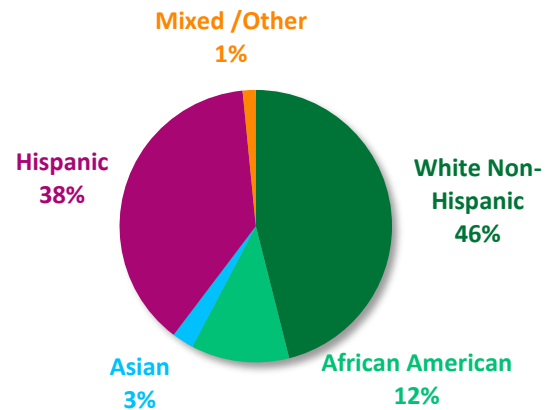


The West region, which had the highest percentage of Hispanic residents at the start of the millennium, has experienced the greatest increase in that group. The number of Hispanics living in the West region increased by nearly 79 percent, growing by more than 92,000.

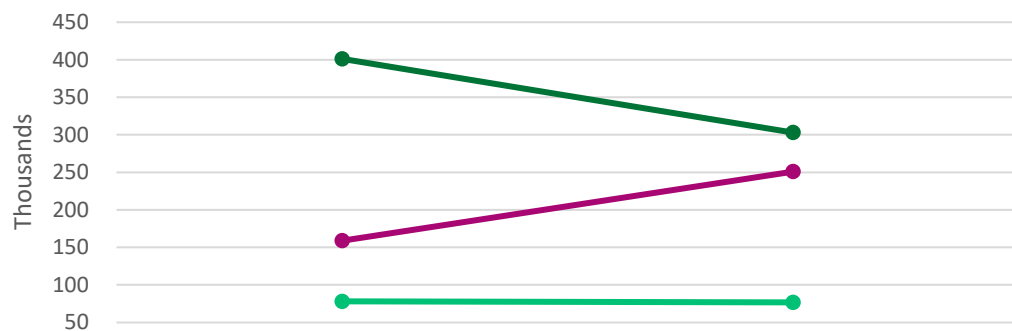
2000: WEST REGION POPULATION



2019: WEST REGION POPULATION



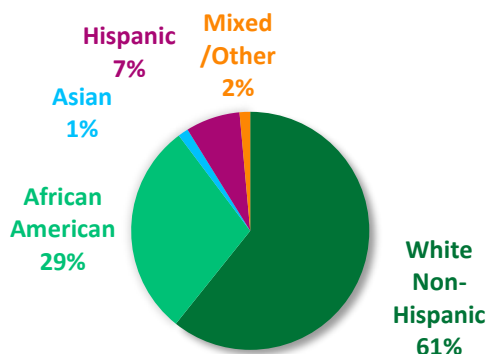
WEST REGION: CHANGE IN RACIAL MAKEUP 2000-2019



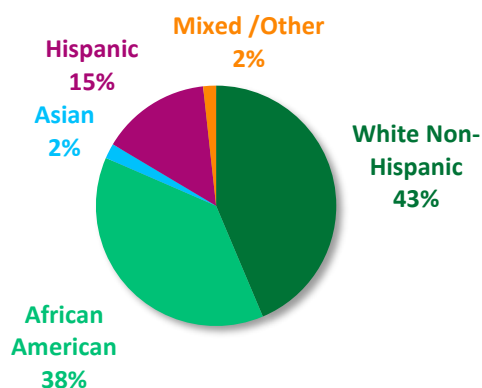
	Population in 2000	Population in 2019
White Non-Hispanic	401,166	302,924
African American	78,058	76,645
Asian	14,925	17,071
Hispanic	158,813	250,900
Mixed /Other	9,164	10,189

A similar trend is evident in the data about the South region regarding African American residents. Since the start of the century, 67,000 more African Americans are now living in the South and Southwest Suburbs while their numbers barely changed in the North or West regions since the year 2000.

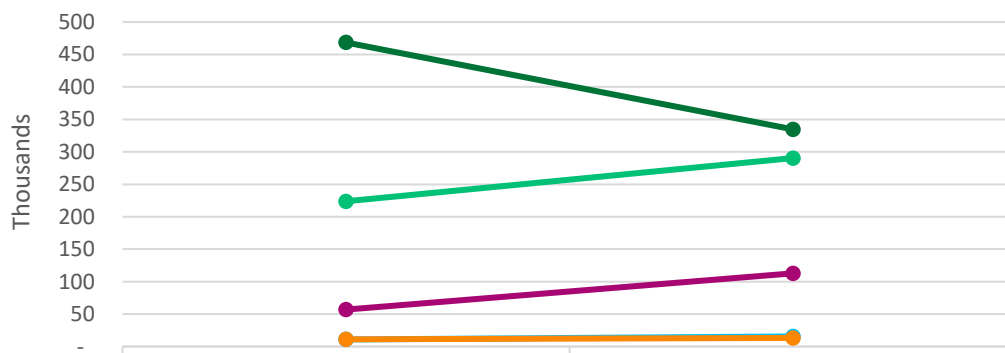
2000: SOUTH REGION POPULATION



2019: SOUTH REGION POPULATION



SOUTH REGION: CHANGE IN RACIAL MAKEUP 2000-2019

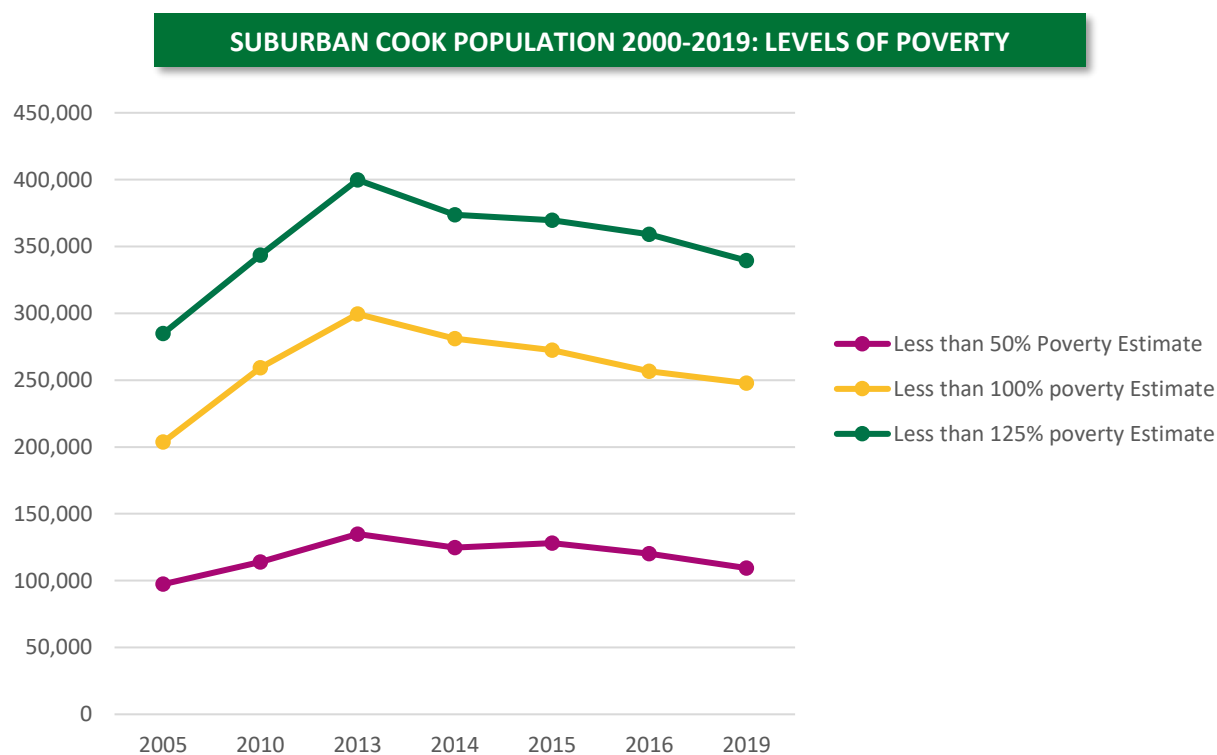


	Population in 2000	Population in 2019
White Non-Hispanic	468,514	334,604
African American	223,860	290,439
Asian	10,915	15,591
Hispanic	56,953	112,841
Mixed /Other	11,109	13,286

GROWING SUBURBAN POVERTY.

Not only is Suburban Cook County becoming more racially diverse, but it is also growing poorer. Suburban Cook County has an overall poverty rate of 10.1 percent. In 2019 (the most recent US Census American Community Survey estimates) 247,737 suburban residents were living below the Federal Poverty Guideline². There was a slight decrease of 0.6 percent in poverty rate from the previous year, but the easing was less in the suburbs than in Cook County as a whole, which saw a 1.2 percent drop in the poverty rate. It should be recognized that the data presented here does not reflect the widespread income loss experienced by suburban households as a result of the COVID-19 pandemic.

The chart below shows how the number of residents at various levels of poverty in suburban Cook grew steadily between 2000 and 2013. The trend to greater suburban poverty was well established prior to the 2007 recession, which served to greatly exacerbate the problem. Poverty rates have been declining since 2013 when economic recovery efforts appeared to start yielding results. However, all available American Community Survey data from the census predates the start of the COVID-19 global pandemic.

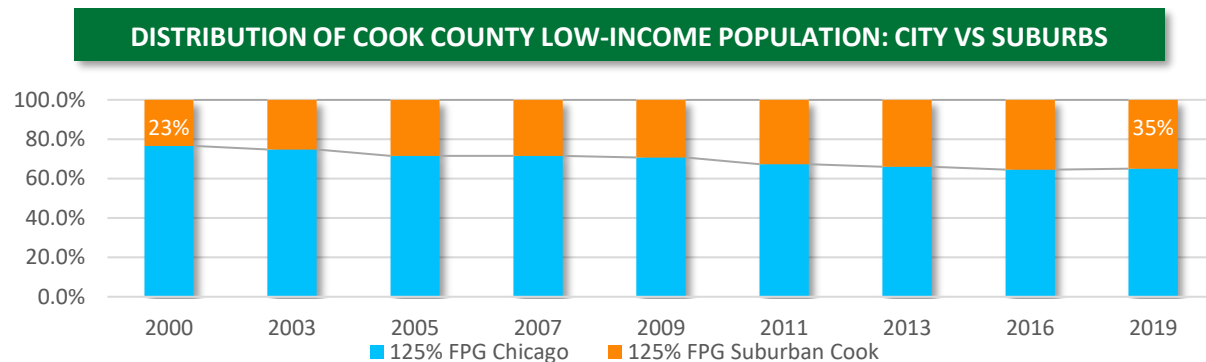


Source US Census American Community Survey

Poverty data since the beginning of the pandemic has yet to be released. Census Pulse Household survey data examined later in this section forewarn that an expected upsurge in the number of people in Suburban Cook County living below poverty will become evident in the 2020 data.

² CEDA analysis of US Census 2016 American Community Survey 1-year estimates.

In 2000, suburban Cook residents accounted for just 22 percent of all county residents below the poverty threshold. By 2019, that share has reached 35 percent. This is a significant change in the distribution of need between the city of Chicago and the rest of the county. Unfortunately, the distribution of resources has not kept pace with this shift in where poverty is located.



**Source: US Census 2019 ACS 5-Year Estimates Table S1701*

Other evidence of trends in poverty is seen in State Board of Education Free and Reduced Lunch Eligibility records. In 2001, in all Suburban Cook schools, 30.9 percent of students were eligible for free or reduced lunch. By 2013, that number had shot up to 55.4 percent of Suburban school students. Despite the census data showing declines in poverty levels since 2013, the suburban Cook County students qualifying for free and reduced lunch made up 62 percent of the student body in 2018.³

This document will examine the numbers and characteristics of those living below **125 percent** of the Federal Poverty Guideline since this is the population defined as eligible for services funded by the Community Services Block Grant. According to the latest US Census, an estimated 339,560 people living in Suburban Cook County are below this income threshold.⁴ This report refers to the portion of the population with incomes at or below 125 percent of Federal Poverty Guideline as “low-income”.

	Total Pop 2000	# Below 125% Pov in 2000	Low-Income % 2000	Total Pop 2019*	# Below 125% Pov in 2019	Low Income % 2019	Change in number of Low-Income 2000-19	% Change in Number of Low-income residents
NORTH	1,031,199	62,962	6%	1,048,339	106,224	10%	43,262	69%
SOUTH	760,565	82,194	11%	758,962	134,836	18%	52,642	64%
WEST	654,357	69,603	11%	650,553	97,898	15%	28,295	41%
TOTAL	2,446,121	214,759	9%	2,457,854	338,958	14%	124,199	58%

³ Illinois Board of Education, *Free Lunch FY18-Eligibility*. Spreadsheet downloaded from State Board of Education website.

⁴ CEDA analysis of US Census 2019 ACS5-year estimate, table S1703.

The number and percent of low-income people has increased dramatically in each of CEDA's three Regions between 2000 and 2019⁵. During those 19 years when the North Region gained less than 2 percent in total population, the number of low-income suburbanites in the North swelled by almost 70 percent. In the South and West Regions, total population declined, but the number of people living on less than 125 percent of the poverty level grew by 64 percent and 41 percent, respectively. This data also does not reflect the devastating toll that the global pandemic inflicted on the incomes of many suburban households.

Although the census data shows the growth in suburban poverty, public perception and policy are not always aligned to the reality. Within CEDA's service area there are some suburbs whose leadership fails to acknowledge the pockets of poverty within their jurisdiction. In focus groups, CEDA heard from residents who feel their municipal government denies it has low-income residents. As a result, low-income residents in these jurisdictions feel abandoned and isolated from services and benefits that may help them regain self-sufficiency.

The needs and complex challenges of poverty in the suburbs have not attracted the same level of attention as those in the City of Chicago. Charitable organizations are almost all located in and focused on Chicago's urban challenges. Many programs and services are offered only in Chicago. Many countywide programs are distributed in the city at a higher rate than the proportion of poverty. The major media outlets are also focused on the city. The demonstrate little interest in and limited understanding of the suburban issues.

Poverty is no longer confined to the city center but has become a real and growing part of the suburban landscape. Yet the stereotype of the suburbs versus urban poverty centers lingers in the minds of funders and policymakers. Policymakers need to be aware of this trend and adapt policy accordingly so that resources are distributed where they are needed. Nowhere in Illinois is the understanding of this trend more critical than in Cook County. As shown in the chart above, in the past decades Suburban Cook County went from having less than one quarter of the county's low-income residents to having more than one third. This is an enormous shift in the burden of providing services and supports. Government funding formulas that distribute resources by poverty demographics generally lag behind the reality of the population changes by a few years. This means that suburban residents with low incomes are receiving a smaller portion of programs and services.

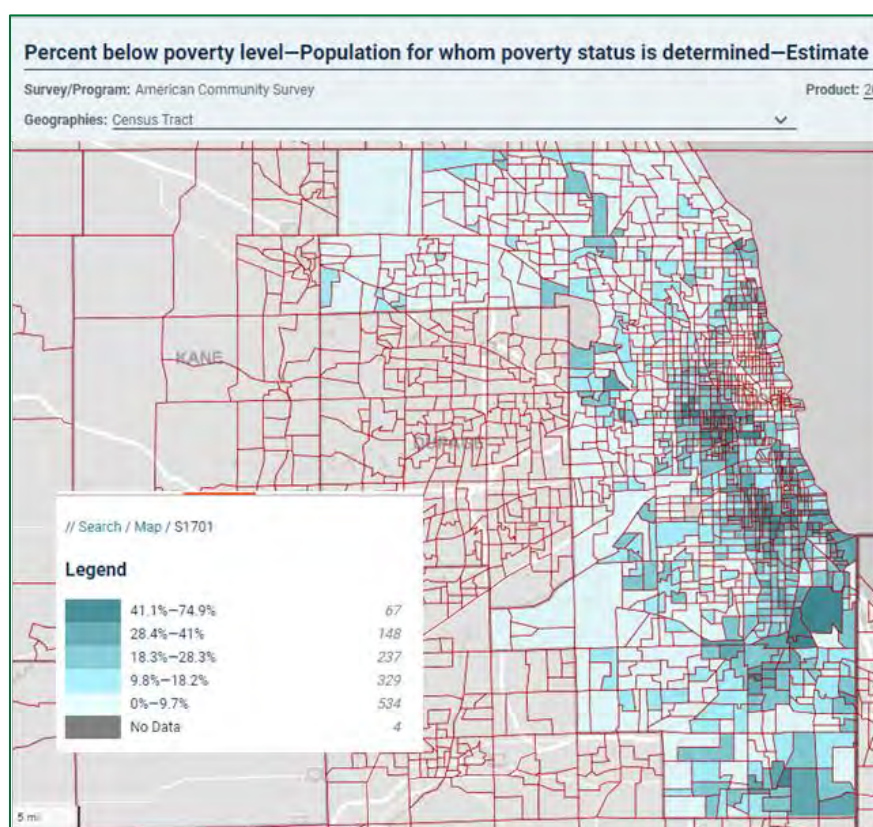
Coordination of services for 340,000 low-income residents in Suburban Cook County is extremely complex and difficult. The service area includes more than 130 municipalities, 30 different townships, and 145 separate school districts. It is only a portion of the area served by Cook County government which also is heavily involved in programs serving Chicago residents.

The past few years have seen the County turn more attention to areas of need in suburban Cook County. Economic development efforts by the County are being focused on correcting years of disinvestment in the south suburbs. The County government, the only local public entity with jurisdiction over the whole

⁵ CEDA analysis of US Census data QT-P34: Poverty Status in 1999 of Individuals: 2000 and 2019 ACS 5-Year Estimates, S1701: Poverty in the Past 12 Months

service area, is structured to focus primarily on operating Cook County’s enormous court, detention, and health systems. Cook County government has not been significantly involved in other social services.

CEDA must continue to champion the needs of Cook County’s low-income suburban residents so that Suburban needs are not eclipsed from public awareness by the spotlight of attention constantly shined on the city neighborhoods. Creative collaboration and strategic efforts will be needed to build meaningful systems to coordinate services for low-income families and communities in Suburban Cook County.



POVERTY CHARACTERISTICS OF SUBURBAN COOK COUNTY

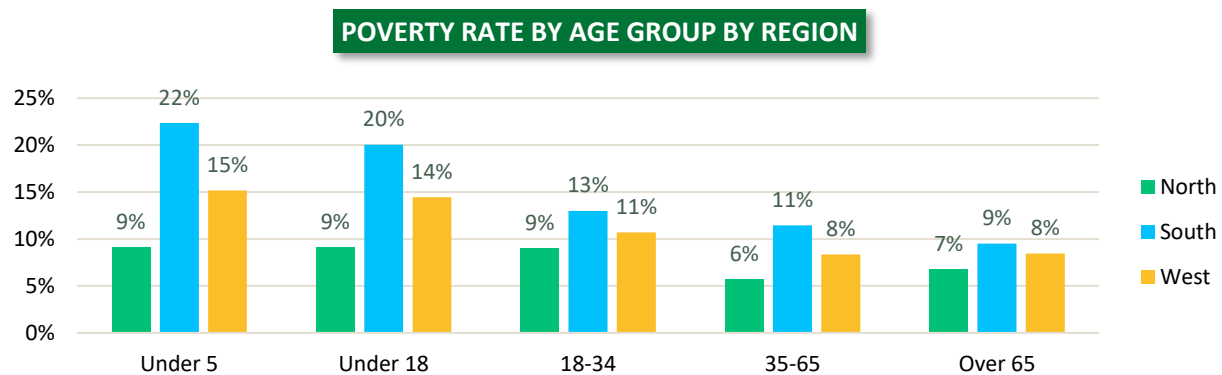
The portrait of poverty in Suburban Cook County is a reflection of poverty across the rest of America. Those living in poverty are disproportionately females, people of color, and the young.

13.8 percent of the population of Suburban Cook County is below 125 percent of the Federal Poverty Guideline according to analysis of 2019 US Census estimates. Those with incomes at or below 125 percent of the poverty are the individuals and families that are eligible for services under Community Services Block Grant funding. For the sake of this document, we will refer to this sector of the population as “Low-Income.” The total number of low-income people in Suburban Cook is approximately 340,000 of which 112,000 are under 18 years of age. That is one out of every 5 suburban children.

African American or Hispanic residents in Suburban Cook are about two-and-one-half times more likely to be “low-income” than a White suburban resident. The low-income rate among white residents is 8.7 percent versus 22 percent for African Americans and 21 percent for Hispanics. This year, for the first time,

the number of low-income Hispanics (Less than 125 percent of the poverty level) is *greater* than the number of low-income non-Hispanic Whites. This is even though the number of Hispanic suburbanites is only 41 percent of the number of White suburbanites.

Examination of the census data regarding selected characteristics of people at specified levels of poverty reveals other characteristics besides race and ethnicity that are associated with high poverty rates. Those who **did not work** in the past 12 months show the highest rate for being in poverty or low-income (less than 125 percent of the poverty level) of any characteristic. The next highest rates for being in poverty or low-income is being part of a **household headed by a single female**. The poverty rate of 20 percent for this group can be contrasted to the poverty rate for married households of less than 8 percent. If you live in a Suburban Cook household headed by a single female, you are more than three times more likely to be low-income than your counterparts living in a married-couple family. Contrary to common suppositions about elderly being poor and vulnerable, the poverty rate among residents over age 65 in Suburban Cook County is actually *lower* than the poverty rate of the population as a whole. It is the *youngest* suburban residents who are most at risk of living in poverty. Poverty rate of those **under 18 years old** is significantly higher than the adult population. And poverty is highest among the very young: those **under age 5**.

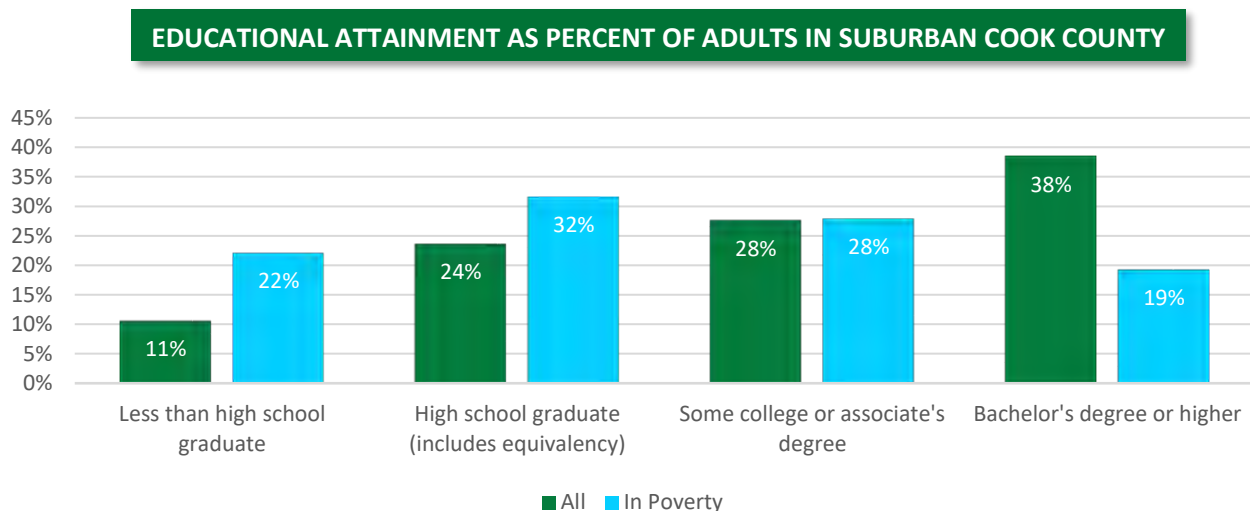


Source: US Census American Community Survey 2019 5-Year Estimates, Table S1701

SUBURBAN COOK COUNTY	TOTAL	Less than 100% of the poverty level		Less than 125% of the poverty level	
		Est. Number	Rate	Est. Number	Rate
2019 Census estimates Source ACS Table S1703					
POPULATION	2,457,854	247,737	10.1%	339,560	13.8%
Male	1,191,324	108,658	9.1%	19,594	12.6%
Female	1,266,530	139,899	11.0%	191,011	15.1%
AGE					
Under 18 years	573,689	80,098	14.0%	112,368	19.6%
18 to 64 years	1,493,546	134,352	9.0%	178,737	12.0%
65 years and over	390,619	31,070	8.0%	47,176	12.1%

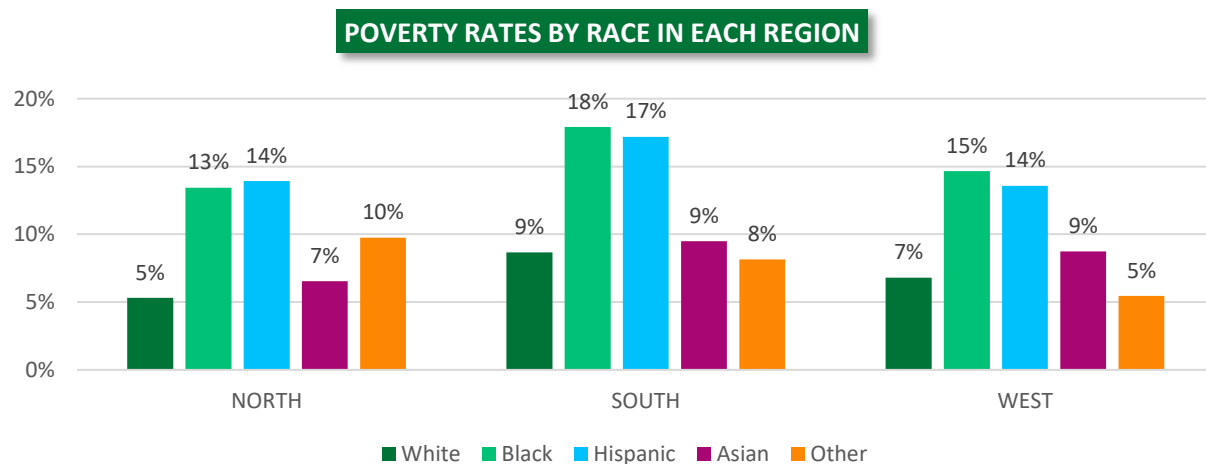
RACE AND HISPANIC ORIGIN					
White alone, not Hispanic or Latino	1,279,215	83,625	6.5%	111,768	8.7%%
Black or African American	407,184	68,081	21.8%	88,683	21.8%
Hispanic or Latino	531,206	77,670	14.6%	112,008	21.1%
Asian	197,952	13,800	7.0%	20,188	10.2%
American Indian and Alaska Native	6,382	1,056	16.5%	1,440	22.6%
Other or Mixed race	35,915	3,505	9.8%	5,473	15.2%
LIVING ARRANGEMENT					
In married-couple family	1,552,267	78,086	5.0%	121,258	7.8%
Single Female Household	405,418	8,808	20.4%	109,029	26.9%
EDUCATIONAL ATTAINMENT of POPULATION OVER AGE 25					
Less than high school graduate	178,691	31,011	17.4%	43,767	24.5%
High school or equivalent	398,283	44,377	11.1%	61,309	15.4%
Some college or associate degree	466,495	39,158	8.4%	54,457	11.7%
Bachelor's degree or higher	649,598	27,052	4.2%	35,408	5.5%
DISABILITY STATUS					
With any disability	243,573	36,650	15.0%	50,414	20.7%
WORK STATUS of POPULATION AGE 16 to 64					
Worked full-time, year-round	827,439	827,439	1.9%	29,587	3.6%
Worked less than full-time, yr-round	387,964	387,964	11.5%	60,604	15.6%
Did not work	346,061	346,061	24.0%	103,007	29.8%

While the adults in Suburban Cook County as a whole have a higher level of educational attainment level than the state or national averages, the population living in poverty is significantly less educated. Thirty-eight (38) percent of suburban adults have a bachelor's degree or higher. Adults living below the poverty have half the likelihood of being college educated, with 19 percent having a bachelor's degree of higher. The percentage of those with less than high school education is doubled in the poverty population (22 percent) compared to the general population (11 percent). Attainment of an associate degree or some college is equally common among both cohorts.



REGIONAL DIFFERENCES

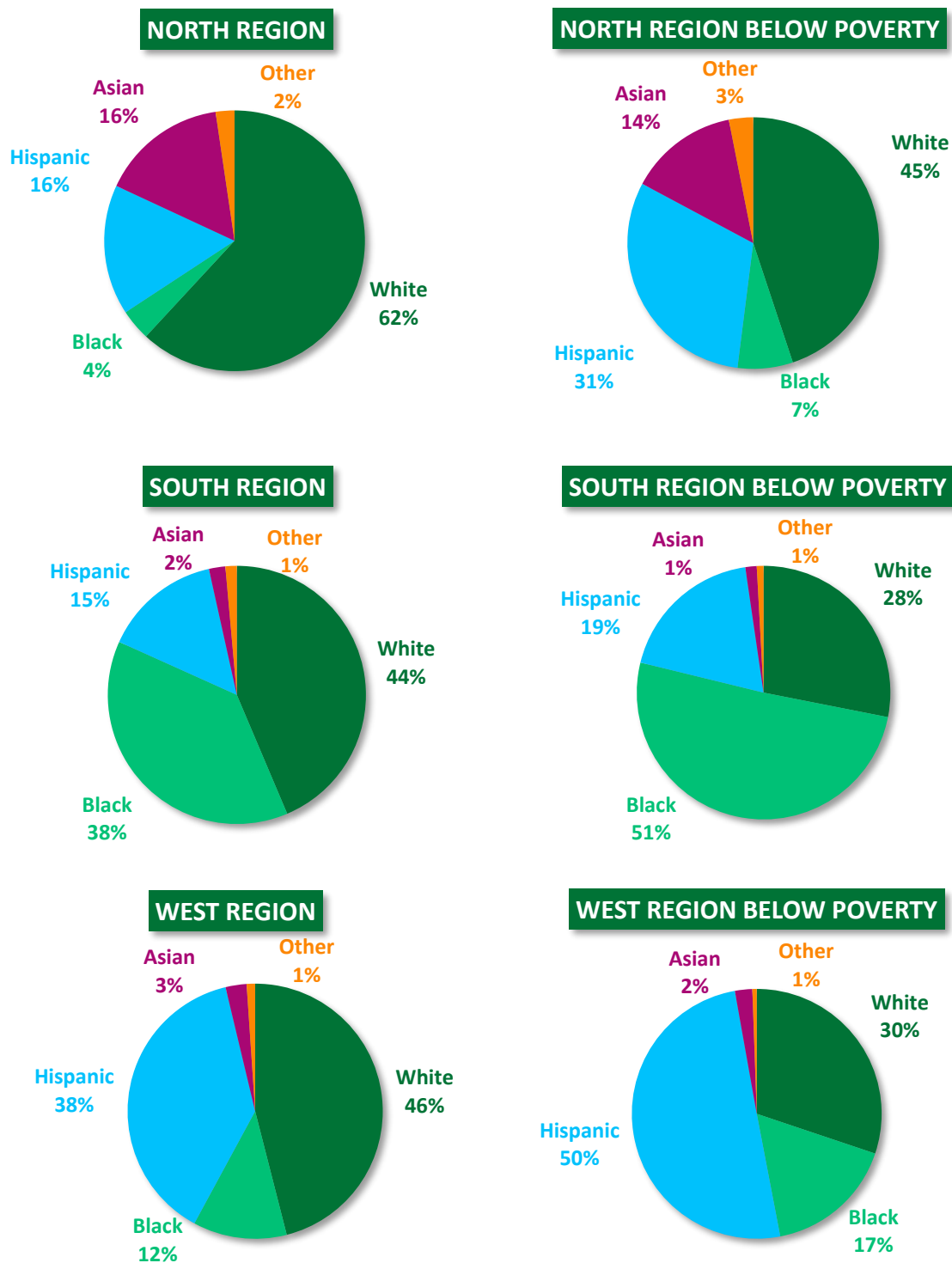
Economic vulnerability is not evenly distributed across the geography of Cook County. The South region has the highest levels of poverty while the North region has the lowest. The poverty rate by race/ethnicity varies in the different regions. In all regions, white suburbanites experience the lowest poverty rate of any race, significantly lower than African Americans or Hispanics.



Poverty in Suburban Cook County is not uniformly distributed. Poverty is clustered in communities that lack resources. Communities of the highest poverty rates often have high concentration of minorities. Generally, they are without quality schools, without first-class health care systems, and without high-paying jobs. What these communities frequently have in abundance is unemployment, crime, blight, and poorly functioning local governments.

Aligned with state and national trends, the likelihood of being low-income is greater for Suburban Cook residents of a **racial or ethnic minority**. African Americans and Hispanics show far greater economic disadvantage than Asians. Racial disparities in income were exacerbated by the pandemic.

The graphs below show the difference in racial/ethnic composition between the general population and the poverty population of each Suburban Cook region.⁶ In each region it is apparent that the low-income sector of the population contains a far greater share of people of color.



⁶ Charts are based on CEDA analysis of US Census 2019 American Community Survey, Table S1701, 5-year estimates

Within each region can be found smaller geographies with their own poverty characteristics. CEDA uses Townships to take a more targeted look at poverty in Suburban Cook County. The tables below show poverty rate by age group in each of the suburban townships. The formatting of the tables displays the highest poverty rates in red and the lowest poverty rates in green for each age group. It is evident that poverty characteristics can vary widely between townships.

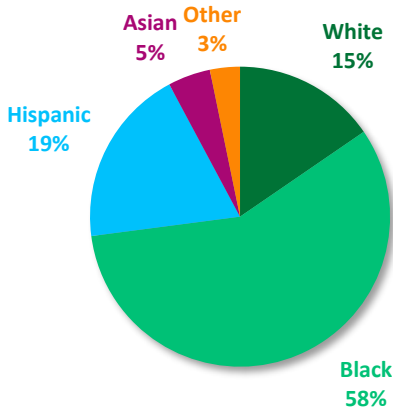
NORTH REGION				
	Poverty Rate by Age Group			
Townships	Under 5 years	Under 18 yrs	18 to 64 years	65 yrs and over
Barrington	0.00%	9.00%	4.90%	6.90%
New Trier	1.00%	2.20%	3.10%	5.30%
Northfield	4.30%	4.90%	4.50%	4.40%
Evanston	6.60%	10.20%	16.40%	6.20%
Wheeling	8.20%	9.10%	5.70%	7.30%
Schaumburg	9.10%	6.90%	5.10%	5.70%
Niles	9.30%	13.50%	8.70%	8.80%
Elk Grove	13.20%	12.10%	6.70%	6.90%
Palatine	13.70%	13.00%	7.60%	6.10%
Maine	16.40%	14.30%	8.30%	7.80%
Hanover	17.40%	14.80%	7.20%	6.40%
SOUTH REGION				
	Poverty Rate by Age Group			
Townships	Under 5 years	Under 18 yrs	18 to 64 years	65 yrs and over
Orland	10.60%	8.70%	5.00%	4.70%
Rich	14.50%	18.90%	12.00%	10.60%
Palos	21.80%	22.10%	10.80%	5.80%
Worth	22.20%	17.90%	10.90%	7.70%
Bremen	22.30%	22.70%	12.00%	9.90%
Calumet	23.20%	32.30%	18.60%	11.60%
Bloom	33.30%	29.70%	19.10%	11.20%
Thornton	37.70%	32.80%	19.80%	12.30%
WEST REGION				
	Poverty Rate by Age Group			
Townships	Under 5 years	Under 18 yrs	18 to 64 years	65 yrs and over
River Forest	1.40%	2.90%	6.20%	2.30%
Lemont	7.40%	5.40%	3.40%	8.00%
Oak Park	8.30%	6.30%	9.20%	8.70%
Norwood Park	9.20%	10.10%	7.90%	10.40%
Riverside	11.80%	8.40%	8.50%	1.90%
Stickney	12.30%	13.90%	9.50%	8.40%
Lyons	13.00%	13.10%	9.60%	7.10%
Berwyn	17.60%	21.70%	11.50%	9.50%
Leyden	19.90%	16.00%	10.30%	8.20%
Proviso	20.60%	19.70%	11.80%	10.20%
Cicero	34.80%	32.20%	17.70%	13.70%

Source: CEDA analysis of US Census 2016 American Community Survey 5-Year Estimates

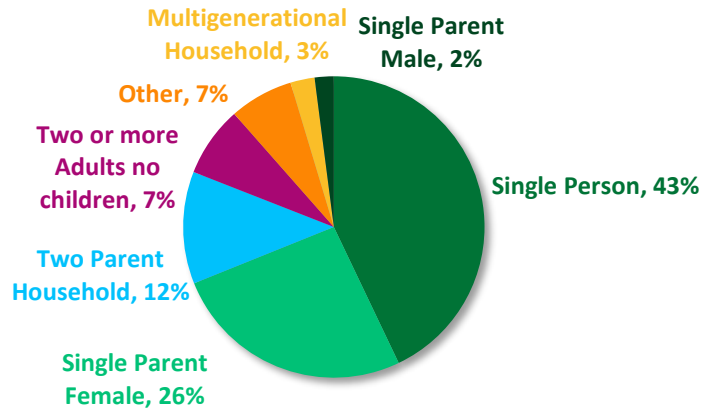
CEDA CUSTOMERS FROM 2020

The charts below show characteristics of CEDA 2020 customers by race/ethnicity, household type, age group and poverty level.

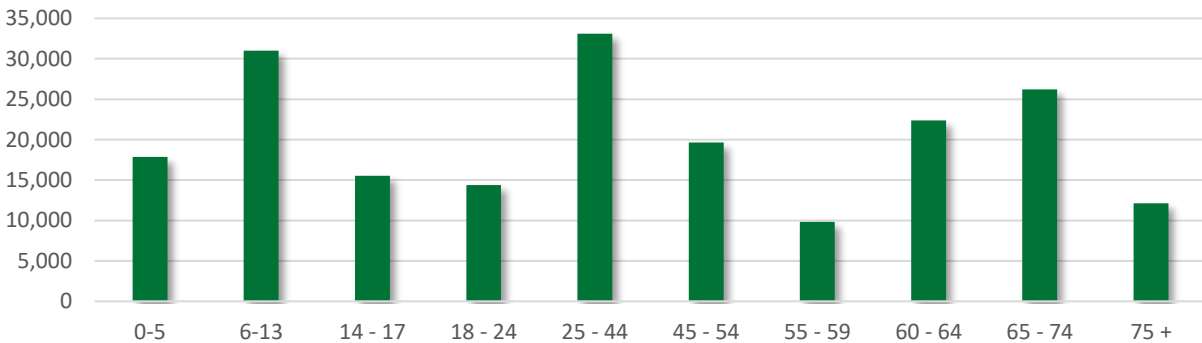
CEDA 2020 CUSTOMERS: RACE/ETHNICITY



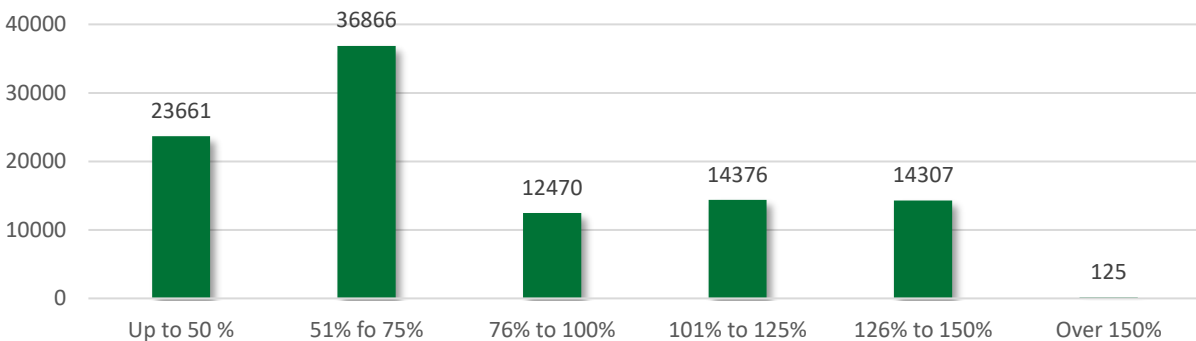
CEDA 2020 CUSTOMERS: HOUSEHOLD TYPE



2020: CEDA CUSTOMERS BY AGE GROUP

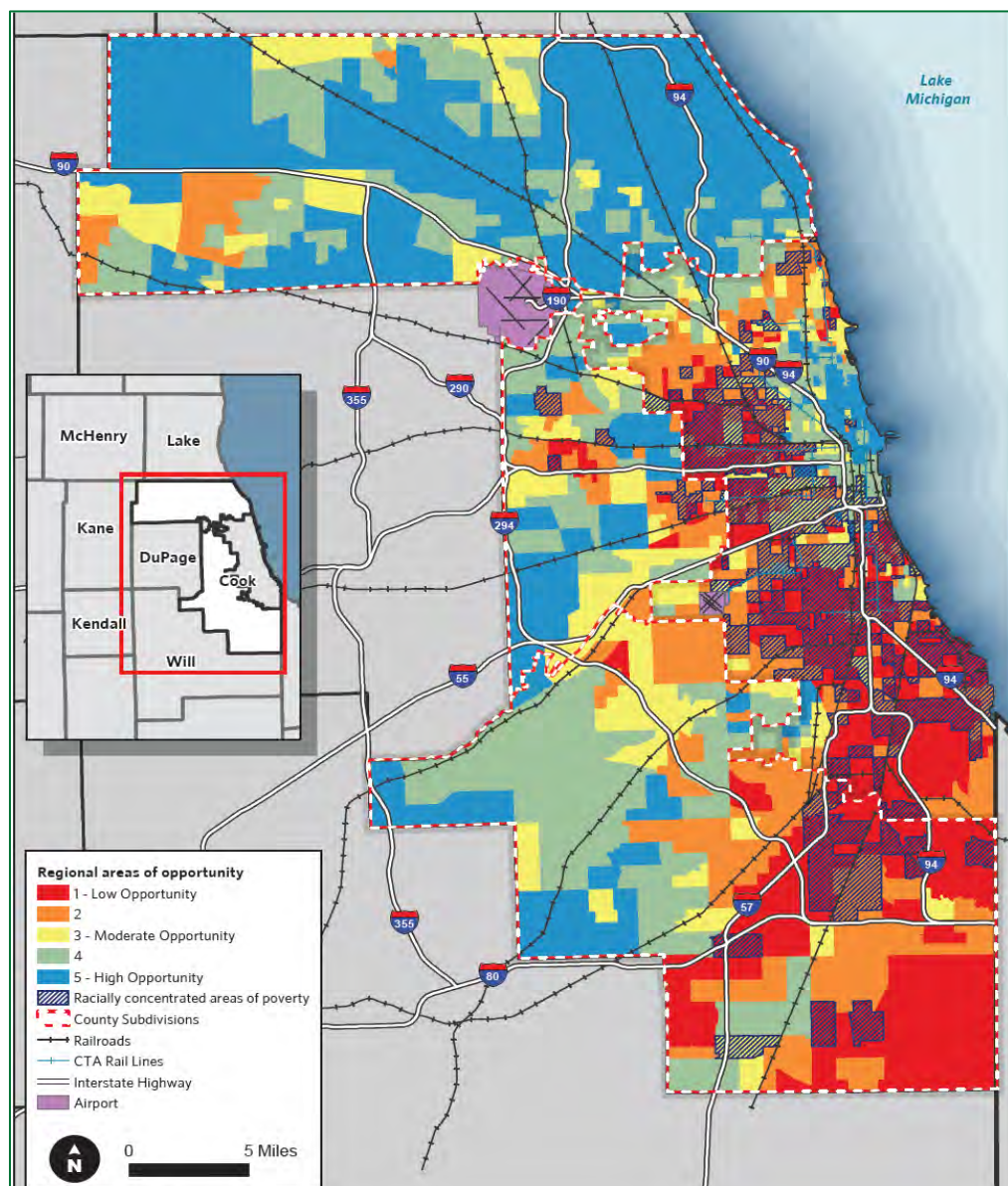


2020: CEDA CUSTOMERS BY POVERTY LEVEL



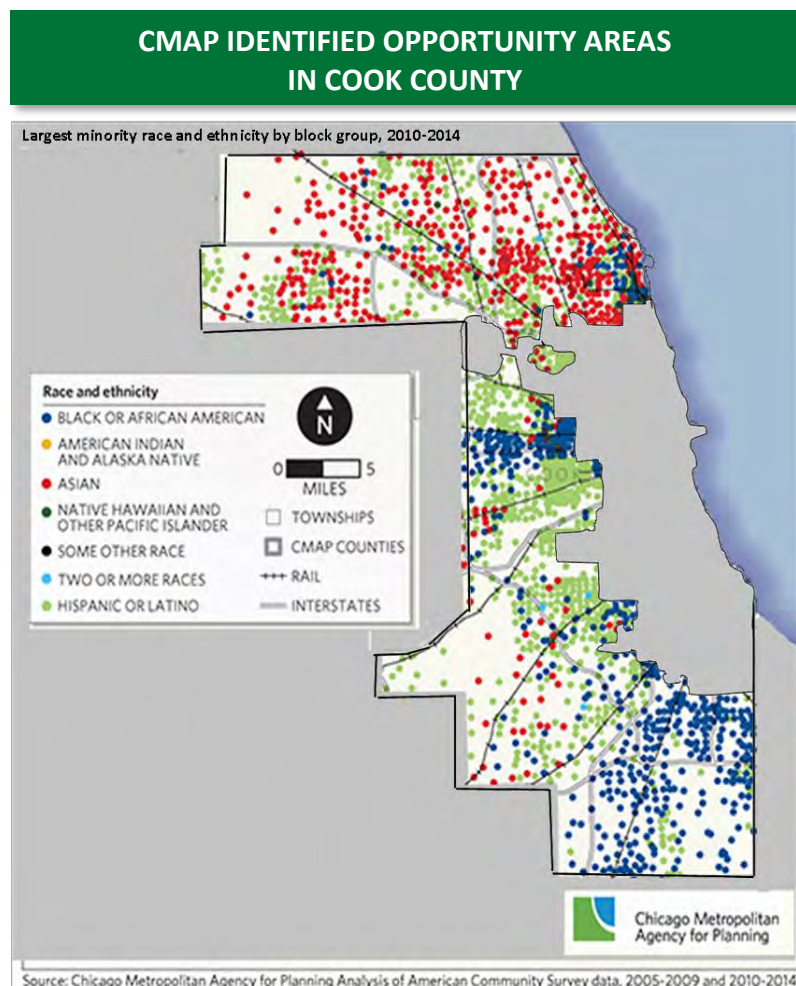
The low-income population is not evenly distributed across Suburban Cook County. The county has long-standing racial, ethnic, and economic divides which result in concentrated poverty and concentrated minority population in some south and west suburbs. North and southwest suburban areas are predominately higher-income, majority-white areas.

The Hispanic/Latinx communities of high poverty in the West suburbs and high poverty African American communities in the South and isolated western suburbs reveal that Cook County remains highly segregated. Racial and ethnic segregation closely tracts with economic and opportunity disparity. The difference between suburban areas in the quality of public facilities, resources, infrastructure, health, and education is striking.



Source: Chicago Metropolitan Agency for Planning

As verified by many demographic measures, the Chicago region is one of the most racially segregated regions in the nation. Segregation in the Chicago area has created numerous deterrents to economic development and quality of life. Among these impediments to well-being are the lack of investment in areas of concentrated poverty. The Chicago Metropolitan Agency for Planning (CMAP) analyzed areas of opportunity⁷ in Cook County, mapped in the figure on the following page. The maps above show how High Opportunity areas, generally defined as places in the region with stable housing, low crime, good schools, easy access to jobs, and many amenities — in other words, features that contribute to a high quality of life — very rarely include communities that are primarily African American or Hispanic.



THE IMPACT OF THE COVID-19 PANDEMIC

Cook County Illinois was hit early and hit hard by illness and deaths from Coronavirus. In spring of 2020, only New York City was seeing higher number of infections and deaths than Cook County of anywhere in the US. As of this writing in June 2021, there have been more than half a million confirmed cases of COVID-19 among Cook County residents with more than 10,400 deaths attributed to coronavirus.⁸ About half of the county's infections (270,657) and deaths (5,012) were in suburban Cook County.⁹

In keeping with Center for Disease Control (CDC) and other public health guidance, state and county officials imposed stay-at-home orders and closed schools, businesses, and public offices to try to slow the spread of the deadly virus. The pandemic caused disruptions in almost every aspect of life in suburban Cook County. Tens of thousands of households suffered loss of income. Normal school routines were

⁷ The CMAP Opportunity rating is based on HUD's Housing Stability Index, School Proficiency Index, Job Access Index, and Transit Access Index, as well as median home values, post-high school degree attainment, unemployment rate, poverty rate, mean travel time to work, and property values.

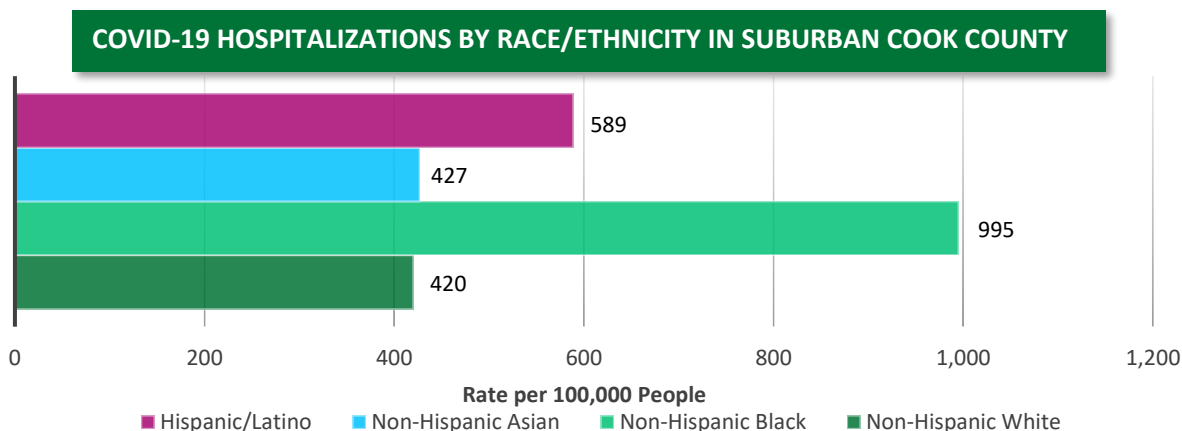
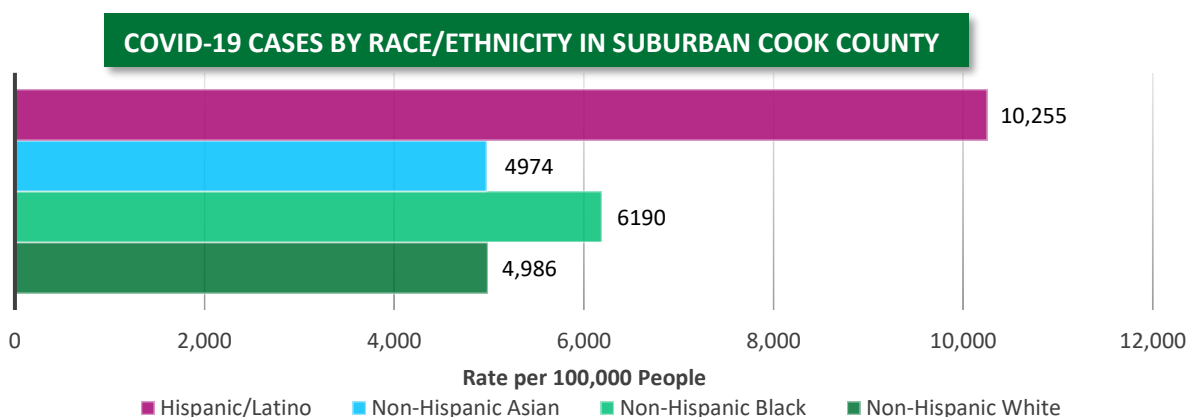
⁸ Johns Hopkins University COVID-19 Dashboard. <https://coronavirus.jhu.edu/map.html>. Accessed 6/21/2021

⁹ Illinois Department of Public Health COVID-19 Statistics site. <https://www.dph.illinois.gov/covid19/covid19-statistics>. Accessed 6/21/2021.

suspended for the over 400,000 school-age children in suburban Cook County. Almost everyone felt an increase in levels of stress, anxiety, or depression because of COVID-19.

The pandemic has touched every aspect of life in suburban Cook County. Housing fragility and homelessness increased. Employment earnings were disrupted, and unemployment claims skyrocketed. Schools struggled to adapt to remote learning and students suffered academically as well as socially. Childcare providers closed due to health restrictions. Many commuters did not find public transit to be a safe option. During the pandemic and as restrictions were relaxed, crime rates have surged in many communities. This document will examine the impacts of COVID-19 in more detail as they relate to specific domains in the sections to follow.

COVID-19 infected and killed at highest rates in Black and Brown communities. The graphs below from Cook County Department of Public Health show that Hispanic suburbanites contacted coronavirus at rates more than double that of non-Hispanic White suburbanites. Black suburbanites were more than twice as likely to be hospitalized with the virus than were White residents.¹⁰



¹⁰ Cook County Department of Public Health data from 3/30/2019. <https://ccdphcd.shinyapps.io/covid19/>

Although COVID-19 restrictions have been lifted as of June 2021, for many in suburban Cook County, life has not returned to normal. For some, it never will. Many businesses have closed permanently, and those jobs will not return. School children have lost a year or more of in-person learning. Researchers tell us that students from households with low incomes have lost the most in their education because of the pandemic. More than five thousand residents of suburban Cook County are no longer living because of COVID-19. The repercussions of the global COVID-19 pandemic on suburban Cook County are still unknown and will likely be felt for years.

HOUSING IN SUBURBAN COOK COUNTY

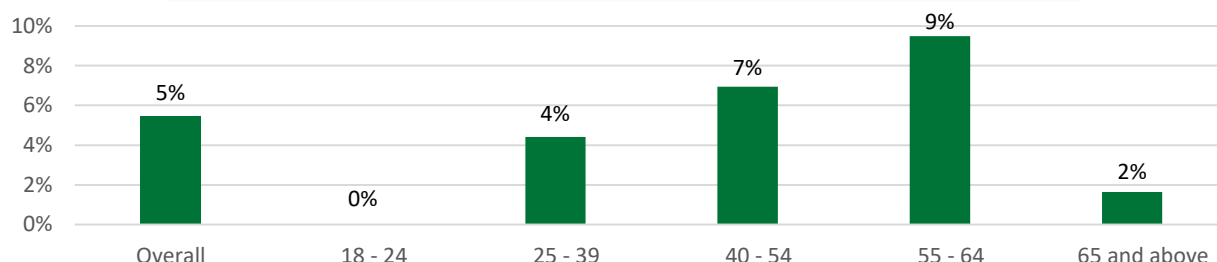
COVID-19 INCREASED HOUSING VULNERABILITY

From stakeholder focus groups, from resident focus groups, from comments left in surveys, from calls to the Information and Referral line, and from tens of thousands of requests for assistance flowing through the state web portal, CEDA witnessed a surge in housing insecurity since the start of the pandemic.

Census Household Pulse Survey data shows large portions of the population got behind on their rent or mortgage payments during the pandemic. The data was gathered every two weeks to monitor the changing conditions of the community as the effects of the pandemic set in, lingered on, and began to abate. The data did not allow a county-level view of conditions, but the reporting on the Greater Chicago Metropolitan Area is interpreted in this report as indicative of the circumstances in Suburban Cook County.

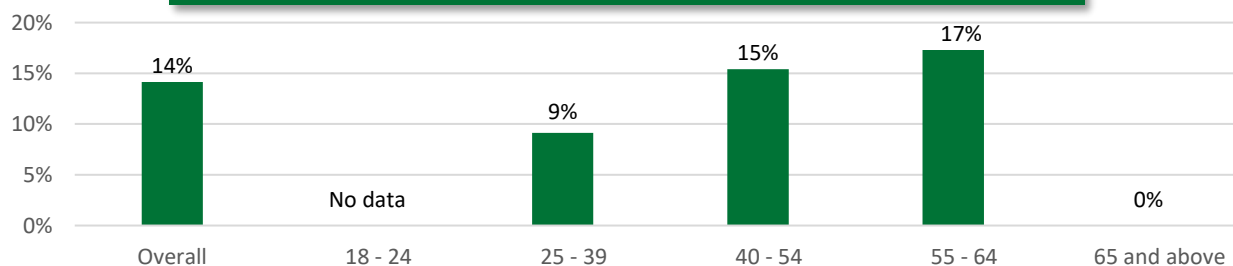
The charts below show data from Chicago Metropolitan Area responses. They offer a snapshot from March 17-29, 2021-week 27 of the Household Pulse surveys. At that time, 5 percent of homeowners reported being behind on their mortgage. This was down from 8 percent in August, 2020. Fourteen percent of homeowners who are behind on their mortgage payment expected to lose their housing in the next two months.

PERCENT OF CHICAGO METROPOLITAN AREA HOME OWNERS BEHIND ON MORTGAGE, BY AGE GROUP



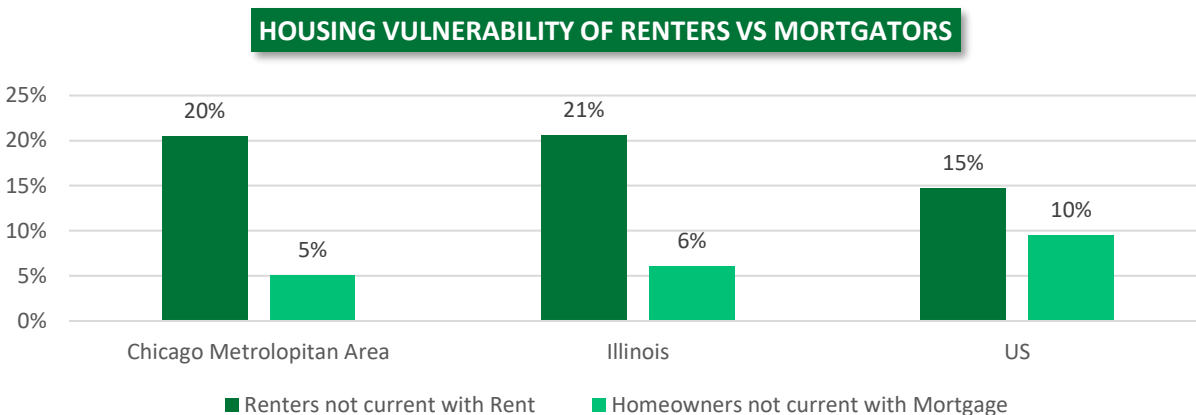
Source: US Census Household Pulse Survey Wk 27 (March 17-29, 2021)

BEHIND ON MORTGAGE AND LIKELY TO FACE FORECLOSURE IN THE NEXT 2 MONTHS, BY AGE GROUP - CHICAGO METROPOLITAN AREA



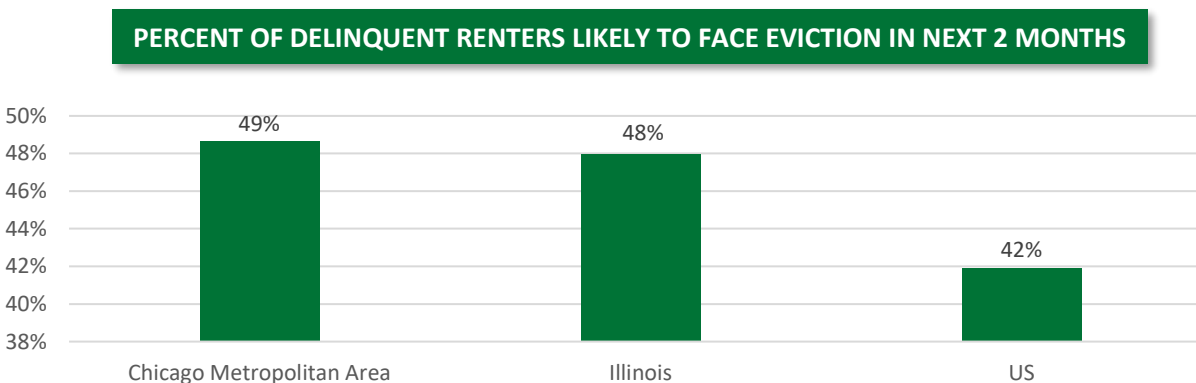
Source: US Census Household Pulse Survey Wk 27 (March 17-29, 2021)

By contrast, 20 percent of renters reported being behind on their rent. This number is down slightly from August when 23 percent of renters reported being delinquent. As the chart below shows, delinquency of housing payments is much more prevalent among renters than homeowners. The Chicago Metropolitan Area housing delinquency rate and that of Illinois are significantly higher than the national average.



Source: US Census Household Pulse Survey Wk 27 (March 17-29, 2021)

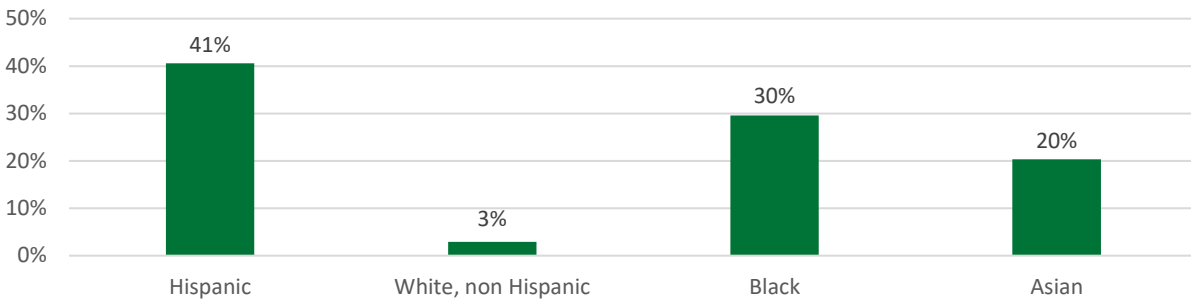
Nearly half (49 percent) of delinquent renters in the Chicago area expected to face eviction in the next two months. This is further evidence of the greater challenge for renters compared to homeowners to maintain stable housing.



Source: US Census Household Pulse Survey Wk 27, (March 17-29, 2021)

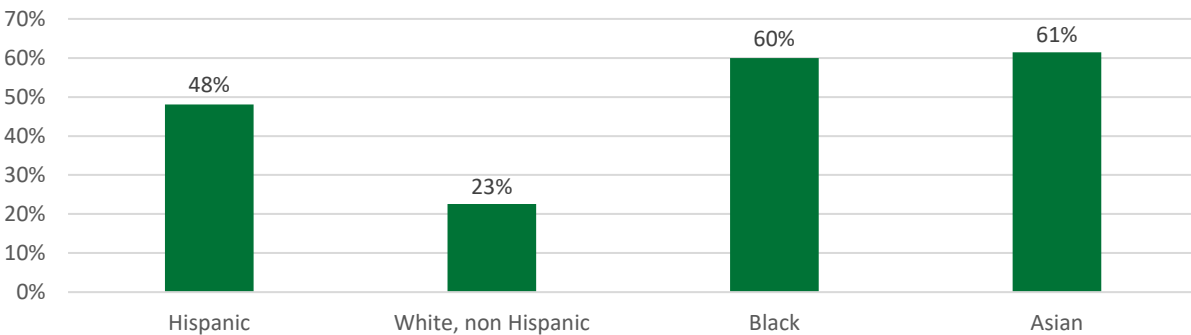
The Census Household Pulse Survey data reveals another truth about housing vulnerability: minority communities are more at risk. The data shows that much higher percentages of Black, Hispanic, and Asian respondents reported being behind on rent payments than White respondents. Additionally, the percent of delinquent renters who expected their delinquency to result in eviction in the coming two months is far greater in the minority communities than among White renter who are behind on their housing payments.

PERCENT OF CHICAGO METROPOLITAN AREA RENTERS BEHIND ON RENT BY RACE/ETHNICITY



Source: US Census Household Pulse Survey Wk 27 (March 17-29, 2021)

PERCENT OF DELINQUENT RENTERS LIKELY TO FACE EVICTION IN NEXT 2 MONTHS BY RACE/ETHNICITY



Source: US Census Household Pulse Survey Wk 27 (March 17-29, 2021)

The National Equity Atlas rent debt dashboard for Illinois show that those behind on rent are overwhelmingly low-income households that have experienced income loss during the pandemic..¹¹

¹¹ National Equity Atlas. <https://nationalequityatlas.org/ren-debt>. April 28, 2021

Rent Debt in America:

Stabilizing Renters is Key to Equitable Recovery

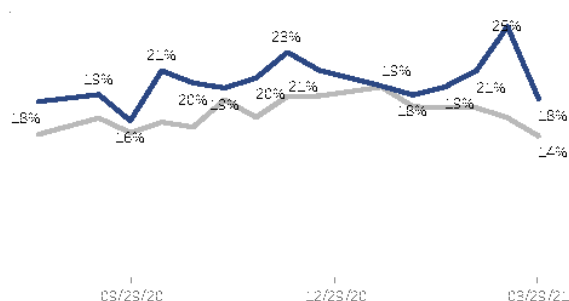
National Equity Atlas



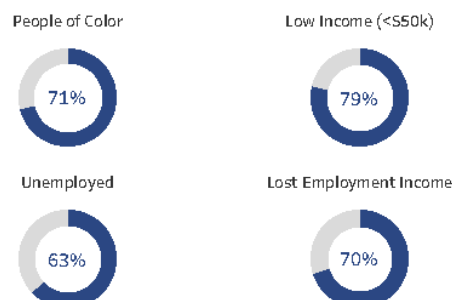
Mounting rent debt and the potential for mass eviction is one of the most pressing equity issues created by the Covid-19 pandemic. To build back better, policymakers need to eliminate rent debt and prevent eviction. This regularly-updated dashboard provides data on who is behind on rent and the estimated amount owed based on the March 17-29 Census Household Pulse Survey. Data is available for the U.S., 45 states and all their counties, and 15 metros. See our analysis and policy recommendations at <https://nationalequityatlas.org/rent-debt-in-a->



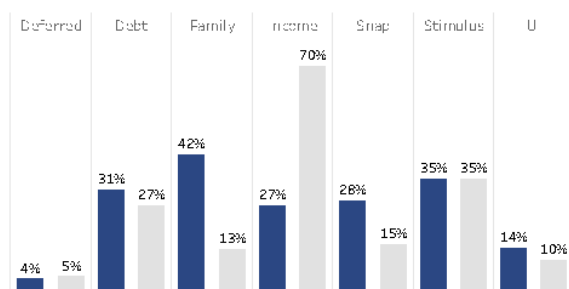
Nationwide, the share of renters with debt is trending downward as the economy recovers, but millions face arrears.
Renter Households Behind on Rent..



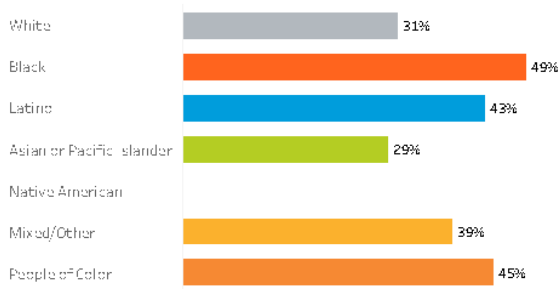
Those behind on rent are overwhelmingly low-income households that have experienced job and income losses during the pandemic.
Characteristics of Renters Behind on Rent



Covid-impacted renters have been forced to make difficult choices, and many are borrowing from friends or family.
Renters Relying on Income, Debt, and Family/Friends to Pay for Expenses Behind | Paid



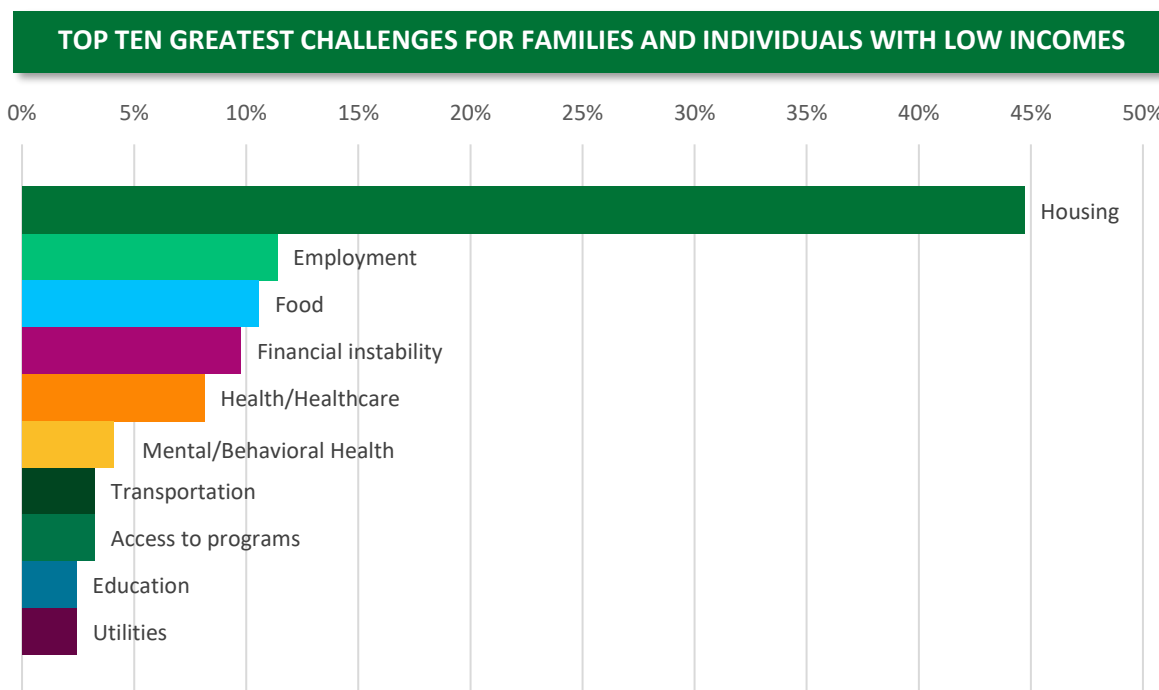
Black, Latinx, Native American, and other renters of color were disproportionately housing insecure before the pandemic.
Renter Households that were Rent Burdened and Economically Insecure in 2019



Sources and notes: Week 25 - 27 Census Household Pulse Survey; the Understanding America Survey from the Center for Economic and Social Research at the University of Southern California; and 2019 5-Year data from the American Community Survey Integrated Public Use Microdata Series. Characteristics of renters behind on debt are calculated using three pooled weeks of the Pulse data. Latinx includes people of Hispanic origin of any race and all other groups exclude people of Hispanic origin. Data for some racial/ethnic groups is unavailable due to inadequate sample size. Rent burdened is defined as spending more than 30 percent of income on housing costs. Economic insecurity is defined as having a family income below 200 percent of the federal poverty line, or about \$53,000 for a family of four or \$26,000 for a single individual. See full sources and methodology at <https://nationalequityatlas.org/rent-debt-methodology> ..

Source: <https://nationalequityatlas.org/rent-debt>. April 28, 2021

Along with the picture drawn from the Census Housing Pulse Surveys, local stakeholders working in Suburban Cook County informed CEDA of the priority need for affordable housing. When asked to name the top three greatest challenges faced by people with low incomes in suburban Cook County, CEDA stakeholders overwhelmingly put Housing as the number one challenge.¹² The survey presented this as an open-ended question. Text responses were analyzed into categories. The Housing category includes answers citing affordable housing, rent and mortgage assistance, homelessness, eviction relief, and housing resources.

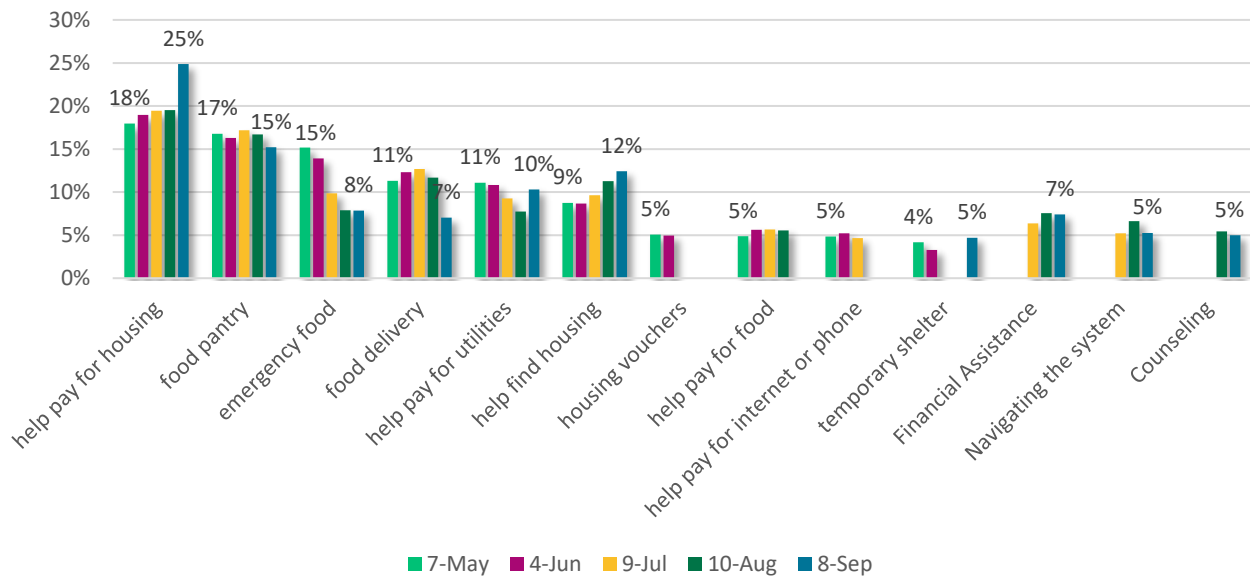


The need for help paying for housing was increasingly felt across Cook County as the pandemic continued. The chart below shows data on online searches of the Aunt Bertha platform *FindHelp.org* for various types of programs and services. The percent of most searched topics for each 90-day search history changed slightly each month. Those seeking help to pay for housing increased from 18 percent of searches measured in May 2020 (reflecting search activity between February 7 and May 7) to 25 percent of searches measured in September 2020 (reflecting search activity between June 10 and September 8). Similarly, those seeking help finding housing increased from 9 percent to 12 percent.

Searches for help with emergency food or food delivery declined in late 2020 compared to the start of the COVID lockdown. Greater percentages of site users were seeking financial assistance, temporary shelter, counseling, and help navigating the system.

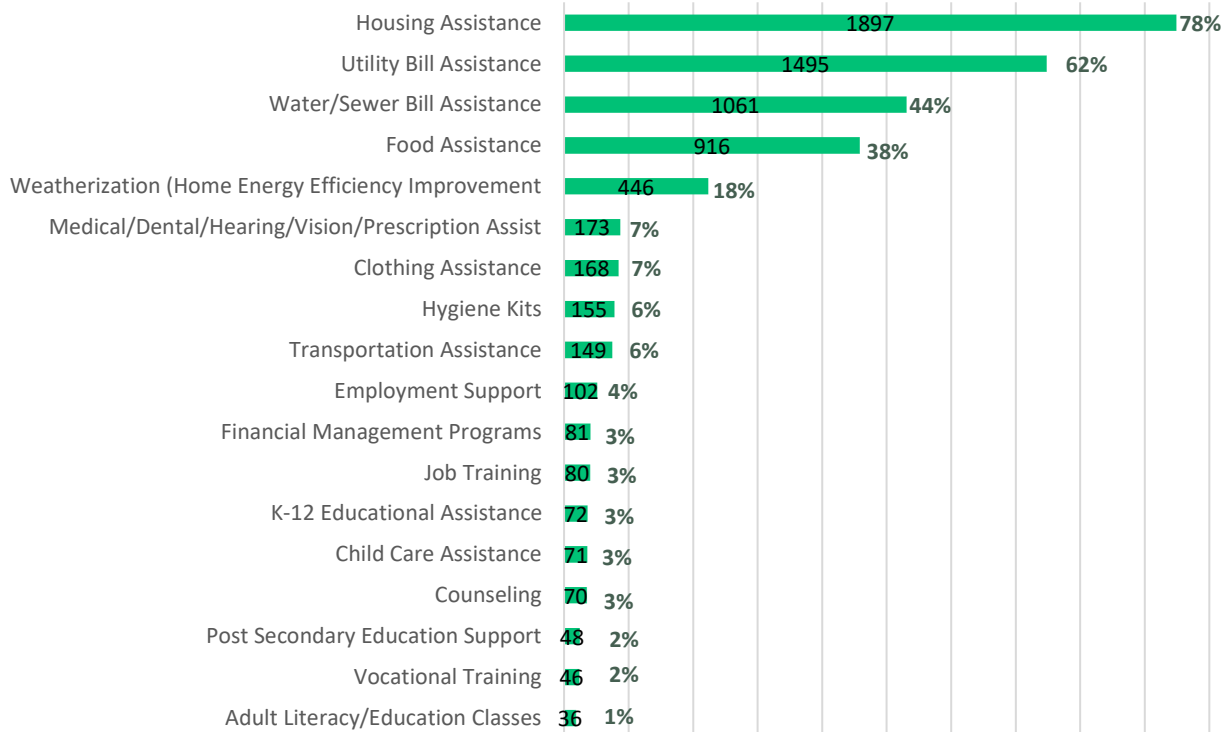
¹² CEDA 2021 Stakeholder Survey. 140 survey response collected. 135 answers provided to the question.

5 MONTH COMPARISON OF 90-DAY TOP SEARCHES IN FINDHELP.ORG



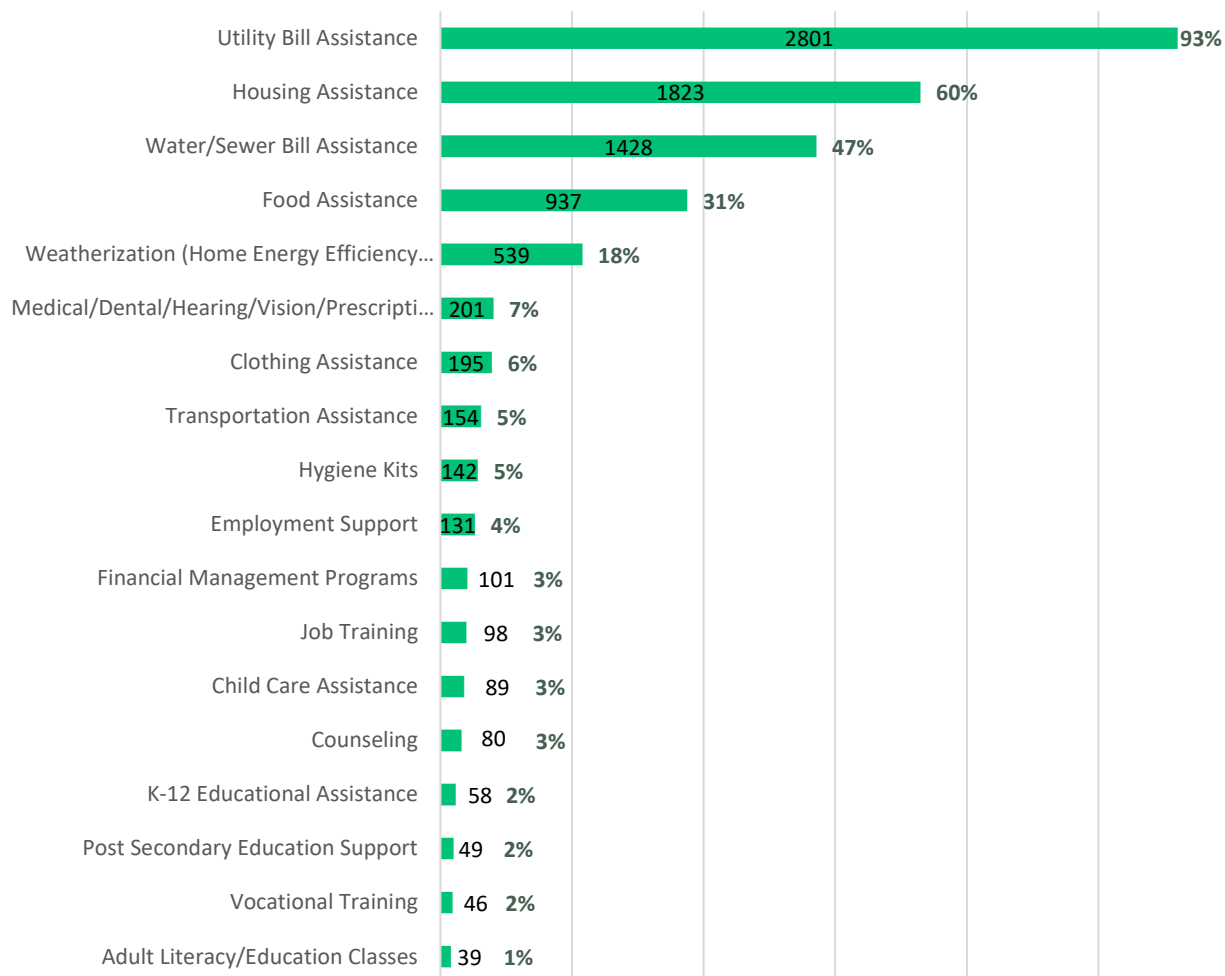
The Help Illinois Families website generated thousands of preapplications from suburban Cook County. Analysis of the preapplications coming to the agency between July and November 2020 shows an overwhelming need for help paying for housing costs. Through August of 2020, 78 percent of help-seekers needed assistance with housing payments.

JUL 1 - AUG 31: TYPE OF ASSISTANCE REQUESTED FROM 2421 STATE WEB PORTAL REFERRALS



By late fall 2020, the focus priority of referrals from Help Illinois Families.org had migrated to paying utility bills. Cold weather likely caused some of this shift. The eviction moratorium put in place by state and local officials helped residents defer their rent payments, and homeowners were often able to take advantage of forbearance offered from lenders. Even so, 60 percent of help-seekers in October and November were looking for housing assistance.

JUL 1 - AUG 31: TYPE OF ASSISTANCE REQUESTED FROM 2421 STATE WEB PORTAL REFERRALS



Despite our industry's tendency to put utility assistance in its own silo, distinct from housing assistance, it must be recognized that the costs for utilities (heating, electric, and water) as well as property taxes are all expenses related to housing. Both the Census American Community Survey and American Housing Survey calculate utilities as part of housing costs. When low-income households need help paying their utility bills, it is just another indicator that housing costs are beyond reach for so many suburban Cook County residents.

HOUSING COST BURDEN

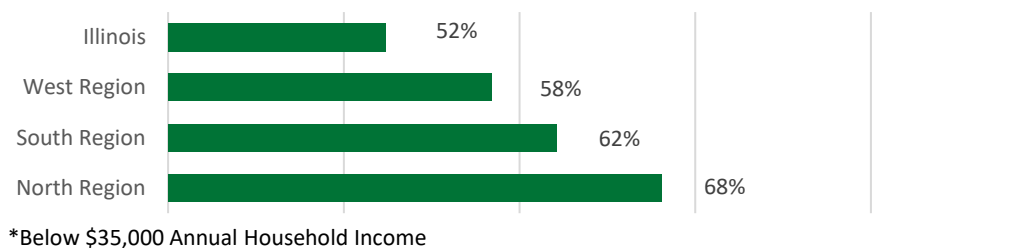
Even before the pandemic, the housing burden in Cook County was quite arduous. The US Department of Housing and Urban Development (HUD) considers any household that needs to spend more than 30 percent of their income on housing costs to be “Rent Burdened”. Economic analysts consider this a bad situation to be in. More than 125,000 Suburban Cook households are rent burdened. Among renters at all income levels, 50 percent are rent burdened. Among Suburban Cook County households earning under \$50,000 a year, that number shoots up to 82 percent. Housing costs relative to incomes had been on the rise for a decade. Just three years ago, the percent of rent burdened households earning under \$50,000 a year was 72% in Suburban Cook County: a 10-point surge in this measure of housing risk.¹³

Spending more than 50 percent of income for housing, “Severely Rent Burdened”, is a difficult situation to be in. Yet it is one endured by tens of thousands of suburban families. Among Suburban Cook renters of all income levels, 26 percent pay more than half of their income for rent. The lower the income bracket, the higher the rate of Rent Burdened and Severely Rent Burdened households. Of renters with less than \$35,000 in annual income, 91 percent are rent burdened, and 63 percent are severely rent burdened.¹⁴

PORTION OF LOW-INCOME HOUSEHOLDS* PAYING OVER 30% OF INCOME ON HOUSING



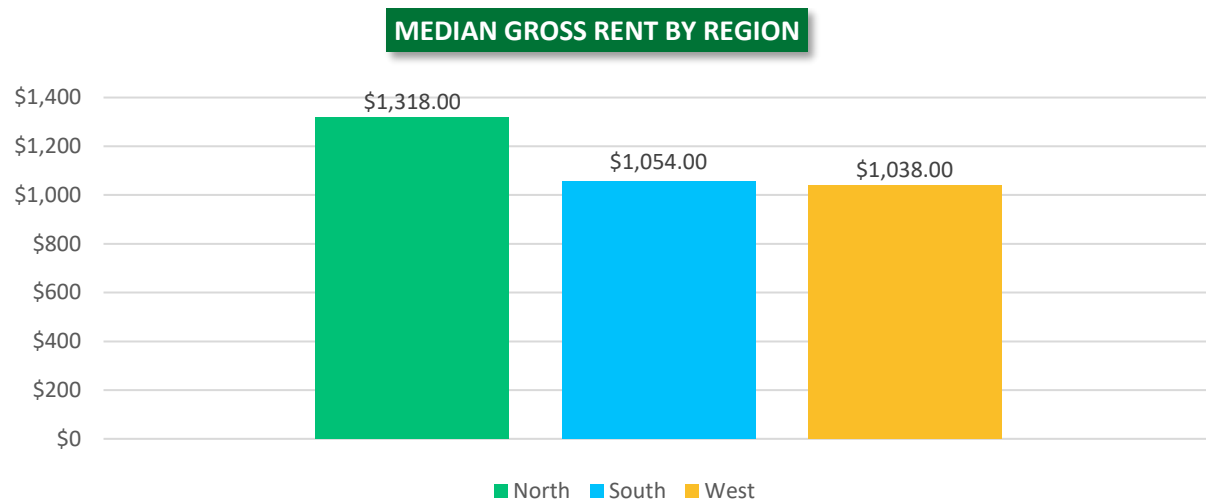
PORTION OF LOW-INCOME HOUSEHOLDS* PAYING OVER 50% OF INCOME ON HOUSING



¹³ CEDA analysis of US Census 2019 American Community Survey 5-year estimates, Table B25074

¹⁴ *ibid*

The strongest housing markets are in northern and southwestern Cook County while the weakest markets are in the west and south. The strength of these markets also translates into high costs. Median gross rent¹⁵ in the Northern Region is \$1318, compared to \$1038 in the West Region. The South Region, including the stronger Southwestern markets, has a median rent of \$1054.¹⁶



SCARCITY OF SUBSIDIZED HOUSING

Only a fraction of the suburbs' subsidized-housing population is living in traditional public housing. The majority use Housing Choice Vouchers that pay all or part of the rent for them to live in privately-owned apartments, townhouses or single-family homes. Others live in apartment complexes that have HUD project-based vouchers assigned to them.

About 19,600 subsidized-housing units are in suburban Cook County, including the 15,000 operated by Housing Authority of Cook County (HACC). Coinciding with the demolition of CHA high-rise housing projects in the early part of the millennium, there was an increase in the number of Housing Choice Voucher holders in some the Cook County suburbs.

It is estimated that half a million people in Suburban Cook are eligible for housing assistance. Assisted housing eligibility, based on Area Median Income, corresponds to between 135 percent to 244 percent of the federal poverty guideline, depending on household size. The 2019 census estimates show 553,000 suburbanites below 200 percent of poverty. It is apparent that the housing subsidies provided from housing authorities and other subsidized properties that are developed with Low Income Tax Increment Financing are meeting only a small portion of the need.

The last time that the Housing Authority of Cook County opened their waitlist for the Housing Choice Voucher Program was in 2001. It resulted in a wait list of some 70,000 families! More than 4,000 families

¹⁵ US Census defines Gross Rent as "the contract rent plus the estimated average monthly cost of utilities (electricity, gas, and water and sewer) and fuels (oil, coal, kerosene, wood, etc.) if these are paid by the renter (or paid for the renter by someone else)."

¹⁶ CEDA Analysis of US Census American Community Survey, 2019 5-year estimates, Table DP04

remain on the list in 2020. The bulk of the applicants who came off the list never received assistance from the agency. HACC removed them from the waitlist when, as the years passed, applicants could not be contacted, or no longer qualified for assistance. Since the agency is only able to house about 800 families from the waitlist each year, it may be another 5 years before those needing housing assistance are able to apply for Housing Choice Vouchers in Suburban Cook County.

CHALLENGES OF PROPERTY TAXES AND HOME REPAIRS

Adding to the problems faced by homeowners in low-value communities is the effect of property taxes. CEDA heard this concern from residents in focus groups in 2021. Stakeholders are concerned for elderly residents who are especially vulnerable to high property taxes. The combination of mortgage debt and property tax burden is causing people to abandon properties in depressed communities.

Lower income homeowners often occupy communities where property values are lower, disinvestment has hollowed the commercial and industrial tax base, and homes have been abandoned. Services need to continue and are often being provided by an array of taxing bodies. A single suburb may have as many as 6 elementary school districts, each levying taxes at a different rate. When a community's tax base shrinks, the tax rate for remaining property owners increases.

It is important for CEDA to understand this issue as it is having catastrophic effect not only on the families and individual property owners, but on the greater community and region. Without the ability to collect taxes, suburbs cannot provide services to residents, and blighted neighborhoods with vacant and abandoned properties cannot attract business and investment. Many communities in South Cook County have fallen victim to this spiral of economic collapse.

Retired and widowed homeowners have been particularly hard-hit by soaring property taxes. The South suburbs are not the only area where homeowners with low incomes struggle. Even in affluent Northwest suburbs, older people are encountering an inability to remain in their homes due to the escalating cost of housing and property taxes.

Low-income residents of suburban Cook County struggle with the cost of home maintenance. Survey and focus group data collected from low-income residents during 2021 brought forward these worries. Home repairs—needing a new roof, furnace, etc.—was a top write-in response from survey responses for the greatest challenge the household is facing. It is no surprise that such problems would be top of mind for those with no way to afford the repair. Such repairs are essential to remain in the home and keep the home livable. Home repairs like plumbing and electrical issues, fixing broken stairs or windows, etc. may be crucial for health and safety. Without the wherewithal to make these repairs, low-income homeowners may be unable to keep their homes comfortable or manage their utility usage.

The effect of deferred home maintenance is evident in many suburban communities in Cook County. High-poverty neighborhoods suffer with poorly maintained or abandoned properties. These communities experience spreading blight, frequently accompanied by increased criminal activity.

INCREASED HOMELESSNESS

The COVID-19 Pandemic forced the shutdown of most shelter facilities for the homeless in Suburban Cook County. The shelter system which relies heavily on revolving sites in faith-based and community buildings, had to be supplanted with more costly use of hotels and motels to provide temporary shelter. Housing providers did not have physical sites open during the lockdown, so the homeless population had great difficulty connecting to services during the pandemic.

The Alliance to End Homelessness in Suburban Cook County reports significant increase in homelessness in 2021 compared to 2020.¹⁷

- 27% increase in overall homeless population
- 30% increase in sheltered population
- 35% increase in chronic homelessness
- 35% increase in homeless families with children

Not all who lost housing during the pandemic show up in the statistics. “We had a family member who was homeless,” a focus group participant recalled. “She had to move into a hotel and the family chipped in to pay for it. It really was an extra burden on us that we really couldn’t afford at the time.”

There is no doubt in anyone’s mind that the Covid-19 pandemic has forever reshaped our society. The way we go about our day to day is forever changed. However, there are circumstances that were a concern prior to the pandemic but are now a matter of urgency. Homelessness is a national problem but is on the rise due to the COVID pandemic. Local and state governments may not have the necessary resources to combat it. Although the United States has been dealing with the increase of homelessness, nothing compares to the fallout the data is projecting.

According to a report from the National Association to End Homelessness, more than 250,000 new people could join the growing homeless population over the course of the year. Resources to assist the homeless are limited leaving people out in the cold. Other dilemmas associated with homelessness include racial and ethnic disparities especially among Black and Latino Americans. They are most vulnerable at becoming homeless because of loss of wages, having minimal or no savings, and lacking education needed to obtain employment. Lastly, the elderly and adults with pre-existing medical conditions are at greater risk due to the pandemic and this is significant because there are no systems in place to monitor their health conditions nor adequate housing to shelter them.

With data showing an expected increase in the number of homeless, state and local governments and community agencies will need to adopt plans and implement them expediently otherwise the outcome may become its own epidemic. This is vital because homelessness breeds sickness due to inadequate care, higher crime rates (especially in underserved communities), increase in substance abuse and more. This issue cannot be left up to Congress alone. Local entities must respond with urgency as needs and the cost of addressing them will only grow over time.

HOUSING ASSISTANCE PROGRAMS

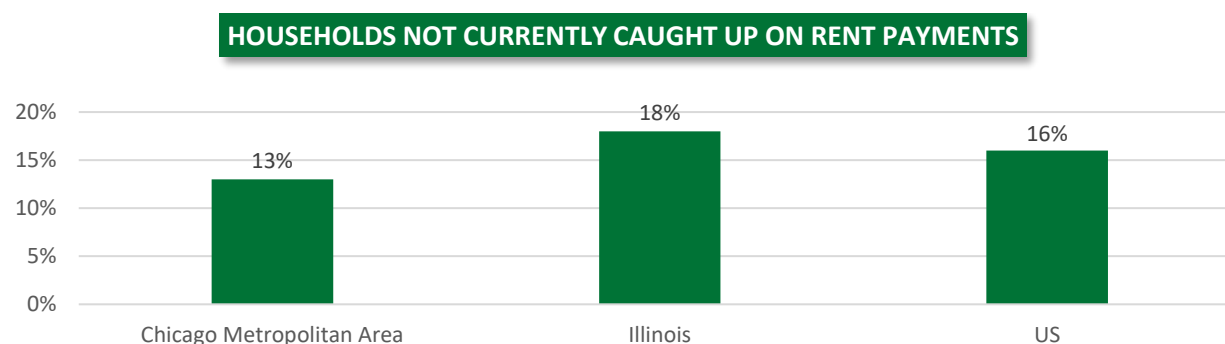
There is great fear that once the eviction moratorium is lifted, thousands may be unable to stay in their housing. For that reason, programs were created in the state using federal relief from the Coronavirus Aid, Relief, and Economic Security (CARES) Act and American Rescue Plan Act of 2021 (ARPA). The Illinois Rental Payment Program can pay thousands of dollars, up to 6 months delinquent rent, for qualifying households. Whether or not these programs will allow Suburban Cook County to avoid a wave of evictions

¹⁷ 2021 Alliance Fact Sheet, Alliance to End Homelessness in Suburban Cook County. www.suburbancook.org

remains to be seen. There is not a complimentary program for delinquent mortgage holders at the time of this report, but Illinois Housing Authority website states that one is expected in the fall of 2021.¹⁸

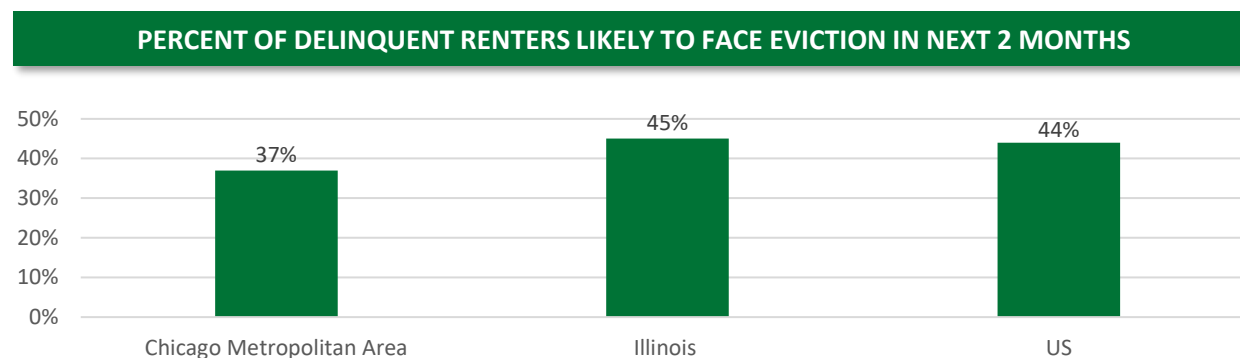
Programs to help income-limited homeowners with repairs are extremely limited. No programs were found that can help with property tax payments.

There is evidence that rental assistance programs are mitigating the anticipated wave of evictions to come with then end of the federally mandated eviction moratorium. Census data from Week 32 Household Pulse Survey: June 9 -June 21 shows the percent of renters in the Chicago Metropolitan Area who are behind in their rent fell to 13 percent, down from 20 percent just three months earlier.



Source: US Census Bureau Household Pulse Survey, Wk 32, June 9-21, 2021

Of those behind in their rent, the percent who expect to face eviction in the next 2 months fell to 37 percent from 49 percent in March. The percent of delinquent renters viewing eviction as “Very likely” fell even more dramatically, from 22 percent in March to just 3 percent by late June.¹⁹



Comparison of Chicago Metropolitan Area to Illinois and the US shows that the local situation is improving faster in the Cook County area than it is in other places, likely due to rapid distribution of federal rental assistance funding.

¹⁸ Illinois Housing Development Authority. <https://www.ihda.org/about-ihda/covid-19-housing-resources-information/>

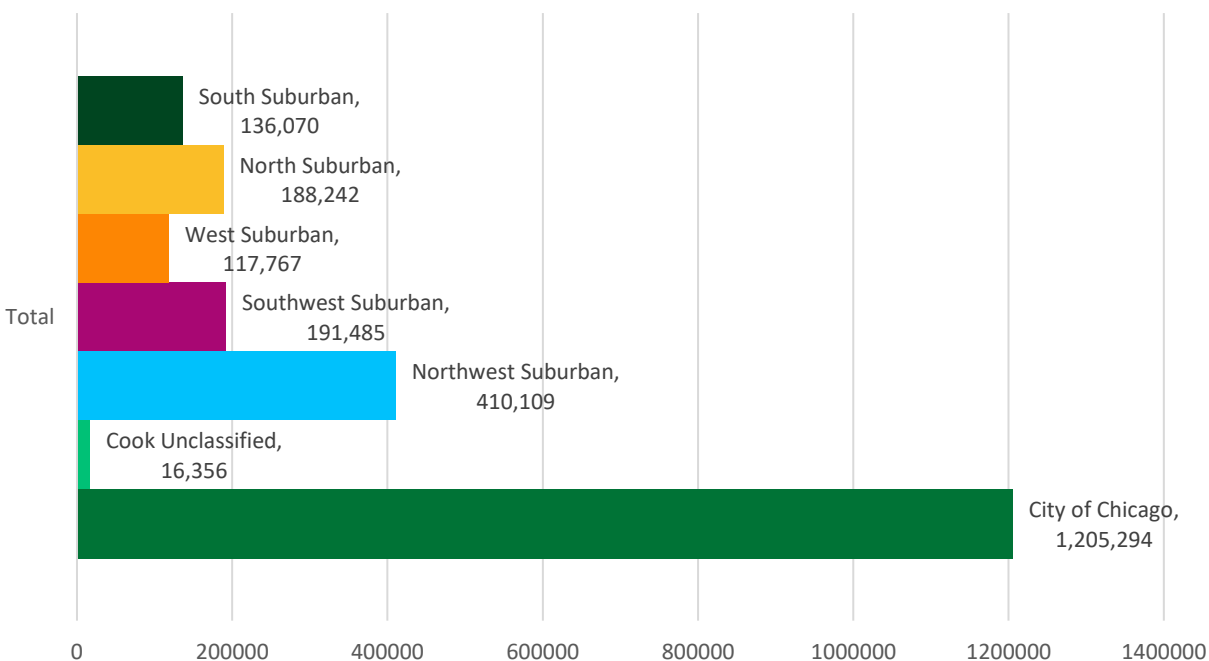
¹⁹ US Census Household Pulse Survey, Week 32, June 9 – June 21, 2021, Housing Table 3b.

EMPLOYMENT IN SUBURBAN COOK COUNTY

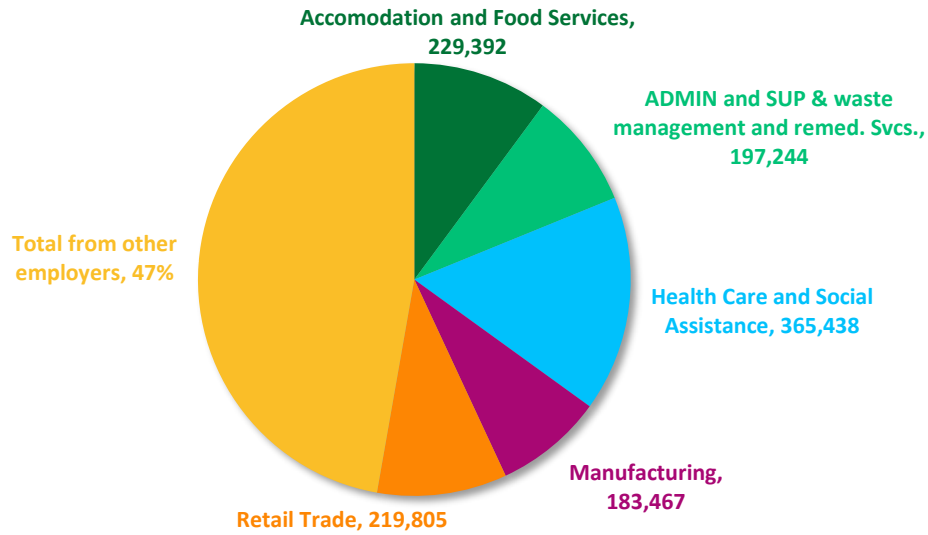
The economic recovery from the pandemic has been slower in Cook County than in the rest of the state or other places in the US. Prior to the pandemic, CEDA Community Needs Assessment Surveys and focus groups gave evidence of insufficient availability of living-wage jobs. More than 800 of the respondents to CEDA's Community Needs Assessment Survey indicated a need for "Finding a permanent full-time job that will support my family." Across Suburban Cook County, community forums and listening sessions attended by residents with low incomes echoed the need for quality jobs. This need has only become more acute since the pandemic.

- As of March 2020, total jobs available in Cook County - 2,265,323
- Broken down by geographic area

City of Chicago	1,205,294
Northwest Suburban Cook	410,109
Southwest Suburban Cook	191,485
West Suburban Cook	117,767
North Suburban Cook	188,242
South Suburban Cook	136,070
Cook Unclassified	16,356



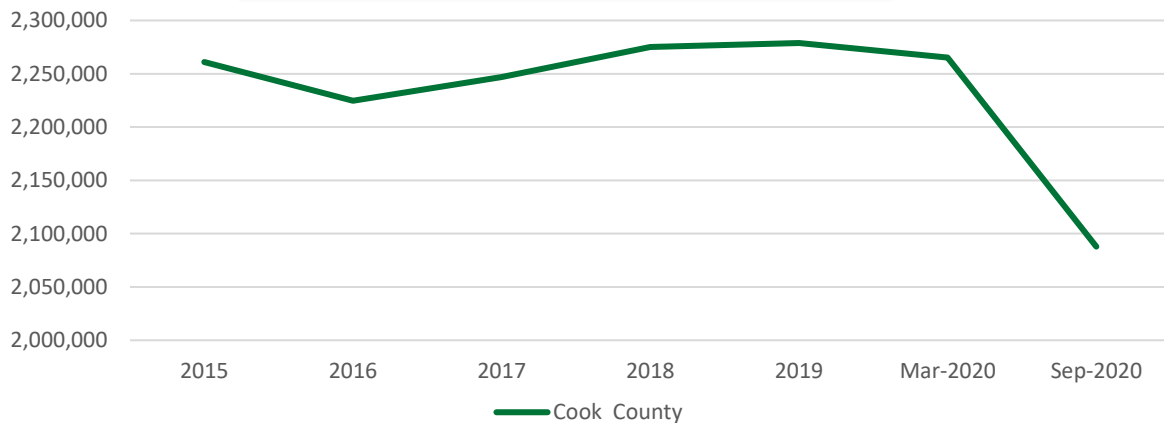
JOBS IN COOK COUNTY - TOP 5 INDUSTRIES



PANDEMIC RELATED JOB LOSSES

Cook County lost almost 200,000 jobs between the start of the statewide lockdown (March 2020) and September 2020. More job loss will undoubtedly be revealed by the next set of data, since Cook County continued with another 9 months of COVID-related restrictions after September. These restrictions continued to affect employers and workers.

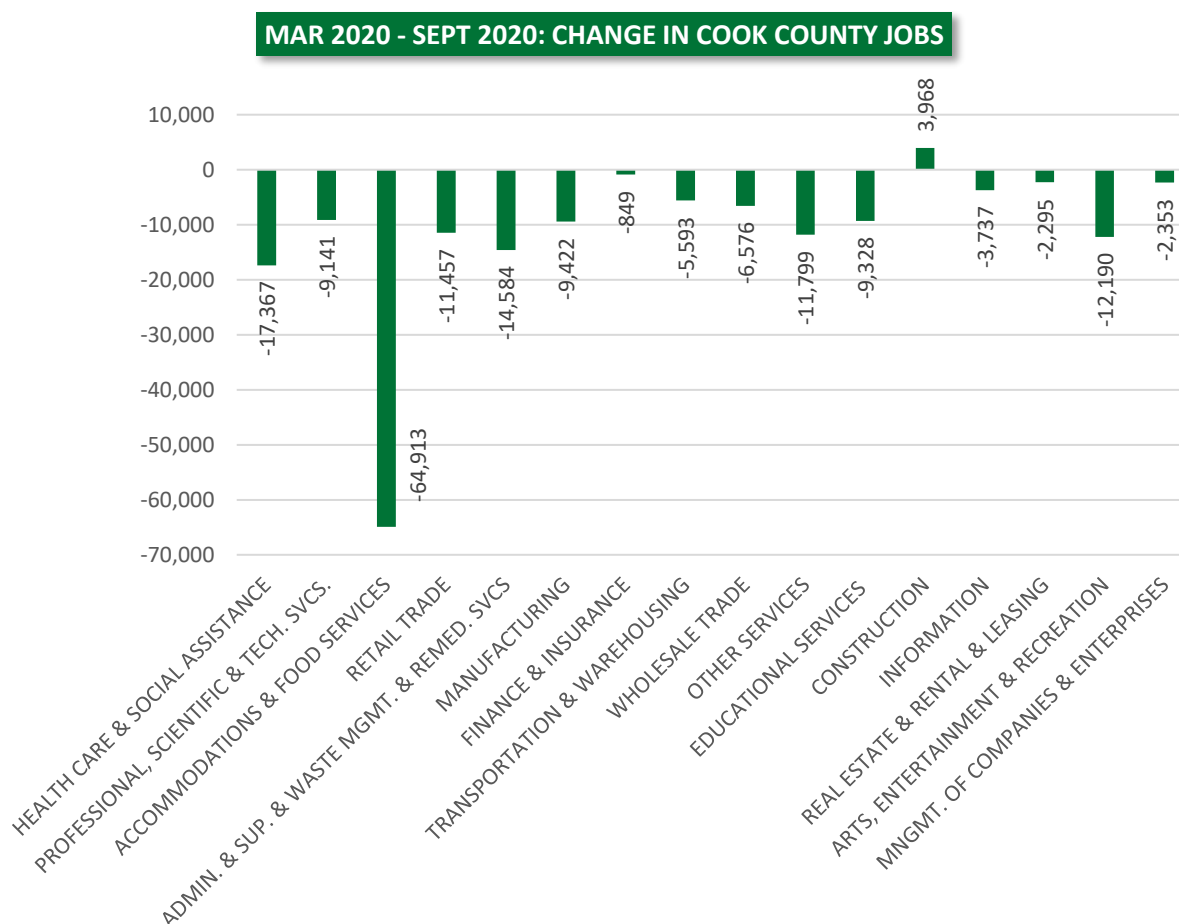
2015-2020: PRIVATE SECTOR JOBS IN COOK COUNTY



Some employment sectors were more vulnerable to the pandemic than others. The Bureau of Labor Statistics reported that, between November 2019-Nov. 2020, “In the greater Chicago metropolitan area, employment declined in nine super-sectors. Leisure & Hospitality had the largest loss (-130,400), with three of the four metropolitan area divisions recording significant declines. The 27.1-percent rate of decline in the Chicago metropolitan area’s Leisure & Hospitality super-sector was much higher than the

19.8-percent loss seen in this super-sector on a national level.”²⁰ Between January 2020 and January 2021, the Leisure and Hospitality industry in the Chicago Metropolitan Area collapsed 37.4 percent, compared to 8.7 shrinkage in overall the non-farm industries..²¹

The pandemic had a very real effect on the Cook County job market. Two of the biggest industries in Cook County are Retail Trade and Accommodation & Food Services. They are also employment sectors that provide a large number of jobs and incomes for low-skill workers. These were among the industries that took the greatest toll in the pandemic. State-mandated stay at home orders and other restrictions like “no indoor dining” meant that employers in these industries could not afford to retain their employees. In the first 6 months of the pandemic, Cook County lost nearly 65,000 jobs in the Accommodations & Food Services industry alone..²²



²⁰ *Chicago Area Employment — May 2021*, Bureau of Labor Statistics news release.

https://www.bls.gov/regions/midwest/news-release/areaemployment_chicago.htm

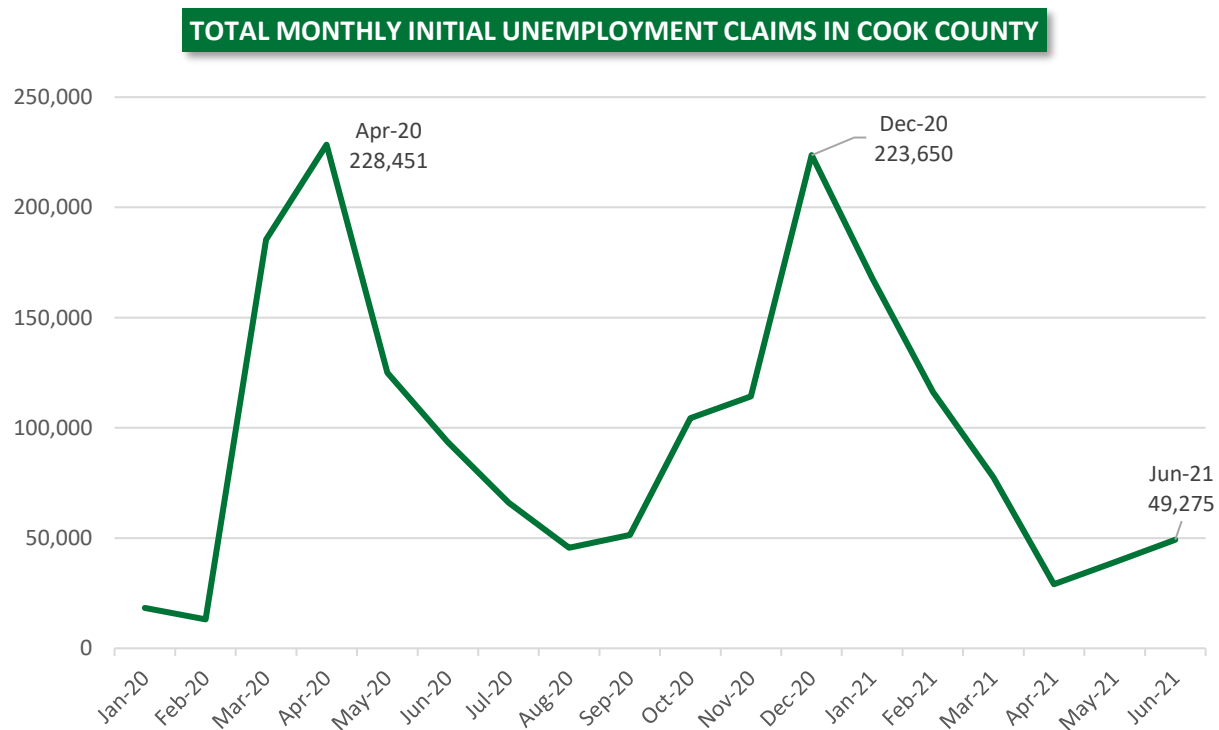
²¹ Bureau of Labor Statistics Local Area Civilian Labor Force by Industry. <https://www.bls.gov/lau/>

²² IDES Where Workers Work 2020 and Where Workers Work 2020 Q3. Tables downloaded from https://www2.illinois.gov/ides/lmi/Pages/Where_Workers_Work.aspx

UNEMPLOYMENT

CEDA survey responses revealed significant increase in unemployment among Suburban Cook County residents of low-income communities. In 2018 survey results, only 3 percent of respondents were receiving unemployment benefits. In 2021, that number jumped to 24 percent.

Unemployment rates skyrocketed beginning in March 2020 when all Illinoisians except essential workers were ordered to stay at home. Cook County's initial claims for Unemployment Insurance jumped from 13,112 in February 2020 to 185,416 in March of 2020 at the beginning of the pandemic and have remained 3.5 times to 17.5 times higher than the 13,112. Initial unemployment claims by Cook County residents averaged more than 107,000 a month during the 16 months between March 2020 and June 2021. In the previous decade, Cook County monthly claims average less than 18,600. There has been nothing like this in the recorded history of Illinois unemployment claims. Even during the depths of the 2009 financial recession, monthly Cook County unemployment claims averaged only 33,000 by comparison. ²³



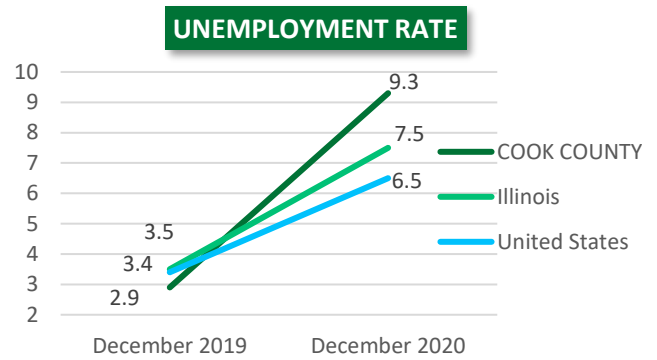
Illinois Department of Employment Security (IDES), [Initial Claims by County](https://www2.illinois.gov/ides/lmi/Unemployment%20Insurance%20UI%20Program%20Data/County_Claims.xlsx)

Cook County suffered greater pandemic-related job loss than the state or US as a whole. As of December 2020, Cook County's unemployment rate (not seasonally adjusted) was 9.3 %. Cook County has the highest unemployment rate in the State of Illinois. The unemployment rate (not seasonally adjusted) in December 2020 for the United States was 6.5 %.

²³ Illinois Department of Employment Security (IDES), Initial Claims by County.

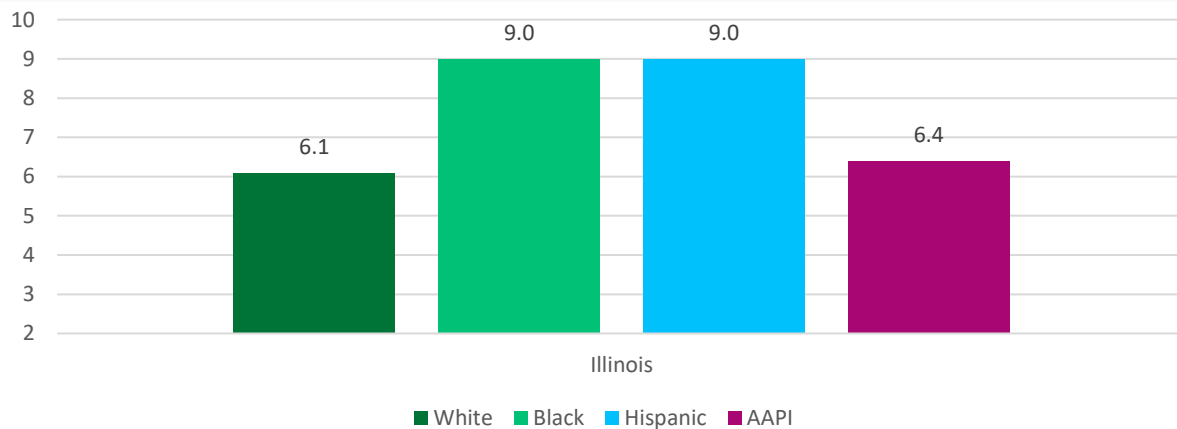
https://www2.illinois.gov/ides/lmi/Unemployment%20Insurance%20UI%20Program%20Data/County_Claims.xlsx

Unemployment Rates Pre- and Post- Pandemic (Not Seasonally Adjusted) ²⁴					
	Dec-20	Nov-20	Dec-19	Change over the Month	Change over the Year
Cook County	9.3	7.8	2.9	+1.5	+6.4
Illinois	7.5	6.5	3.5	+1.0	+4.0
US	6.5	6.4	3.4	+0.1	+3.1



As the nation tries to recover from the pandemic in the spring of 2021, Illinois unemployment rate continues to be among the highest in the US. Cook County unemployment rate of 8.7 percent is the highest of all Illinois Counties. ²⁵ Job loss was much more severe for communities of color. The unemployment rate among grew 9 percentage points for African Americans and for Hispanics in Illinois compared to 6.4 percentage point growth among Asian Americans/Pacific Islanders, and a 6.1 percentage point growth among White non-Hispanics. ²⁶

2020 Q1-2020 Q3: CHANGE IN STATE UNEMPLOYMENT RATES BY RACE/ETHNICITY (PERCENTAGE POINTS)



Seventeen percent of Chicago Metropolitan Area residents over age 18 responding to the US Census Household Pulse survey in the last week of March 2021 reported they applied for unemployment since the start of the Coronavirus pandemic. ²⁷ Hispanics showed a significantly higher rate for unemployment claims.

²⁴ Bureau of Labor Statistics Local Area Unemployment Statistics (LAUS) data. <https://www.bls.gov/lau/>

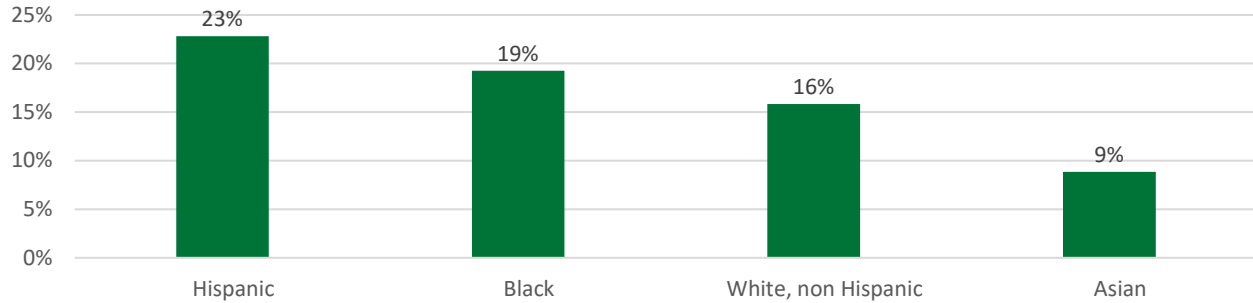
²⁵ Illinois Department of Employment Security.

https://www2.illinois.gov/ides/LMI/Pages/Local_Area_Unemployment_Statistics.aspx 7/8/2021.

²⁶ Bureau of Labor Statistics Local Area Unemployment Statistics (LAUS) data. <https://www.bls.gov/lau/>

²⁷ US Census Household Pulse Survey, Wk 27, March 17-29, 2021

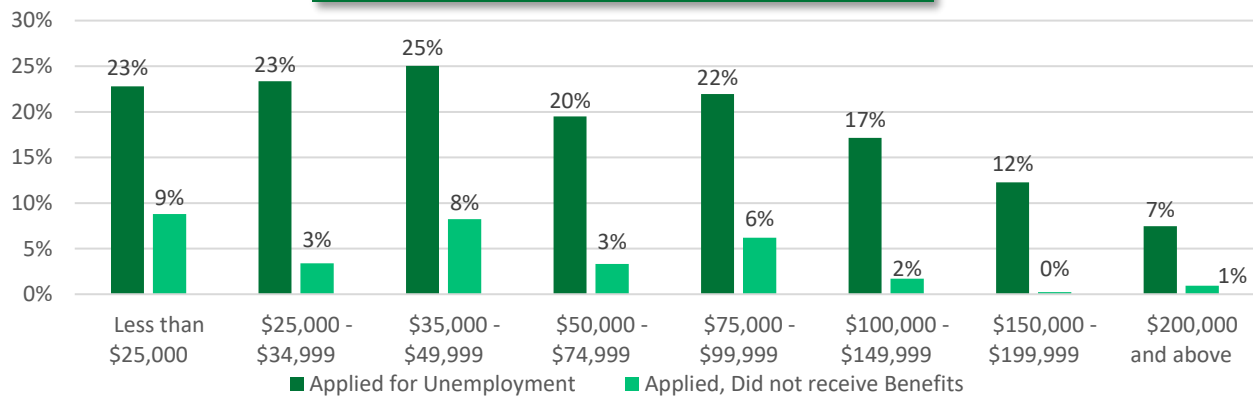
CHICAGO METROPOLITAN AREA: FILED FOR UNEMPLOYMENT BENEFITS SINCE MAR 13, 2021



Source: US Census Household Pulse Wk 27 (March 17-29, 2021)

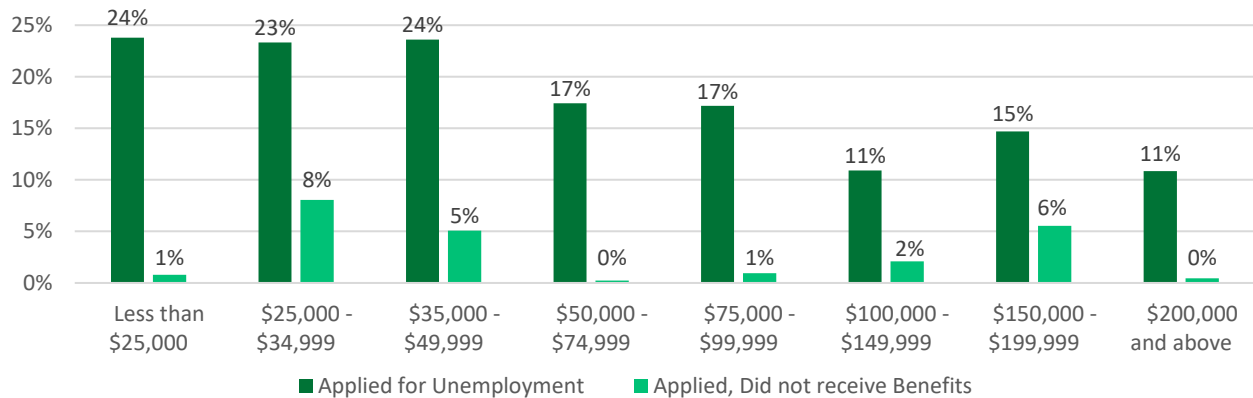
Illinois Department of Employment Security experienced widely reported failures and struggles in processing and delivering benefits during the first months of the pandemic. In August 2020 fully 25 percent of Chicago Metropolitan Area's unemployed residents were as yet unable to claim those benefits. By the end of March 2021, that number had dropped to 15 percent.

CMA UNEMPLOYMENT CLAIMS BY INCOME LEVEL



Source: US Census Bureau Household Pulse Survey, Wk 13 (Aug 19-31, 2020)

CMA UNEMPLOYMENT CLAIMS BY INCOME LEVEL

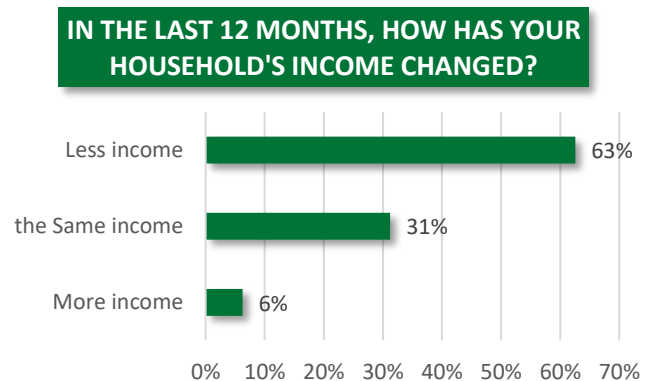


Source: US Census Household Pulse Survey Wk 27 (March 17-29, 2021)

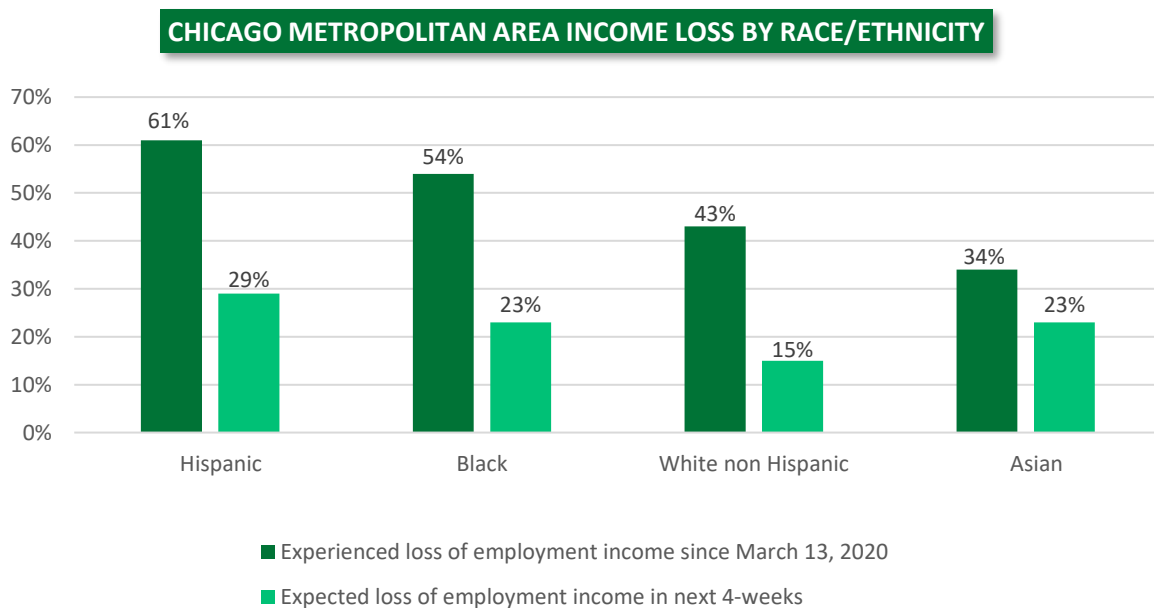
INCOME LOSS

Those at the lower end of the economic strata were hit hardest by the pandemic. “Illinois households earning less than \$40,000 were four times as likely to lose their jobs from February to April 2020 and nearly 11 times as likely to still be out of work compared to those earning \$75,000 or more,” a report by Illinois Policy stated. “That is because COVID-19 and state-mandated mitigation measures disproportionately affected those who couldn’t work from home and struggle most to find steady employment: workers with fewer years of schooling along with women and minorities who already tend to earn less than other workers and are less likely to have strong labor market attachment.”²⁸

From surveying Suburban Cook County residents living on low income, CEDA noted an enormous increase in the percent of respondents who had less income than a year ago. In the 2018 survey results, 37 percent reported a lower of income, but in 2021, a full 63 percent of survey respondents had less income than the previous year.

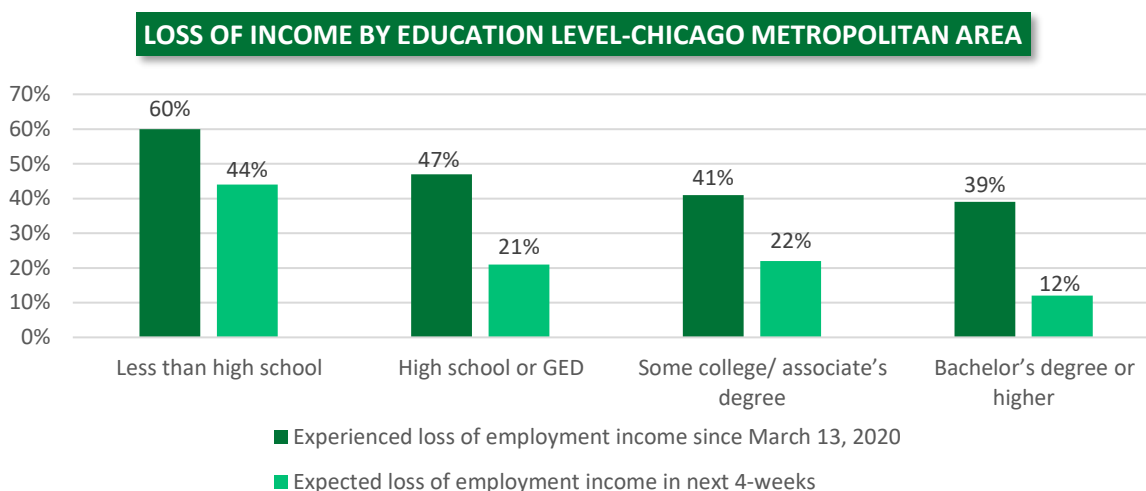


The Census Household Pulse surveyed for those who had lost income since the start of the pandemic and those who expect to lose income in the upcoming month. Logically, this income loss data parallels the unemployment data by race and ethnicity.



²⁸ Hill, Bryce. *Illinois' Poorest Hardest Hit by COVID-19 Job Loss, Many Still Unemployed*. Illinois Policy, February 19, 2021. <https://www.illinoispolicy.org/illinois-poorest-hit-hardest-by-covid-19-job-loss-many-still-unemployed/>

The pandemic-driven income loss was more likely to impact less educated workers. 60 percent of those with less than High School diploma had suffered lost income as of March 2021, versus 39 percent of those with bachelor's degree or higher.



Source: US Census Bureau Household Pulse Survey, Wk 27 (March 17-29, 2021)

WAGES

During focus group meetings with members of Suburban Cook County's low-income communities, CEDA frequently hear of the need for jobs that would pay enough to live on. Residents voiced opinions that low wages rather than unwillingness to work is the cause of many jobs going unfilled as of June 2021. Market pressures are reportedly leading to higher wages being offered for some jobs. How the job market and wage trends will evolve as the nation recovers from the pandemic remains to be seen.

"The COVID-19 pandemic has raised critical questions about the quality of low-wage work in the United States. Many low-wage workers in the US have experienced employment precarity during the pandemic, creating new urgency around improving job quality so that work can once again become a pathway for economic security and mobility."

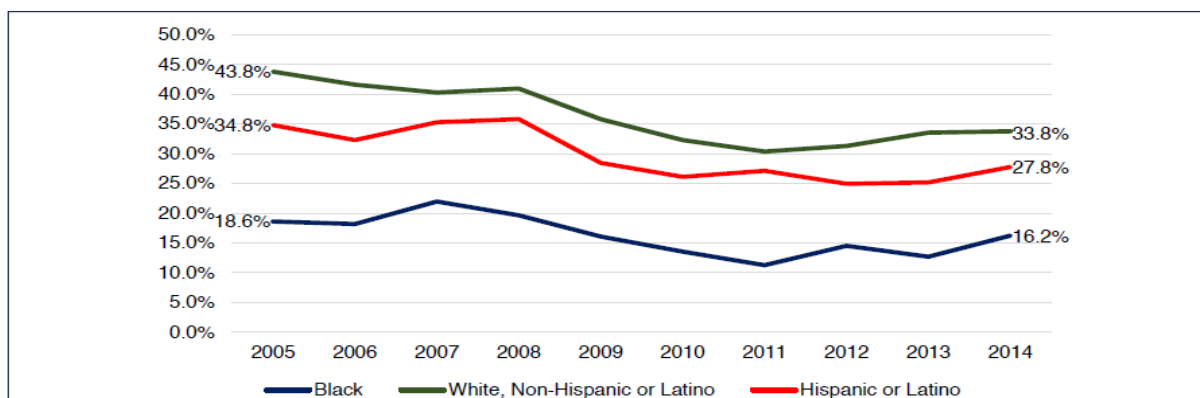
Urban Institute, WorkRise

Prior to the pandemic, wage stagnation persisted in Cook County, despite the County Board passing a 2016 ordinance raising the minimum wage to \$13 by 2020. The majority of local municipalities opted out of the ordinance, voting not to comply with the county's hike in wages for their lowest-paid workers. In 2019, the state of Illinois enacted a law providing a path to a \$15 minimum wage by 2025. Minimum wage earners received two increases in 2020 to \$9.25 an hour on January 1 followed by an increase to \$10 an hour on July 1. In 2021, the minimum wage increased to \$11 an hour. The current law prescribes that the minimum wage will continue to increase an additional \$1 an hour each January 1 until it reaches \$15 an hour in 2025.

YOUTH EMPLOYMENT

In the years before the pandemic communities in Suburban Cook County were concerned about the lack of employment opportunities for young people. The economic upheaval resulting from COVID-19 will only exacerbate this problem.

Since 2005, employment has declined for teens age 16- to 19. Male employment rate is slightly lower than female employment rate in this age group. The employment rate among Black youth is far lower than Hispanic youth, which is lower than for White youth. ...²⁹

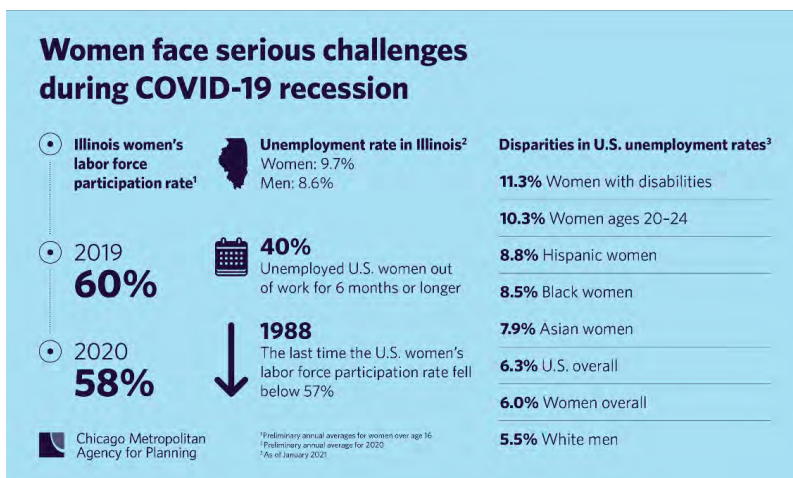


Employment-Population Ratios by Race/Ethnicity for 16-19 Year Olds in Illinois, 2005-2014

In dozens of focus groups with low-income residents held during 2020, CEDA heard again and again that teens and young adults needed job skills and access to meaningful employment. Young people who are disconnected from education and employment contribute to high crime rates in many communities. Stakeholder survey responses identified *Finding Employment* as a top need for young people. Community members described young people needing skills and training to be able to connect to job opportunities that will provide them with income, stability, and hope for the future.

WOMEN EMPLOYMENT LOSSES

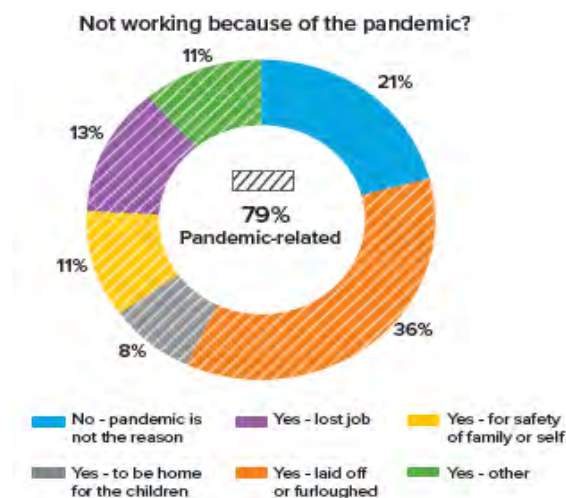
Economists and labor analysts observe that millions of women in America have not returned to work as the economy begins to recover, and predict that many may not return to work in the foreseeable future.³⁰ The COVID-19 pandemic will reverse a decade of progress made by women in achieving equity in the workplace.



²⁹ *Lost: The Crisis Of Jobless and Out Of School Teens and Young Adults In Chicago, Illinois and the U.S.*, Cordova, T; Wilson, M and Morsey, J. January 2016, Great Cities Institute University of Illinois at Chicago.

³⁰ Hsu, Andrea. *Millions Of Women Haven't Rejoined The Workforce — And May Not Anytime Soon*. NPR, June 4, 2021. <https://www.npr.org/2021/06/03/1002402802/there-are-complex-forces-keeping-women-from-coming-back-to-work>

There are multiple causes for the shrinkage of the female labor force. Information gathered by Illinois Action for Children shows that the COVID-19 pandemic was the cause for 79 percent of mothers not working when they were surveyed in June and July 2020. Lay-offs and job loss was that cause for just under half of mothers who were not working. Others opted not to work for their or family's safety; and others had to stop working to stay home with their children. ³¹



Some of those reasons could start to subside as the economy recovers, jobs come back, schools reopen, and the health situation improves. But women who stayed out of the workforce for more than a year may suffer major career setbacks. Many analysts believe that the recovery for the female labor force participation will be slow.

CONCLUSION

The pandemic had a very real effect on the Cook County job market. Two of the biggest industries in Cook County are Retail trade and Accommodation and Food Services. These were precisely the industries that took the greatest toll in the pandemic. The people who work in those industries also tend to be the low-income population that CEDA serves. They are still recovering from the lingering effects of the COVID 19 pandemic.

Recovery has been slower in Cook County than elsewhere in the country. Unemployment levels are higher in Cook County than in Illinois and the United States. A record number of our clients have depended on unemployment benefits this past year and cite finding a job as one of their top needs.

The COVID-19 pandemic has exacerbated many social-economic disparities. Communities of color in Cook County are disproportionately affected by lower levels of employment, lower income, and debt burden. Women who lost jobs or were laid off during the pandemic or needed to stay home to care for children face continued barriers to returning to the workplace.

³¹ *In the Voices of Parents, Part 1: Child Care During COVID-19 Pandemic*, Sylvia Cotton Center for Research & Policy Innovation, Illinois Action for Children. November 2020.

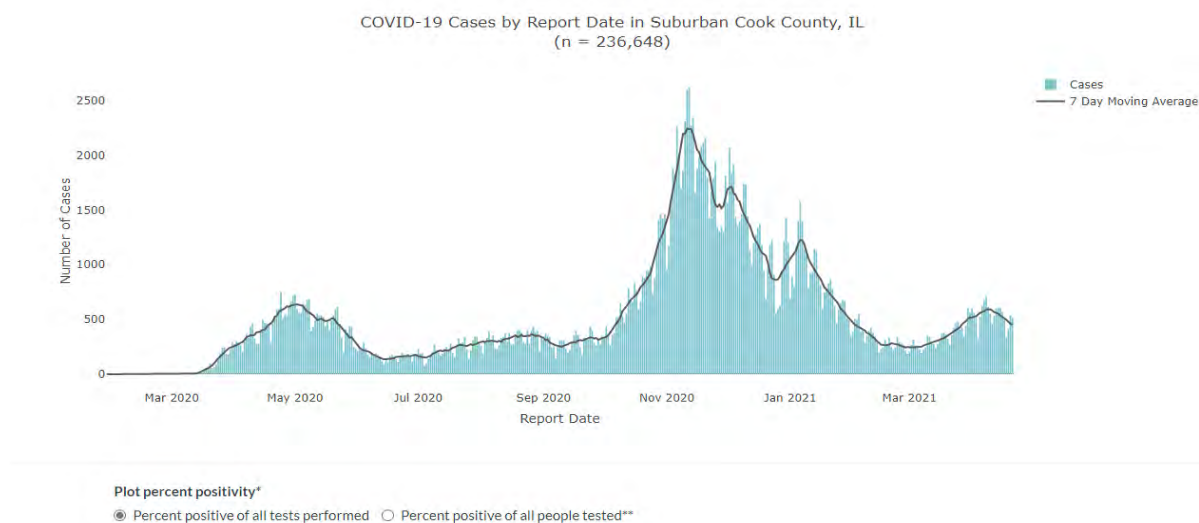
https://higherlogicdownload.s3.amazonaws.com/ACTFORCHILDREN/f8e9848a-47b2-4792-9e90-a35961561f37/UploadedImages/Documents/Reports_2021/VOP_Pt1_Final_6_4_21.pdf

HEALTH IN SUBURBAN COOK COUNTY

COVID-19 AND HEALTH INEQUITIES

Cook County was hit very hard and very early on by the COVID-19 outbreak. It reported one of the first confirmed cases in America in January 2020. By June 2021, more than 271,000 coronavirus cases had been diagnosed in Suburban Cook County and the disease had taken the lives of more than 5,000 in suburban residents. ³²

Below is a graph showing the progression of COVID cases in Suburban Cook County as of April 23rd, 2021. ³³



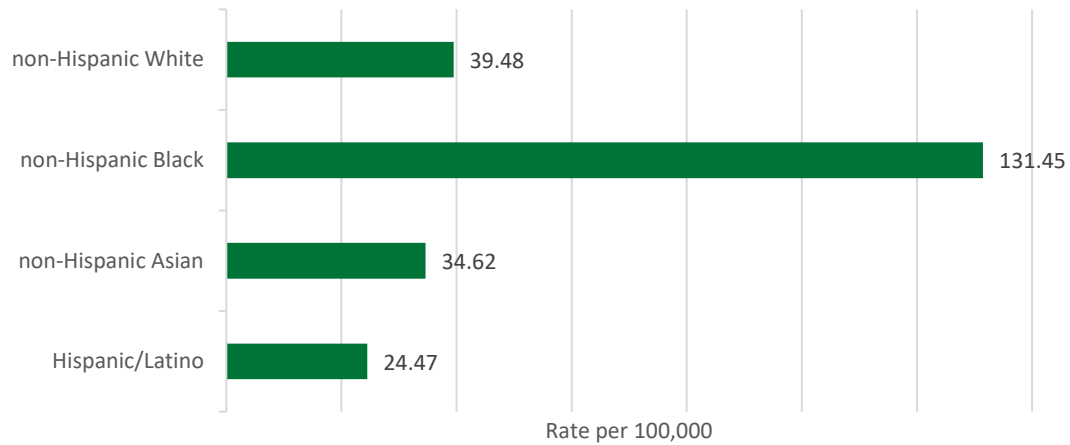
The COVID-19 pandemic turned a harsh spotlight on health inequities in America. Black, indigenous, and people of color were becoming sick and dying at far greater rates than the rest of the country. The data from Cook County revealed this alarming reality early on. By April 2020, the first wave of infections and death hit hard in Suburban Cook County's African American/Black population. The infection rate among African Americans in Suburban Cook County was 350% higher than the infection rate among Non-Hispanic White suburbanites. ³⁴

³² Illinois Department of Public Health COVID-19 Statistics site. <https://www.dph.illinois.gov/covid19/covid19-statistics>. Accessed 6/29/2021.

³³ Cook County Department of Public Health, COVID-19 Surveillance Data. <https://ccdphcd.shinyapps.io/covid19/>

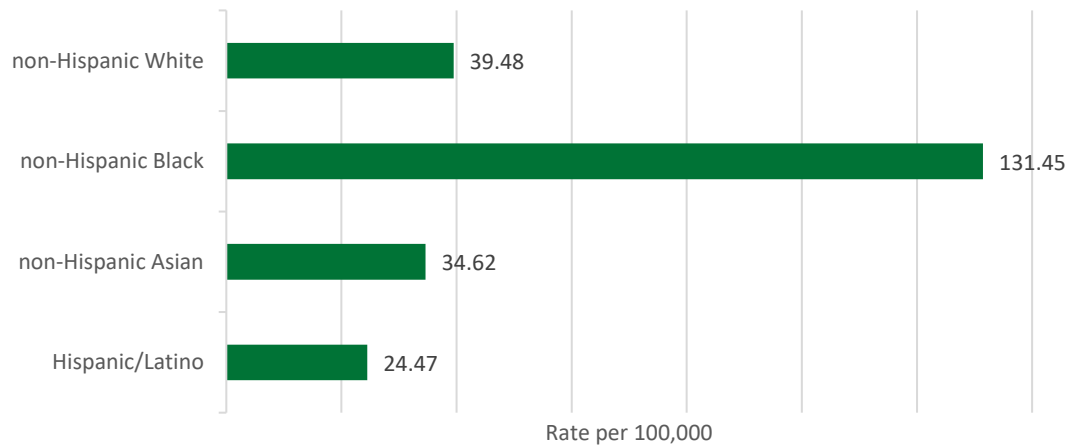
³⁴ Cook County Department of Public Health COVID-19 Surveillance Data: <https://ccdphcd.shinyapps.io/covid19/> , April 16, 2020.

APRIL 16, 2021: COVID-19 RATES PER 100,000 BY RACE/ETHNICITY IN SUBURBAN COOK COUNTY



This racial disparity associated with COVID-19 cases was evident in Suburban Cook County in the first months of the outbreak. The highest infection rates occurred in the South Region which is home to most of the county's African American population.

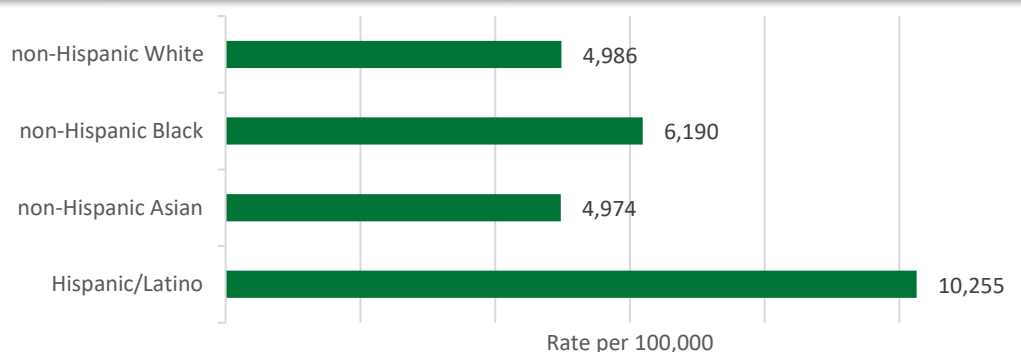
APRIL 16, 2021: COVID-19 RATES PER 100,000 BY DISTRICT IN SUBURBAN COOK COUNTY



Not until May 2020 did the surge of infections among Hispanics reveal itself. Rates of infection and death from COVID-19 in the Hispanic population quickly caught up to and soon surpassed that of Black suburban residents. By May 14, 2020, the infection rate among Hispanics in Suburban Cook County (115 per 100,000) had surpassed that of African Americans (100 per 100,000); while infection remained much lower among non-Hispanic White suburbanites (35 per 100,000).

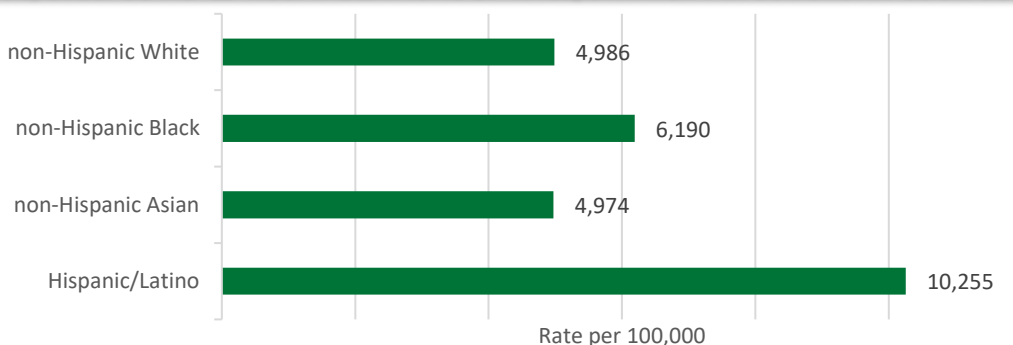
By the end of March 2021, a year after COVID-19 was declared a global pandemic, 10,255 Suburban Hispanics per 100,000 had contracted COVID. This is an infection rate 165 percent that of the Black population (6,190 per 100,000) and more than double that of White or Asian suburbanites.

MARCH 30, 2021: COVID-19 CASES BY RACE/ETHNICITY IN SUBURBAN COOK COUNTY



African Americans appear to get sicker from COVID-19 than other groups. The rate for COVID-19 hospitalizations among Blacks is far higher than among Hispanics, and more than double that of non-Hispanic Whites in Suburban Cook County.

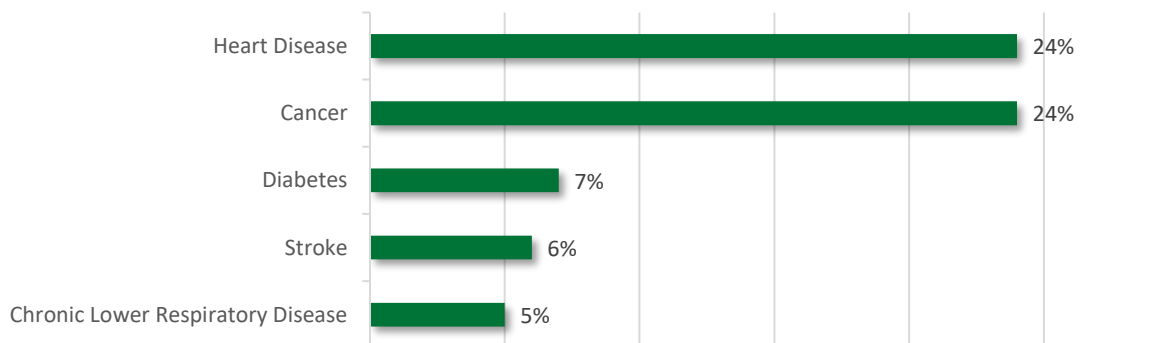
MARCH 30, 2021: COVID-19 HOSPITALIZATIONS BY RACE/ETHNICITY IN SUBURBAN COOK COUNTY



Before the pandemic, chronic disease was the leading cause of death in suburban Cook County and the mortality rate of African Americans was much higher than other groups.

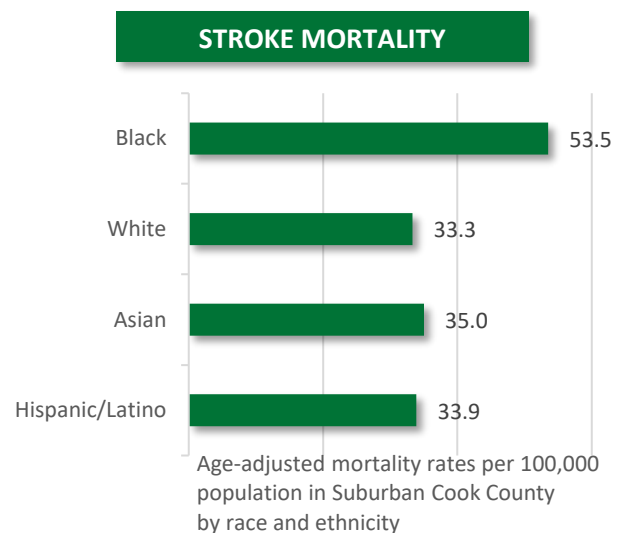
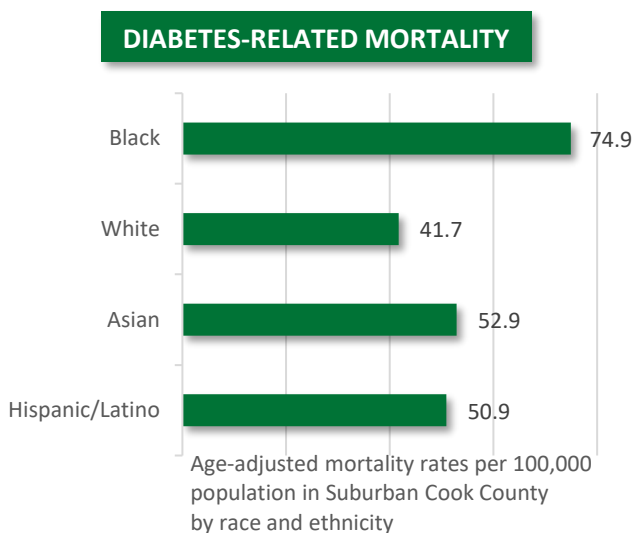
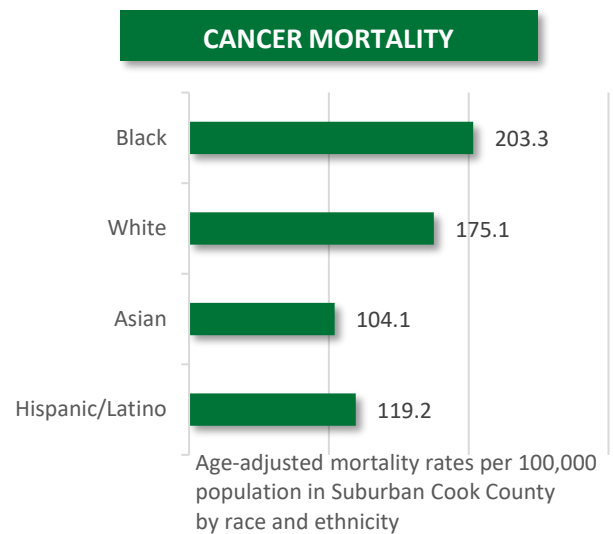
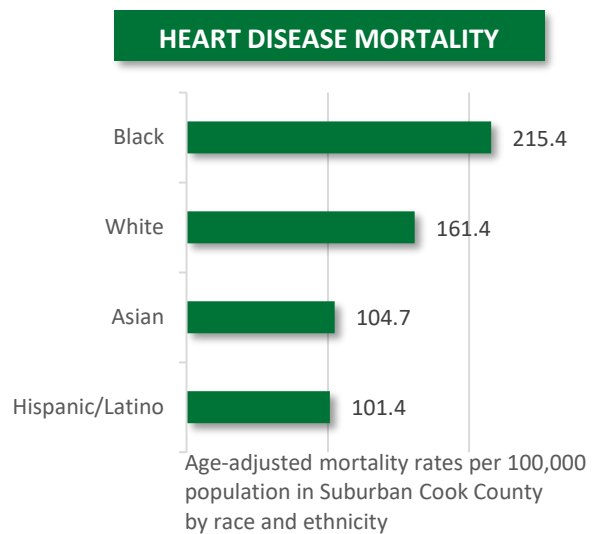
LEADING CAUSES OF DEATH IN SUBURBAN COOK COUNTY, 2014 - 2016*

65% of deaths in Suburban Cook County were due to chronic diseases.



*Alliance for Health Equity, Community Health Needs Assessment for Chicago and Suburban Cook County 2019
Source: Illinois Department of Public Health, Division of Vital Records, 2014-2016

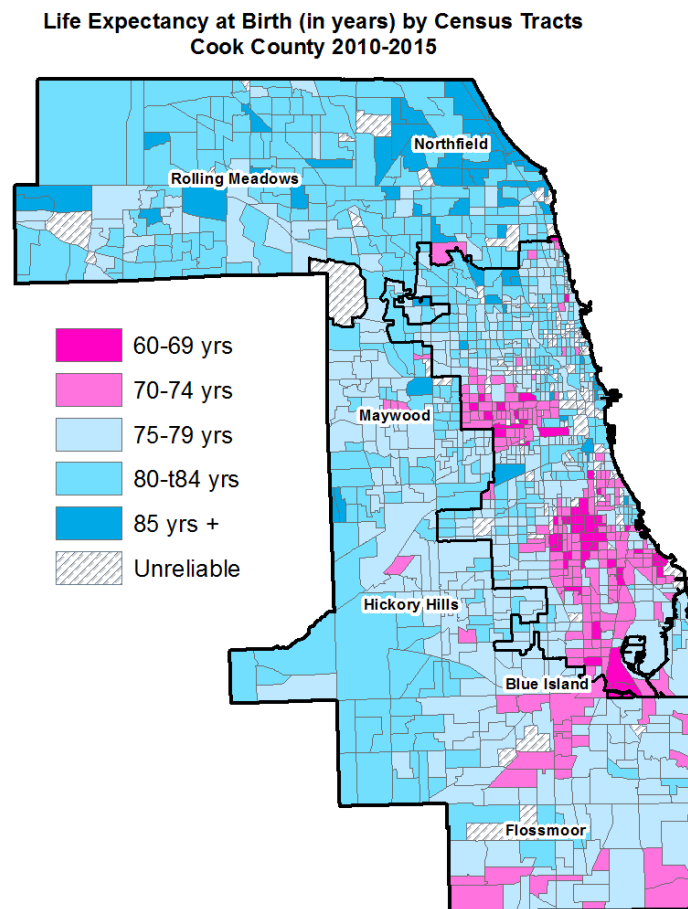
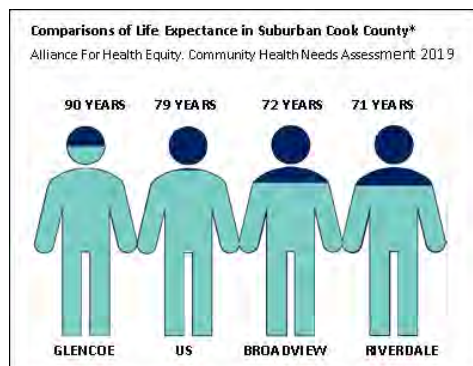
Significant racial disparities in mortality in Suburban Cook County are revealed in the age-adjusted data from 2016. African Americans living in the suburbs have the highest mortality rates from heart disease, cancer, diabetes-related, and stroke.



Just as there are differences between the suburbs in racial composition and income levels, there are profound differences in life expectancy and mortality between different communities in Suburban Cook County.

Life expectancy in Chicago and Suburban Cook County has significant geographic variation. Communities with lower life expectancies are concentrated in the west and south regions of the county within areas of high poverty.

In Suburban Cook County, the life-expectancy gap between municipalities with the highest and lowest life expectancies is 19 years.



HEALTH INSURANCE COVERAGE

Before the pandemic, suburban Cook County's uninsured rate had dropped to 7.9 percent, according to 2019 census data. This marks a 2.4 percent decline from 10.3 percent uninsured three years earlier. Still some 194,000 suburbanites had no health care coverage at that time. Non-citizens account for almost 10 percent of the population of Suburban Cook County. The uninsured rate among non-citizens was 32.3 percent.³⁵ (See Appendix 2 for health insurance status in each of CEDA's regions by age, gender, income, educational attainment, race/ethnicity, and citizenship.) Twenty percent of suburban Cook County residents are covered by only public health benefits (Medicare: 5.4 percent, Medicaid: 14.7 percent, VA: 0.1 percent). Among suburbanites aged 65 and over, 94 percent have Medicare coverage.³⁶

After eliminating adult dental care from Medicaid-covered services in 2011, Illinois restored it in July 2014. Restoring dental care for adults under Medicaid greatly reduced but did not eliminate the need for

³⁵ US Census American Community Survey 2019 5-Year Estimates, Table S2710.

³⁶ US Census American Community Survey 2019 5-Year Estimates, Table S2704.

stopgap dental care assistance from other sources. The available benefits under Medicaid still do not cover all dental procedures for adults with low incomes. CEDA finds there are seniors and disabled residents in suburban Cook who have occasional need of costly dental care with no source of assistance other than CSBG-funded programs. Staff and managers at the Suburban Primary Health Care Council, administrator of Access to Care, told CEDA that they encounter many unmet requests for assistance with dental treatment. Among low-income respondents of CEDA's needs assessment survey, "finding affordable dental insurance" was the top health concern overall.

The loss of employment due to the lockdown and other COVID restrictions affected not only household income, but also health insurance coverage for thousands of workers in Suburban Cook County. About 1.3 million suburban residents (52 percent) were covered only by employer-based health insurance before the start of the pandemic.³⁷ Many lost their employer-based health insurance at a time they may have needed it most.

HEALTH RESOURCES

Compared to other places in the country, Cook County was fortunate to have adequate hospital capacity to weather the onslaught of admissions at the height of the COVID-19 outbreak. As of April 2021 Illinois Department of Public Health reports 9,560 capacity of medical beds and 1,921 ICU beds in Cook County. Nearly half of those of those (4,468 medical beds and 826 ICU beds) are located in suburban Cook County. Cook County contains 47 percent of the state's hospital capacity and 54 percent of the state's ICU capacity.

The number of beds is not the sole consideration for access to quality healthcare. Not all hospitals are equally staffed with sufficient quantity and quality of staff. Hospitals serving lower-income communities with high percentage of Medicaid patients can be severely underfunded and struggle to deliver quality care.³⁸ Black and Hispanic populations of Cook County were most impacted by COVID-19 with higher infection rates and mortality rates. Because of Chicagoland's history of housing discrimination, Black/African American and Hispanic Covid patients often sought treatment from the only places they could: the underfunded hospitals located in their communities.³⁹

NEW AWARENESS OF MENTAL/BEHAVIORAL HEALTH

The COVID pandemic radically altered public awareness of mental health challenges. It was reported on the news across the globe and experienced in our work, home, and communities that people were stressed, afraid, anxious, and depressed. To varying degrees, the entire population of suburban Cook County has had to deal with increased isolation, illness, death of friends or family, financial crises, and a pervasive uncertainty in the face of so much change. Prior to the pandemic, a substantial body of research

³⁷ US Census American Community Survey, 2019 5-Year Estimates, Table S2703

³⁸ Fadel, L. "The Separate and Unequal Health System' Highlighted By COVID-19." Leila Fadel. National Public Radio January 23, 2021, <https://www.npr.org/2021/01/21/959091838/the-separate-and-unequal-health-system-highlighted-by-covid-19>

³⁹ St. Clair, S. "Outgunned, outmanned and underfunded': Inside Roseland hospital's battle against the coronavirus". Chicago Tribune, April 17, 2021, <https://www.chicagotribune.com/coronavirus/ct-coronavirus-roseland-hospital-chicago-racial-disparity-20200417-ws5n4k2w7nce5hvrwfwjgchci-story.html>

already existed to connect the stress of living in poverty to depression and anxiety disorders. The rate of mental illness in adults is highest among people living in poverty. ⁴⁰

The mental health impact of the pandemic on residents with low incomes was evidenced in our survey responses and focus group conversations. Among all health-related issues, “dealing with stress, depression, or anxiety” shot up to number three from number seven in the 2018 results. “Helping my child deal with stress, anger, depression or emotional issues” was the top concern related to parenting and family supports in 2021. This also was a marked increase from what we saw in the 2018 responses. Every parent who participated in CEDA’s focus groups echoed a need for programs and services to help their child cope with loneliness, anxiety, or some other emotional health concern.

An area of opportunity coming out of the pandemic is a reduction in cultural barriers to seeking mental/behavioral health services. During a focus group, a stakeholder candidly summarized the historic reluctance of the Black community to seek out mental health assistance: “Speaking for the Black community, mental health is not an option. That’s how we’re raised; it’s how we’re born; how we’re bred. We’ve seen so many challenges and mental health is just not one of them. You go through what you go through, and you move on. You talk to God, and you move on. You read your bible, and you move on. You go to church, and you move on. So, in the Black community, if someone says they have mental health issues, they get looked at in a certain way.” Other stakeholders shared encountering similar attitudes over the years in their Hispanic community.

In focus groups CEDA started to see a shift in this attitude regarding mental health, particularly among black community members with low incomes. This may be motivated by having witnessed emotional turmoil in their children. They seem to have a new strong, almost desperate desire for more mental health services in their communities. “My child has extreme anxiety,” one African American single mom shared in a focus group. “I wasn’t catching on at first how she was having extreme anxiety. Just simple things like if someone sneezed or coughed would send her into a panic. It was that constant worry. I had no resources to help. I had to go to my minister and call her school before I found some resources. I would love to see more assistance with these children.”

We heard similar stories from multiple focus group attendees. Another Black mother struggled to find a therapist for her teenaged son. “I was trying to get an appointment for my son and literally every therapist I reached out to said they had no availability.” She did find a therapist for her son, but she is concerned for her whole community after speaking with a friend whose son was feeling suicidal. “She took him to the hospital, and it was full of teenagers and younger children who had tried to commit suicide.”

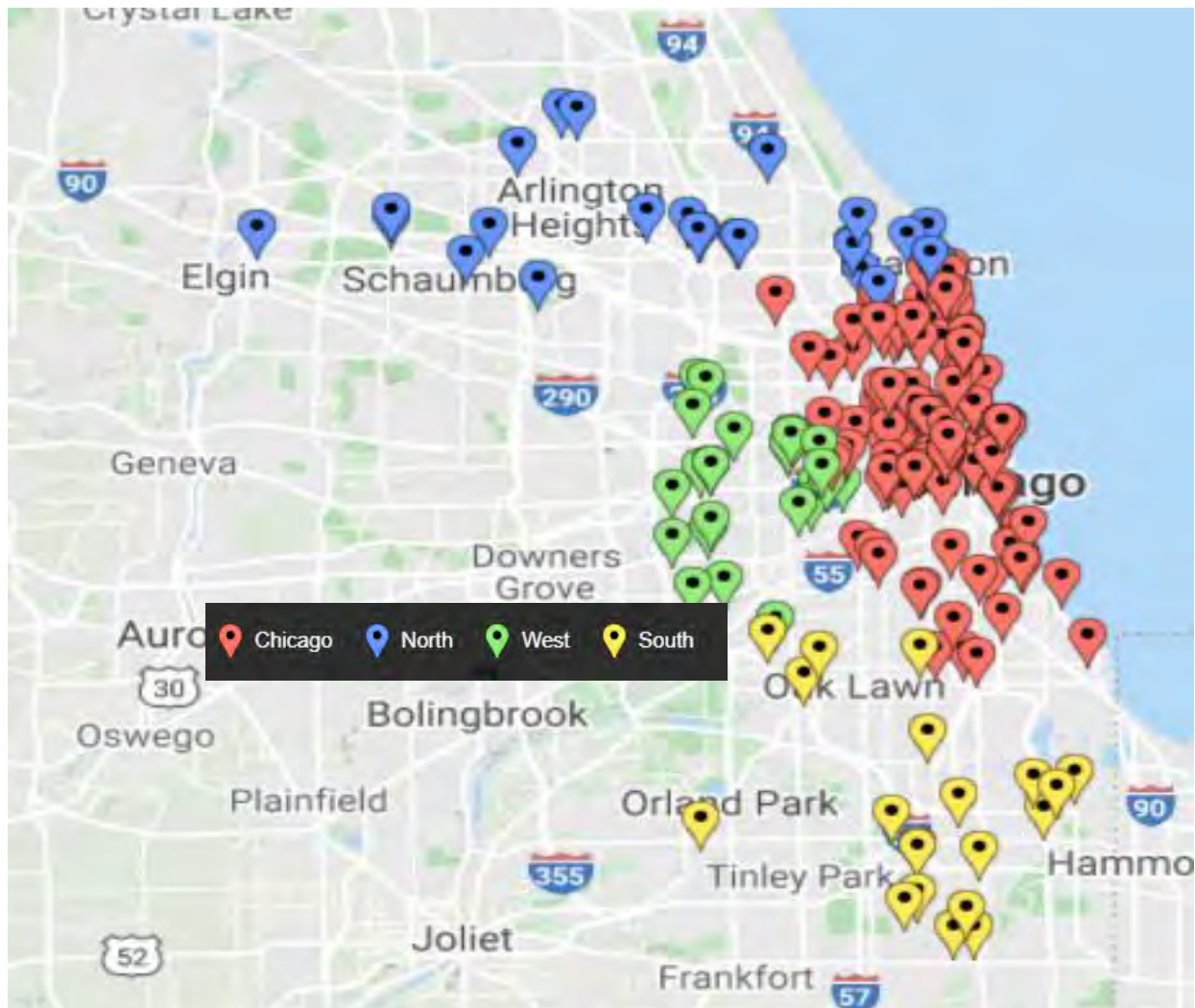
She articulated, and others agreed to, the critical importance of “...making sure we have mental health access to therapists for the Black community, who is now more open to therapy than we have ever been.”

⁴⁰ McSilver Institute for Poverty Policy and Research ▪ New York University Silver School of Social Work, http://mcsilver.nyu.edu/sites/default/files/reports/Mental_Health_and_Poverty_one-sheet.pdf

While treatment and counseling services appear to be offered in Suburban Cook County, CEDA heard first hand from residents that the wait time to receive the help they need is up to six months long. This may be due to the increased demand for mental and behavioral health services recently.

The provider list for Cook County's expanded Medicaid, known as CountyCare, identified 226 physical locations of behavioral health agencies in the county that accept Medicaid patients. Two-thirds of these are located in the City of Chicago. The remaining third (71 locations) in Suburban Cook include 26 agencies in CEDA's North region, 20 agencies in the South region, and 25 agencies in the West Region.

MAP OF BEHAVIORAL HEALTH PROVIDER LOCATIONS ACCEPTING MEDICAID AS OF JUNE

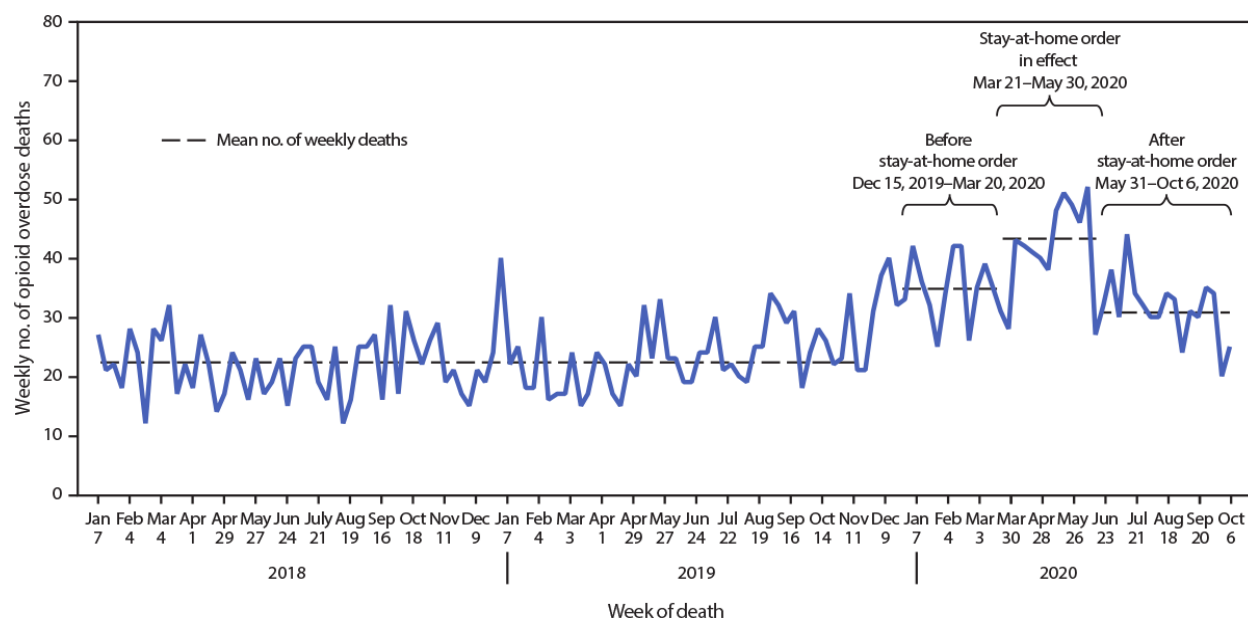


Source: CountyCare provider data at

<https://countycare.valence.care/Router.jsp?component=Main&source=Logon&action=ProviderDirectory>

OPIOID OVERDOSES

In the municipalities covered under the Cook County Department of Public Health's (CCDPH) jurisdiction⁴¹, 1,576 people died from opioid overdoses between 2016 and 2020. ⁴² In the months prior to the pandemic, Cook County as a whole averaged 23 opioid overdose deaths a week. The numbers started going up at the end of 2019. During the 11-week stay-at-home order (March 21 to May 30, 2020) the weekly average rose to 43 deaths and declined somewhat, to 31 county-wide deaths per week, between May and October 2020.⁴³ The data indicates that there has been an increase in opioid deaths starting in mid-2019, but the impact of the pandemic is inconclusive.



Substance use disorder experts say that changes to the drug supply, in combination with the economic impact and social isolation of COVID-19, have increased the risk for overdose and opioid use.⁴⁴ Nationally and locally, it is reported that fentanyl is increasingly being mixed into street drugs with lethal consequences. While heroin or fentanyl account for only 8 percent of opioid misuse nationally, 83 percent of the Suburban Cook fatal overdoses involved heroin and/or fentanyl.⁴⁵

⁴¹ Cook County Department of Public Health jurisdiction is all of Cook County except Chicago, Evanston, Oak Park, Skokie, and Stickney township

⁴² Friedman L, Holloway-Beth A, Nguyen N. *Opioid Epidemic in Suburban Cook County*. Cook County Department of Public Health Report. February 2021. <https://cookcountypublichealth.org/wp-content/uploads/2021/02/CCDPH-Opioid-Epidemic-Report-2.18.21.pdf>

⁴³ Mason M, Welch SB, Arunkumar P, Post LA, Feinglass JM. Notes from the Field: Opioid Overdose Deaths Before, During, and After an 11-Week COVID-19 Stay-at-Home Order — Cook County, Illinois, January 1, 2018–October 6, 2020. *MMWR Morbidity and Mortality Weekly Report* March 12, 2021. <http://dx.doi.org/10.15585/mmwr.mm7010a3>

⁴⁴ <https://cookcountypublichealth.org/behavioral-health/opioids/> Accessed 6/29/2021.

⁴⁵ Friedman L, Holloway-Beth A, Nguyen N. *Opioid Epidemic in Suburban Cook County*. Cook County Department of Public Health Report. February 2021. <https://cookcountypublichealth.org/wp-content/uploads/2021/02/CCDPH-Opioid-Epidemic-Report-2.18.21.pdf>

A recent CCDPH report shows the intersection of poverty and opioid overdoses. “The ZIP codes with the highest mortality rates were primarily located in the west and southwest suburbs and are adjacent to communities on the west side of Chicago – an area with similarly high mortality rates. The highest mortality rates were observed in ZIP codes that principally contain the following municipalities: Worth, Broadview, Maywood and Forest Park. *The ZIP codes hit hardest by the opioid epidemic have substantially lower median household incomes (\$56,430 vs. \$79,313) and correspondingly higher poverty rates (12.7% vs 7.8%)*.”⁴⁶

From CEDA’s needs assessment survey of low-income residents, we see that 4 percent of respondents listed substance abuse treatment among their top three health concerns. Drug or alcohol problems were identified as concerns by 19 percent of returning (formerly incarcerated) citizens, and 9 percent of parents wanted help speaking to their child about drugs and alcohol.

NUTRITION

Before the pandemic, Cook County was experiencing a reduction in food insecurity. As measured by *Feeding America*, the food insecurity rate was 9.3 in 2019, down from 12.6 percent in 2016. Still, 481,720 county residents were at risk of food insecurity. Approximately 180,000 of them are in suburban Cook County.⁴⁷ The lockdown caused immediate food needs across the county, and it is uncertain what the situation will be for working families as the recovery progresses.

Food insecurity, defined by USDA as a household-level economic and social condition of limited or uncertain access to adequate food, is associated with a variety of health and behavioral problems. Food insecurity affects child health and development. In fact, food insecurity is shown to damage children’s brain development before they ever enter a classroom and leave them cognitively and physically behind their food-secure peers. Older adults are especially vulnerable. If living with food insecurity, a senior citizen will have much greater chance (between 40 and 53 percent) of heart attack, asthma, or congestive heart failure.⁴⁸

The South suburbs have the least access to full-service supermarkets per person.⁴⁹, and a high density of corner stores with few that carry more than ten produce items or healthy food options.⁵⁰ This, combined with high concentrations of poverty, makes food insecurity particularly a concern in the south region of

⁴⁶ Ibid.

⁴⁷ Based on CEDA analysis of US Census, 2012-2016 American Community Survey 5-Year Estimates. Cook County population at or below 185 percent to of poverty resides 63% in the City of Chicago and 37% in suburban Cook.

⁴⁸ Greater Chicago Food Depository and Cook County Government, *Cook County Food Access Plan 2015*. www.chicagosfoodbank.org/wp-content/uploads/2016/10/Cook_County_Food_Access_Plan.pdf

⁴⁹ Block, D. R., Bisegerwa, J., Bowen, K., Lowe, B., Owens, J., Sager, N., & Ssepunya, F. (2012). *Food access in suburban Cook County*. Chicago, IL: Chicago State University Neighborhood Assistance Center Cook County Health and Hospitals System, Cook County Department of Public Health.

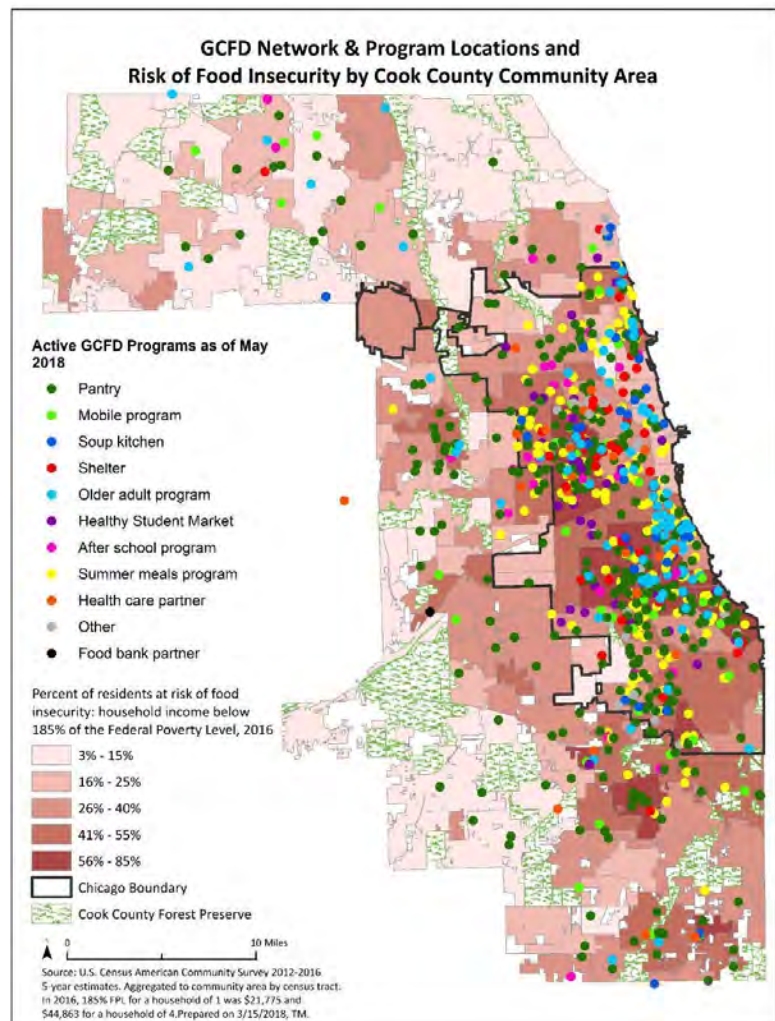
⁵⁰ Block, D. R., Odoms-Young, A., Zenk, S., Chavez, N., Owens, J., Adamczyk, K., . . . Lowe, B. (2014). *An assessment of corner stores in suburban Cook County*, Illinois. Chicago: Cook County Department of Public Health. Retrieved from www.cookcountyhhs.org/wpcontent/uploads/2013/12/Item-VIIA-Corner-Store-Report-10-31-14.pdf

Suburban Cook. Communities such as Ford Heights, Robbins, Phoenix, Harvey, and Riverdale have food insecurity rates (33 to 50 percent) that are more than double the statewide rate (13.6 percent).⁵¹

The global pandemic and the social unrest of 2020 made a bad situation even worse in the most distressed Suburban communities. The statewide lockdown instantly left many suburban workers with no income. “Our average pantry distribution went from 400 people to 1500 people,” Thornton Township Food Pantry administrators told CEDA in April 2020. Other pantries reported similar surges in need. Peaceful demonstrations following the murder of George Floyd were sadly accompanied by rioting in many Cook County communities. Many grocery stores were damaged, looted, and destroyed along with other businesses in communities already marginalized and suffering from economic disinvestment.

The Greater Chicago Food Depository mapping of their network resources and programs reveals just how sparsely Suburban Cook County is served by food support programs. Many communities where more than half of the residents are deemed at risk for food insecurity have no programs or resources from the network. While many local government and nonprofit hunger-relief organizations are active across Cook County, the suburbs remain underserved. “The majority of social services infrastructure tends to be focused in the central city where it was historically needed, however, resulting in gaps between need and programmatic responses in the suburbs.”⁵²

New research⁵³ indicates that the nutritional deficiencies in low-income communities are not as strongly linked to access to grocery stores as generally thought. The wealthy tend to eat more healthful foods than the poor. Higher-income households consume more of the very healthy food groups: fiber, protein, fruit, and vegetables. They also consume less of two of the four unhealthy food groups, saturated fat and sugar.



⁵¹ Greater Chicago Food Depository and Cook County Government, *Cook County Food Access Plan 2015*.

⁵² Greater Chicago Food Depository and Cook County Government, *Cook County Food Access Plan 2015*.

⁵³ Allcott, Diamond, Dubé, *The Geography of Poverty and Nutrition: Food Deserts and Food Choices Across the United States*, National Bureau of Economic Research working paper, January 2018.

Consumption of sodium and cholesterol is basically the same for high-income and lower-income households.

However, having full grocery stores that are easily accessible is not enough to improve the nutrition of low-income households. The study shows that the entry of new supermarkets into food deserts has little impact on the eating habits of households with low incomes. Overall, improving neighborhood access to better grocery stores is responsible for just 5 percent of the difference in the nutritional choices of both high-income and low-income people. The biggest difference in what people eat comes not from where they live, but from the fundamental differences in income level and in education and nutritional knowledge.

Better nutrition education could shape people's eating habits and in turn impact their health. This research validates the importance of efforts such as CEDA's nutrition workshops. The workshops conducted in collaboration with the University of Illinois Extension, provide information about healthy eating for low-income households. Families with low incomes also need financial supports to act on improved nutritional knowledge. Fresh produce and other healthy food choices may be unaffordable to low-income shoppers. CEDA combats this barrier by efforts to enhancing access to fresh produce at food pantries that serve low-income suburbanites.

CONCLUSION

Long-standing health disparities in Suburban Cook County were illuminated by the tragic unfolding of the COVID-19 pandemic which infected more than 271,000 and killed more than 5,000 residents. COVID has forced mental and behavioral health concerns to center stage. The stress, anxiety, isolation, and depression felt by the general public during the pandemic is something that has always been a part of the poverty experience. Because of the broader public conversation about these issues, minority and marginalized people are more ready to seek and accept services.

Food insecurity continues to be a need in Suburban Cook County with nearly a quarter million individuals identified as food-insecure. With persistent service gaps in the suburbs, it is important for CEDA to continue its efforts to combat nutritional inequities.

CEDA has an opportunity to broaden its impact on poverty in Suburban Cook County by collaborating with the healthcare network. A new awareness of health inequities, coupled with recent focus on social determinants by the public health sector means new attention and potentially new resources focused on the causes and conditions of poverty. Collaborations with hospitals and health systems could allow greater leveraging of resources and influence to combat poverty. CEDA's involvement in these collaborations addressing health and nutrition will help ensure that resources are better coordinated in Suburban Cook County.

EDUCATION IN SUBURBAN COOK COUNTY

EDUCATIONAL GAPS AND THE DIGITAL DIVIDE

Educational gaps between rich and poor students have expanded during the global pandemic according to national research. As CEDA reported in the COVID-19 Community Assessment Update in June 2020:

- Closings of public schools in the Community Assessment area are having an immediate impact on children's education. Children with less access to resources (broadband internet, computers/tablets, technology expertise, language barriers, etc.) are most at-risk for suffering learning loss during a potentially protracted period of school closure.
- On March 13, the Governor ordered the closing of all schools, pre-K through 12th grade effective March 17, 2020. On April 17, the state ordered that schools would remain closed for the rest of the school year.
- Research reports suggest that 30 to 40 percent of students have not had consistent and sustained connection with their classroom since remote learning was implemented. Data is not readily available from all 140 school districts in Suburban Cook County. Under-resourced communities are likely to have significantly weaker student engagement.
- Low- and moderate-income college students will have greater challenges continuing or resuming their education than will more affluent students. The result will be not only a wider education gap, but also lingering school debt that does not result in completed degrees.
- Education and community-based partners across the assessment area informed CEDA that there is unmet need among low-income families for computers and internet access that they need to allow their students the opportunity to engage in remote learning.

Local providers and education advocates predicted that closing classrooms and moving to online learning would further disadvantage the children of low-income and communities of color. Recent studies are providing data that supports those fears. "When all of the impacts are taken into account, the average student could fall seven months behind academically, while black and Hispanic students could experience even greater learning losses, equivalent to 10 months for black children and nine months for Latinos, according to an analysis from McKinsey & Company, the consulting group."⁵⁴

With the health crisis continuing, few districts were comfortable with students returning to full classrooms when the 2020-21 school year began. Most school students in Cook County continued with remote learning, or a hybrid of in-person and remote, through the end of another school year.

According to 2019 Census data, 15.6 percent of households in Suburban Cook County have either no computer or smart phone, or no internet connection. By municipality, the percent of population without

⁵⁴ Goldstein, Dana. "Research Shows Students Falling Months Behind During Virus Disruptions". New York Times, June 5, 2020

access to internet or devices varies greatly: from 2.1 percent in Winnetka to 53.8 percent in Bedford Park.⁵⁵ (See Appendix 3 for complete listing by municipality.)

A statewide technology survey of public schools conducted between July and October 2020 showed 99.3% of the districts reported barriers to internet home connectivity. To address home connectivity problems, 54% of districts provide cellular Wi-Fi hotspots and cellular-connected devices to students for remote learning. These devices are short-term solutions. Eighty percent of school districts statewide and 92 percent of Title 1 Districts (with high number or high percent of low-income students) have programs, or initiatives that make available a device for each student.⁵⁶ CEDA found such programs being offered by Suburban Cook County school districts, though some made devices available to certain grade levels and not to others. We also found that many low-income adults lack skills for navigating a digital environment. Parents in these households were challenged to help their child with remote learning.

The Illinois Department of Commerce and Economic Opportunity Connect Illinois program is building partnerships with donors and community groups to collect and refurbish used computers to give to needy households.⁵⁷ At the end of 2020, the state announced a new partnership with the nonprofit National Digital Inclusion Alliance to deploy a team of volunteers to assist residents of low-income and rural communities with digital literacy skills. The digital navigator program hopes to foster technology help for people who were stuck at home.

“While it is important to get folks connected to reliable home broadband and it’s also important that they have a device to access the internet, what happens if they don’t know how to use those devices?” said a manager at National Digital Inclusion Alliance. “It’s not enough to give out a Chromebook or give out a tablet to a community member if they don’t know how to use it, how to access the resources on the internet that allow for full participation in society, democracy and the economy.”⁵⁸

EXISTING DISPARITIES IN SUBURBAN SCHOOL DISTRICTS

As CEDA collected input for this assessment from the low-income residents and stakeholders, it was evident that lack of education is widely considered the biggest barrier to good employment and long-range economic stability. Fifty-four percent of stakeholders responding to CEDA’s community needs survey named “lack of education” in response to the question *Why do you believe people have problems getting or keeping a full-time living wage job?* This rate of response is significantly higher than the next most common responses of Transportation (46 percent) and Needing Child Care (45 percent).

To understand what the educational challenges might be for the low-income families and communities of Suburban Cook County it was useful to examine the performance of the public school system.

⁵⁵ US Census American Community Survey, 2019 5-year estimates, Table B28003.

⁵⁶ *Report: 2020 Illinois School District Technology Survey*, Learning Technology Center of Illinois.
<https://itcillinois.org/wp-content/uploads/2020/12/2020-IL-School-District-Technology-Survey.pdf>

⁵⁷ Illinois Department of Commerce and Economic Opportunity.
<https://www2.illinois.gov/dceo/ConnectIllinois/Pages/PCsForPeople.aspx>

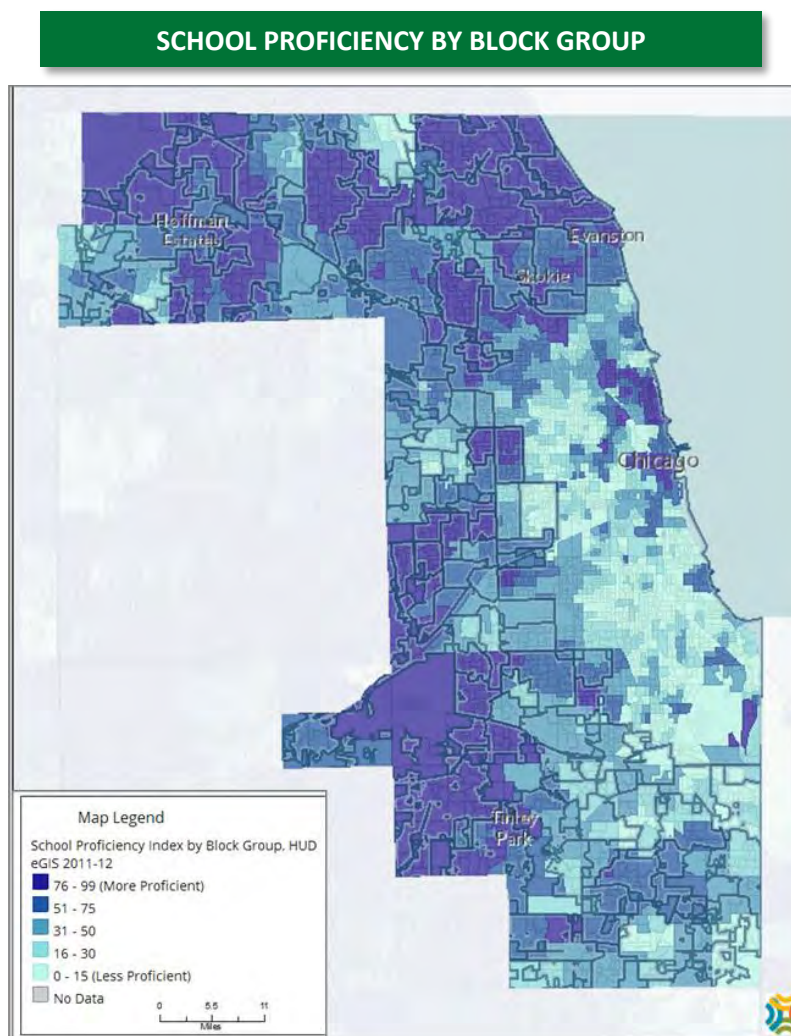
⁵⁸ Johnston, Ryan. *Illinois to launch volunteer program for digital literacy training*. StateScoop. December 11, 2020.
<https://statescoop.com/illinois-digital-literacy-navigator-network/>

Approximately 774,500 students attend public schools in Cook County. Of those, 51 percent are enrolled under one school district, the Chicago Public Schools. The other 49 percent, or 376,700 students, are enrolled in 146 different suburban school districts. The 146 public school districts in Suburban Cook County include 28 High School Districts and 117 Elementary or Consolidated School Districts.

The quality of public education in Suburban Cook County varies greatly and has strong regional delineations. Analysis of data from the Illinois Report Card database⁵⁹ reveals how the variance in school achievement, statistically associated with minority and low-income students, aligns with the racially segregated population distribution in Suburban Cook County.

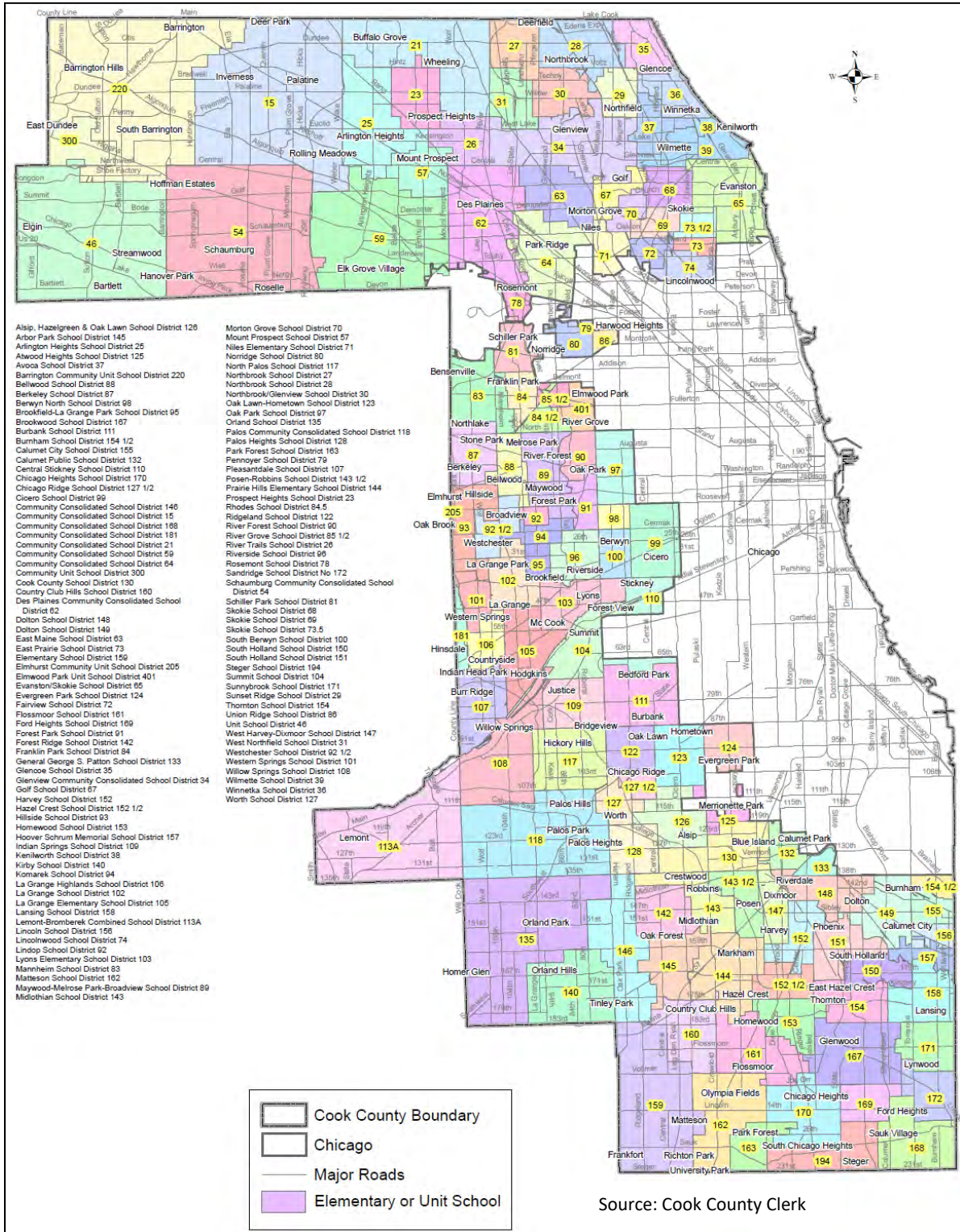
Elementary schools

Two maps of Cook County follow: 1) the map of school proficiency and 2) the map of all school districts. They provide a geographic picture of educational attainment by districts within the regions of Suburban Cook County.



⁵⁹ Illinois State Board of Education *Illinois Report Card 2018-2019*. <https://www.illinoisreportcard.com>

SUBURBAN ELEMENTARY SCHOOL DISTRICTS COOK COUNTY, IL



Source: Cook County Clerk

Examining the data coming out of the 140 elementary school districts in Suburban Cook County reveals the disparities between communities of concentrated poverty and concentrated wealth. School district statistics also show the correlation between wealth and race in Suburban Cook County.

The educational success⁶⁰ of a district corresponds very closely to the affluence of its students.⁶¹ Suburban elementary school districts in 2019 had percent proficiency averages ranging from 9 percent of enrolled students to 79 percent of enrolled students.⁶² The graph below shows the range of proficiency achievement and the geographic location of the districts. It is evident that the North region schools by and large outperform West and particularly South Region schools.

The second graph demonstrates the overall relationship between higher achievement in proficiency and in the percent of non-low-income students. As a rule, higher achieving school districts have a smaller proportion of low-income students. The evidence leads one to conclude that the quality of education students receive depends on where they live, which in turn depends on how much money their family has. (See Appendix 4 for complete list of Elementary School Districts with related statistics from the 2019 school year.)

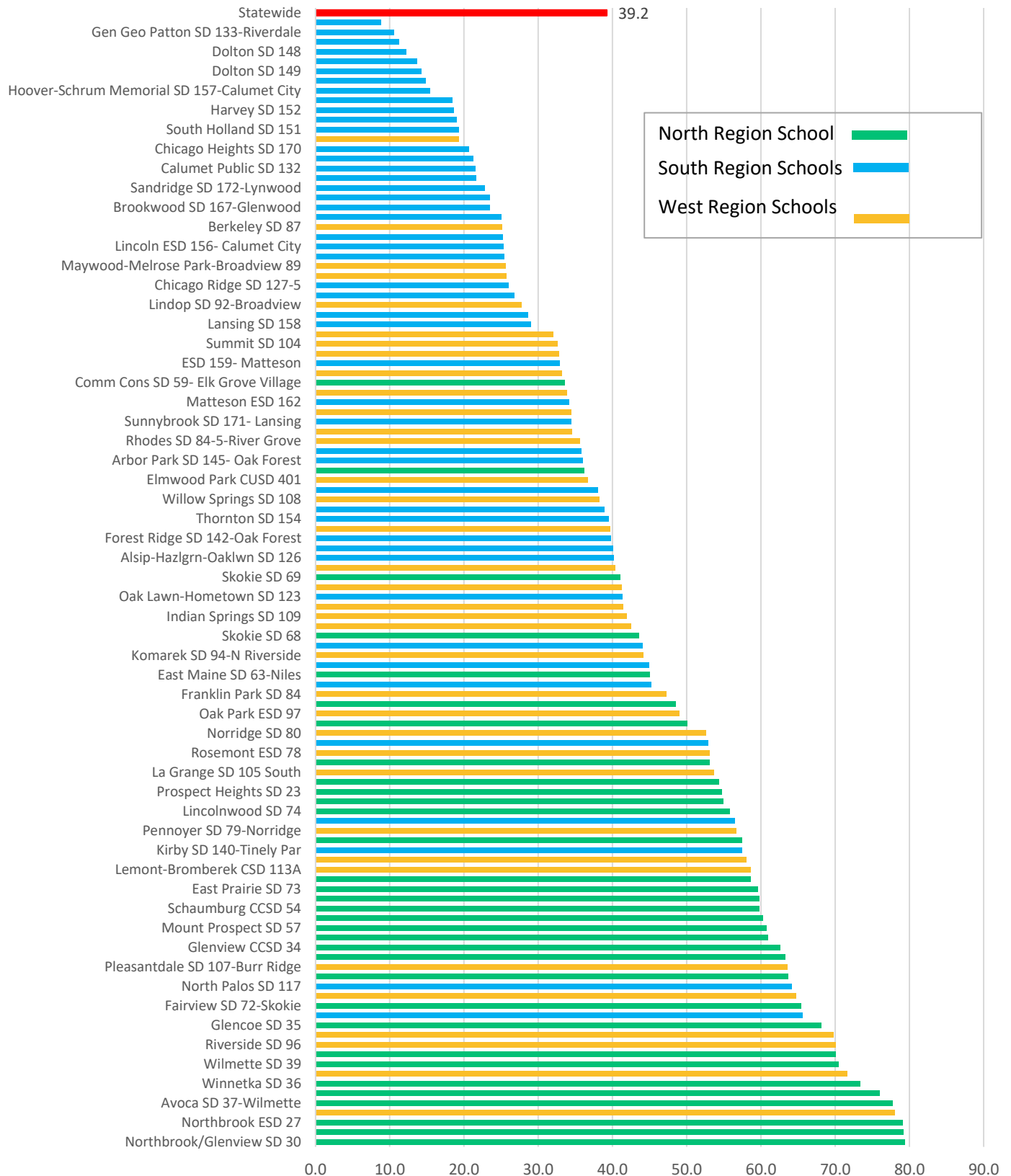
⁶⁰ This report measures success for elementary school districts by student Proficiency, based on averaging the district's percent of students in each of the three following metrics as reported by Illinois Board of Education in the *Illinois Report Card* database. <https://www.illinoisreportcard.com>

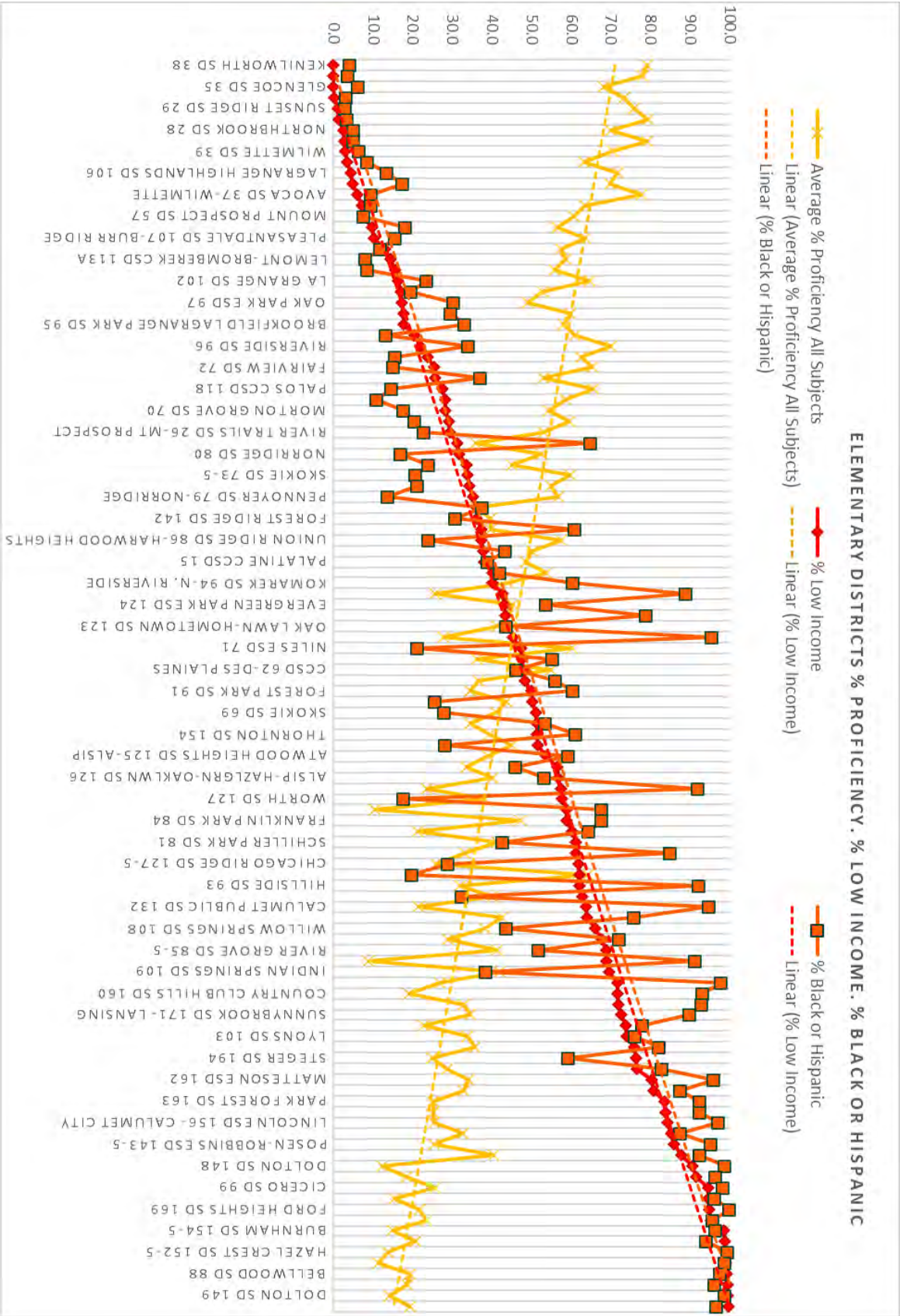
1. English Language Arts (ELA) Proficiency is the percentage of students who are proficient (e.g., performance levels 4 and 5 on the Illinois Assessment of Readiness (IAR), performance levels 3 and 4 on DLM-AA, performance levels 3 and 4 on SAT in the subject area of ELA.
2. Math Proficiency is the percentage of students who are proficient (e.g., performance levels 4 and 5 on IAR, performance levels 3 and 4 on DLM-AA, performance levels 3 and 4 on SAT) in the subject area of math.
3. Illinois Science Assessment (ISA) Proficiency is the percentage of students who are proficient in the subject area of science as determined by the ISA. reported by Illinois Board of Education in the *Illinois Report Card* database. <https://www.illinoisreportcard.com>

⁶¹ This report is measures relative poverty level of the student body by the district's percent of Low Income Students report in the *Illinois Report Card* site. Low Income students are defined by Illinois Board of Education as students who are eligible to receive free or reduced-price lunches, live in substitute care, or whose families receive public aid.

⁶² CEDA analysis of district summary data in the online *Illinois Report Card*, Illinois State Board of Education. <https://www.illinoisreportcard.com>

ELEMENTARY DISTRICTS- % PROFICIENCY AVERAGE OF ALL SUBJECTS





High School Districts

The disparity of Suburban education continues through the high schools. High school performance can be assessed by the graduation rate and by the percent of students with Math and/or English Language Arts Proficiency measured through level 3 and level 4 scores on SAT exams. The proficiency number in the table below is the mean of the ELA and Math Proficiency percentages reported by each school district. This is to simplify data for evaluating and comparing Suburban Cook County high school districts.

The tables below list key data points for all high school districts in Suburban Cook County. The school districts are grouped according to the CEDA Region in which they are located. All data in these tables comes from the Illinois Board of Education School Report Card interactive website.

To aid readers in visually interpreting the data presented in these tables, the “Proficiency %” column of the tables and the “Graduation Rate” column have been formatted in color gradients from green (best) to red (worst). The gradients cover the full range of numbers for all of the Suburban Cook High School Districts.

NORTH REGION HIGH SCHOOL DISTRICT	LOCATION OF DISTRICT OFFICE	ENROLLMENT	GRADUATION RATE	LOW-INCOME %	% MINORITY STUDENTS	PROFICIENCY %
Evanston Twp HSD 202	Evanston	3,610	92%	37%	54%	51.6%
Maine Twp HSD 207	Park Ridge	6,410	90%	25%	42%	46.7%
New Trier Twp HSD 203	Northfield	4,021	98%	4%	20%	81.2%
Niles Twp HSD 219	Skokie	4,627	92%	31%	59%	46.8%
Northfield Twp HSD 225	Glenview	5,226	96%	13%	49%	68.8%
Township HSD 211	Palatine	11,857	94%	36%	56%	50.1%
Township HSD 214	Arlington Hts.	12,032	92%	20%	46%	51.1%

SOUTH REGION High School District	Location of District Office	Enrollment	Graduation Rate	Low-Income %	% Minority Students	Proficiency %
Bloom Twp HSD 206	Chicago Hts.	2,995	83%	83%	93%	15.3%
Bremen CHSD 228	Midlothian	5,084	87%	38%	71%	20.7%
CHSD 218	Oak Lawn	5,436	84%	71%	69%	19.7%
Cons HSD 230	Orland Park	7,422	95%	21%	25%	44.1%
Evergreen Park CHSD 231	Evergreen Park	819	96%	33%	59%	35.2%
Homewood Flossmoor CHSD 233	Flossmoor	2,815	95%	20%	82%	38.2%
Oak Lawn CHSD 229	Oak Lawn	1,910	91%	40%	40%	25.5%
Rich Twp HSD 227	Matteson	2,938	86%	79%	98%	10.4%
Southland College Prep Charter High School	Richton Park	549	98%	55%	99%	33.8%
Thornton Fractional Twp HSD 215	Lansing	3,415	84%	68%	93%	13.8%
Thornton Twp HSD 205	South Holland	4,970	72%	86%	99%	8.3%

WEST REGION High School District	Location of District Office	Enrollment	Graduation Rate	Low-Income %	% Minority Students	Proficiency %
Argo CHSD 217	Summit	1,987	87%	64%	66%	26.1%
Elmwood Park CUSD 401	Elmwood Park	2,824	91%	48%	60%	30.0%
J S Morton HSD 201	Cicero	8,417	80%	87%	95%	11.5%
Lemont Twp HSD 210	Lemont	1,367	95%	12%	18%	54.7%
Leyden CHSD 212	Franklin Park	3,522	84%	56%	72%	26.0%
Lyons Twp HSD 204	La Grange	4,125	94%	12%	28%	62.2%
Oak Park - River Forest SD 200	Oak Park	3,463	91%	19%	45%	62.3%
Proviso Twp HSD 209	Forest Park	4,592	76%	34%	98%	16.1%
Reavis Twp HSD 220	Burbank	1,851	89%	40%	43%	23.0%
Ridgewood CHSD 234	Norridge	853	95%	31%	31%	26.0%
Riverside-Brookfield Twp SD 208	Riverside	1,657	94%	12%	47%	53.8%
Statewide		1,984,519	86%	49%	52%	35.8%

The green-to-red color formatting clearly reveals that there is a concentration of higher achieving high schools in the north and northwest suburbs. All eight of the high school districts in the North Region have Proficiency percentages well above the state average. The region's top performing New Trier Township High School is located in one of the most affluent school districts in the nation, where the median household income is nearly triple the state median household income. It is also among the nation's most educated townships: 83 percent of adults in New Trier Township have at least a Bachelor's degree and 45 percent have postgraduate degrees. The students feeding into this top-performing high school are entering with enormous socioeconomic advantage.

Through decades of research, education professionals have learned that the strongest predictor of school success is income level. It is not coincidental that the most affluent district, where only 3 percent of students are low-income, achieves the best outcomes in the county.

Conversely, the table clearly reveals the concentration of underperforming high school districts in the South Region. Of the 10 High School Districts in the South Region, only one meets or exceeds the state average proficiency rate. The percentages of low-income and minority students is very high in many South Region school districts.

The West Region high school districts vary widely in student demographics and in proficiency rates. Particularly the Cicero community (JS Morton) and Proviso Township community are not showing the educational results needed to change the trajectory of poverty in those communities.

Our analysis shows that South Suburban and some West Suburban school districts continue to struggle to meet the educational needs of the community. Economically deprived students enter schools with many

disadvantages. Funded primarily by local property taxes in districts of weak economies, the schools in these communities are under-resourced. Efforts to assist communities and leaders to work for school improvement for low-income neighborhoods could have a major impact benefiting these suburbs.

THE NEGATIVE IMPACT OF A MULTITUDE OF SMALL SCHOOL DISTRICTS

The 146 public school districts in Suburban Cook County include 28 High School Districts and 117 Elementary or Consolidated School Districts. Suburban Cook County school districts range in enrollment size from 203 students (Burnham) to 14,552 (Schaumburg). There are 12 school districts in Cook County with fewer than 500 enrolled students and 31 districts operate only one school.

The multitude of small school districts creates an enormous amount of redundancy and inefficiency in Suburban Cook County public education. Each of the 146 suburban school districts has its own elected school board, its own superintendent and central office staff, as well as the authority to levy taxes on business and homeowners in the district.

Quality schools require adequate resources. Funding used to replicate administrative services in each district reduces the money available for instruction and student services. According to the Better Government Association, the national average for school administrative costs is 1.5 percent of school budgets, but in Suburban Cook County, administrative costs make up 3.5 percent of budgets.⁶³ Consolidation of districts could reduce overall administrative costs across the county. If suburban districts reduced administrative cost percentage to 2.2 percent (the admin cost rate of Chicago Public Schools), the savings to suburban taxpayers would be around \$65.5 million annually. Consolidation might also mitigate the disparities in resources.

The mechanisms for funding education not only perpetuate the socioeconomic disparities in the county, but it may also likely compound them. Spending per student is generally highest in the more affluent communities. Suburbs with fewer resources generally spend less per student. With reductions in federal and state support to public education, the local share of school funding is increasing. Revenue from local property taxes makes up more than 60 percent of school budgets. In the strong housing markets of the North, Northwest and Southwest suburbs, property owners may be more willing to absorb the tax burden. But elsewhere in the county, notably in some of the South suburbs, property tax increases are leading to abandonment of properties and departure of businesses. When properties are vacated, the base of taxable properties shrinks and the share of taxes falling on the remaining businesses and homeowners increases. This drives up property taxes bills more. This scenario has been a toxic spiral to many communities. Since local school taxes make up the lion's share of suburban property tax bills, the waste and inefficiency of having dozens and dozens of small school districts may well be bring catastrophic results.

Across the county, CEDA increasingly hears from community residents struggling with higher property taxes. The message comes from front-line staff doing family case management; it is reported by CEDA housing counselors, our stakeholders and customers in surveys and interviews. Efforts to inform residents

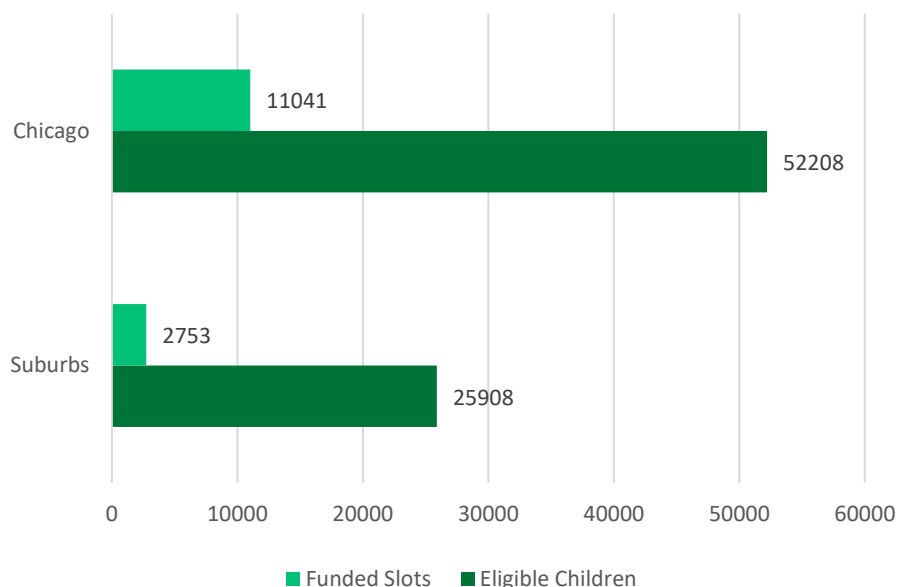
⁶³ Andy Shaw: *Super-sized superintendent salaries in the suburbs*. The State Journal-Register, June 1, 2014. <http://www.sj-r.com/article/20140601/OPINION/140609993>

about how school districts structure and governance effects their property tax bills may have positive results. A thoughtful public awareness campaign may increase the involvement of residents with low incomes in their communities. This would support community action’s national goals.

EARLY CHILDHOOD EDUCATION

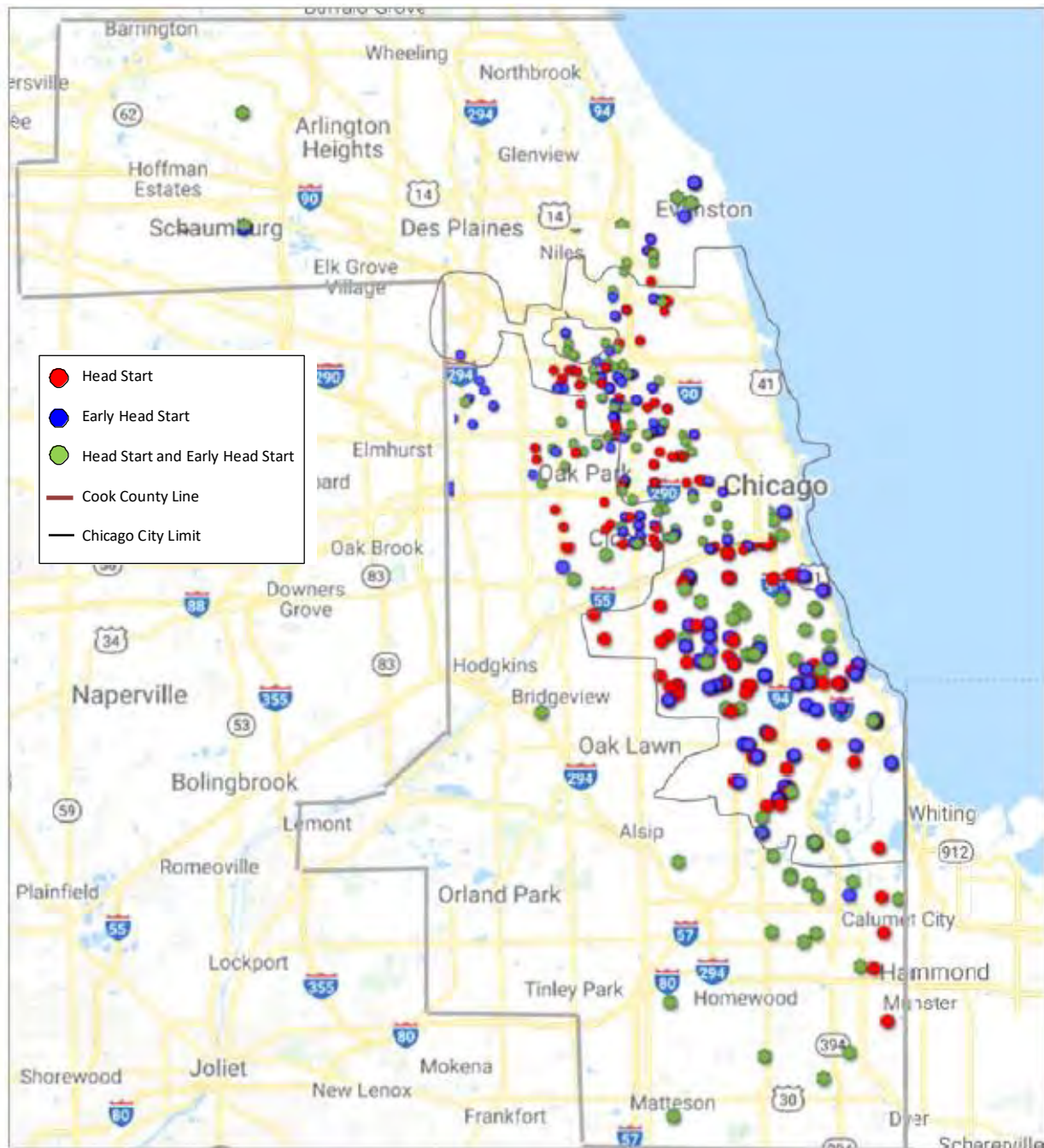
Head Start programs are the recognized national resource for helping disadvantaged children to be prepared for kindergarten. Evidence shows that Head Start helps young children from families with low incomes prepare to succeed in school through local programs. Head Start and Early Head Start programs promote children's development through services that support early learning, health, and family well-being.

The funded Head Start and Early Head Start slots in Cook County fall disproportionately within the City of Chicago. Based on decennial census data from 2000, 80 percent of Cook County’s eligible children lived in Chicago. With the movement of poverty from the city to the suburbs, 33 percent of Cook County’s Head Start eligible children now live in Suburban Cook County. Chicago continues to receive more than 80 percent of the funded slots available in the county. As a result, there is capacity in Chicago to serve 21 percent of Head Start Eligible children, but Suburban Cook County only has capacity to enroll 11 percent of Head Start Eligible children.



The Head Start Locator site of the US Department of Health and Human Services Early Childhood Learning and Knowledge Center returned 344 results for Cook County and 292 Results for Chicago. That means that as of July 2021, there were only 48 Head Start and/or Early Head Start Centers for all Suburban Cook County.

MAP OF HEAD START AND EARLY HEAD START LOCATIONS IN COOK COUNTY JULY 2021



Source: US Department of Human Services. Head Start Locator. <https://eclkc.ohs.acf.hhs.gov/center-locator/?latitude=41.738&longitude=-87.698&county=Cook%20County&state=IL>. Accessed July 1, 2021. Approximate County and Chicago boundaries have been superimposed.

The Illinois State Board of Education Preschool for All program greatly expands early childhood opportunities for low-income children. Preschool for All provides at least 2.5 hours per day of high-quality preschool education for children ages 3 and up to 5 years old. It specifically targets children that may benefit from additional academic supports, which includes children from low-income households. The

preschool program includes parent engagement, comprehensive developmental screening, and high-quality, research-based curriculum for children to develop a strong foundation of knowledge and skills that allows them to be successful throughout their school experience.

The Preschool for All and Preschool for All Expansion provided enrollment capacity for 14,284 children in Suburban Cook County in 2020.

CONCLUSION

It is widely accepted that *improving education is a strategy for fighting poverty*. It should also be recognized that *fighting poverty is a strategy for improving education*. The research shows that the child's poverty status is the strongest predictor of academic success.

Child poverty in America, and particularly in Suburban Cook County, continues to grow. If poverty remains high, schools will struggle to succeed. Research shows that low-income students are four and a half times more likely to drop out of high school, and even those who are academically proficient are far less likely to complete college than are students for more affluent households. The gap in SAT scores between wealthy and poor students has grown by 42% in the last two decades.⁶⁴

The CEDA strategy of providing college scholarships and supporting certification training for low-income students remains sound. Recent program improvements connect Skill Training applications to job counselor first and carefully examine if the certifications CEDA is supporting will be for jobs with likelihood to continue paying a living wage. There may be additional opportunities to improve the results: scholarship recipients could be connected to financial counselors early on so they are prepared to manage any college debt they incur.

CEDA has opportunity to improve its impact in the community by participating in existing and new efforts to close the educational gap between poor and affluent students. Working to reduce the digital divide could be an important step.

⁶⁴ Birdsong, Kristina; Scientific Learning January 26, 2016, "10 Facts About How Poverty Impacts Education". <http://www.scilearn.com/blog/ten-facts-about-how-poverty-impacts-education>

CRIME IN SUBURBAN COOK COUNTY

CEDA found increasing levels of concern about crime and safety among low-income customer and community members this year. Residents of some of the county's lowest income suburbs told CEDA that after the lifting of the stay-at-home order and as the pandemic continued, there were more shootings and murders in their communities. With restriction lifted it felt to them that people were acting out in more violent ways. Media reports from Chicago and around the country in the spring and early summer of 2021 were filled with stories of mass shootings and other violence.

Living in crime-infested neighborhood is unhealthy, even for those who are never directly victimized. For residents of high crime communities, negative health impacts can include mental distress and anxiety, lack of physical activity due to fear, obesity, behavioral problems, and learning problems among children and teens.⁶⁵ Crime affects the economy of a community by discouraging investment and commerce. This will reduce opportunities for residents to secure quality employment.

Hundreds of Suburban Cook County residents with low incomes informed CEDA through their survey response that Crime and Safety is their greatest worry⁶⁶. Specific worries about gang activity and drug dealing in their communities. Violence in general and gun violence specifically were mentioned with alarming frequency. CEDA analyzed 714 open-ended responses to the question *"What kinds of problems in your family or neighborhood worry you the most?"* Thirty-six percent of the answers (260) conveyed crime and safety concerns. Of those, 38 specified shootings or guns. Tallied separately were 30 additional answers citing gangs or drugs in the community as being what worries them most.

Additionally, CEDA analyzed 775 open-ended responses in the Community Needs Assessment surveys gathered from customers and community members. When asked "What is the ONE thing you would like to see improved in your neighborhood?" the most often cited topic was "safety". Responses related to "safety" or "crime", or "violence" made up nearly 12 percent of all responses. This is an increase in crime-focused responses to the same question posed in 2018. At that time, responses related to safety and crime were given by 10 percent of respondents.

"People in my community are just trying to stay alive and do the best they can without being the victim of crime."

*Community Needs Assessment
Resident Survey respondent*

High levels of violent crime are found in South or West suburbs. Of the top 25 most violent suburbs in 2019, 15 are in the South Region: six in Bloom Township alone. The balance are West suburbs (see Appendix 5 for crime statistics by municipality). The highest rates of violent crime in 2016 were found in the suburbs of Sauk Village, Matteson, and Harvey, followed closely by McCook and Robbins. Hodgkins,

⁶⁵ *Crime and Violence*. Healthy People.gov website. Dept of Health and Human Services, Office of Disease Prevention and Health Promotion. <https://www.healthypeople.gov/2020/topics-objectives/topic/social-determinants-health/interventions-resources/crime-and-violence>

⁶⁶ See Resident Survey Report.

Rosemont, and Olympia Fields all reported property crime rates above 100 per 1,000 residents. The data for this report was gathered from crime statistics published by FBI's Uniform Crime Reporting system and supplemented, when possible, with crime figures published by NeighborhoodScout.com for villages with no data showing in the FBI Uniform Crime Reporting system.

As the table below reveals, the North Region communities have a much lower crime rate average. This is consistent with the national crime data that affluent communities have lower crime rates than low-income communities.

	Number of municipalities with data	Violent Crime Rate per 1,000 residents	Property Crime Rate per 1,000 residents
South Average	49	4.37*	21.78
North Average	29	0.70	11.36
West Average	40	2.83	24.18
Suburbs Average	118	2.95	20.03

** Note: The Violent Crime average for the South Region is skewed by an extraordinarily high violent crime rate reported for Sauk Village (55.24 incidents per 1,000 residents) for 2019. If that village is removed from the calculation, the regional average falls to 3.31 violent crimes per 1,000 residents. That is still nearly 5 times the average of violent crime rate from all North suburbs reporting.*

CEDA heard directly from residents of low-income suburban communities in focus groups conducted in May 2021. Concerns over crime and safety were frequent topics of conversation.

“There’s been a lot of shootings.” A West suburban resident went on to share her personal struggles with other focus group attendees. “It just takes me back to when I was 18. I was in front of a friend’s house and there was a drive-by [shooting], and I got shot, too. Anything that pertains to that, it just takes me back to that place and I just get depressed. I can’t really enjoy life like I want to because I’m so afraid of things that are happening out in the world.”

“There’s a lot of violence in my area. There’s a lot of crimes; a lot of break-ins; carjackings and stuff like that. It’s so bad and it’s becoming worse.”

*Community Needs Assessment
Resident Focus Group Participant*

And at another focus group, a mother from another West suburb described similar anxiety. “There’s a lot of violence in my area. There’s a lot of crimes; a lot of break-ins; carjackings and stuff like that. It’s so bad and it’s becoming worse.” She said that efforts by the mayor to reduce crime and calm racial tensions are not enough. “We are still in the situation of losing stores, losing companies, losing the ability to get where we need to go without being fearful for our lives. It’s not safe out here. You always have to watch your back. And with my son - being a mom - it’s scary.”

CHILDCARE IN SUBURBAN COOK COUNTY

Childcare in Cook County is very expensive with childcare costs rise faster than the cost of inflation. The younger the child, the greater the cost. Illinois Action for Children estimated that childcare for an infant cost a Cook County family over \$13,500 for a year in 2018, more than a typical year's tuition and fees at a state university.⁶⁷

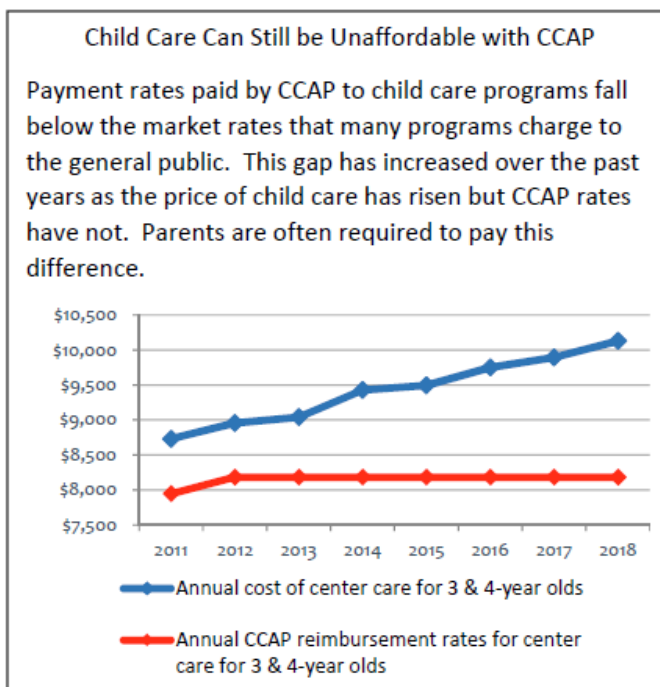
Illinois' Child Care Assistance Program (CCAP) provides enormous financial assistance for families with low incomes. Eligible working parents will pay about seven percent of their income with the state voucher covering the rest. The value of the benefit varies by income, household size, and the number of children receiving childcare. Child Care Assistance Program could be contributing \$600 to \$700 a month to the household budget.

Among the biggest barriers that low-income Cook County residents encounter with childcare before the pandemic were:

- Underemployment. Only families employed more than 30 hours a week can qualify for Illinois Child Care Assistance Program.
- Non-traditional work hours. There is a shortage of qualified childcare centers or home providers to serve the needs of workers on evening or weekend shifts. There is an acute shortage of providers offering overnight childcare.
- The benefits "cliff effect." When a household increases their income above the threshold for Illinois Child Care Assistance Program eligibility, they no longer qualify for any assistance with their childcare expenses. It would not be unusual for a modest raise to push a working family out of the program.

THE IMPACT OF THE COVID-19 PANDEMIC ON CHILD CARE IN COOK COUNTY

The COVID-19 pandemic has affected families with children throughout Cook County and has underscored ever-growing disparities in childcare options. Stories of Cook County parents gathered by the Sylvia Cotton Center for Research and Policy Innovation show that the pandemic has disproportionately affected lower income families; a lack of adequate and affordable childcare options has subsequently led to an increase in poverty and instability among these families.



Source: Report on Child Care in Cook County 2019, Illinois Action for Children.

<https://higherlogicdownload.s3.amazonaws.com/ACTFORCHILDREN/f8e9848a-47b2-4792-9e90-a35961561f37/UploadedImages/Documents/Cook-County-Report-2019.pdf>

⁶⁷ Report on Child Care in Cook County 2018, Illinois Action for Children.

Early in the pandemic, CEDA's COVID-19 Community Needs Assessment Update reported:

- Caregivers of school-age children must secure day care arrangements for their children or sacrifice employment to care for their children. These same caregivers were also expected to be primary teachers for their children during the period of school closure. Parents with limited resources face numerous challenges as a result of this situation.
 - In the Chicago Metropolitan Area, 53% of households with children reported loss of employment income since quarantine began, as compared to 48% of the general population.⁶⁸

Multiple barriers exist for parents seeking childcare during the pandemic. The most frequently cited factors limiting access to quality childcare are the need for care during nonstandard work hours, having a child with special needs, and high cost. These obstacles have left many Cook County families relying on family members or informal childcare options as a last resort, while some families reported bringing children to work when they were unable to secure alternate arrangements. For Cook County families with school-age children, a lack of before- and after-school care offered by the school district left parents to make off-site arrangements that rarely offered transport to or from the child's school campus if in-person classes were offered.⁶⁹

Community stakeholders informed CEDA that childcare resources are not sufficient to meet the needs in Suburban Cook County. Childcare services for non-traditional work hours (afternoons, nights, weekends) especially are in short supply. From the stakeholder survey, Non-traditional hour childcare was second only to affordable housing as a resource with insufficient availability in all CEDA regions.

Resident focus groups revealed how parents of special needs children can face enormous hurdles when trying to find care for their child. One mother worked for the daycare where her special needs daughter was enrolled until the daughter's behavioral issues became more than the facility could handle. "They wouldn't let her come any more. I still had a job, but since she could come with me, I had to quit. I can't find another daycare that will take her, so I can't work."

Despite evidence from several studies that "school and childcare closures may have had little impact on slowing the spread of COVID-19" and that "exposure to childcare during the early months of the US COVID-19 pandemic was not associated with elevated odds for COVID-19 among childcare workers,"⁷⁰ parents are still cautious about sending their children back to daycare. As pandemic-related closures and restrictions continue to impact childcare access, the struggle for lower income families to find appropriate childcare continues. For many centers, COVID-19 was the final straw for a business already stressed by market factors that plague

"Because of the pandemic... right now, I'm basically concerned with the safety; the protocols... just trying to keep up with staying healthy. I'm really afraid because I already lost a couple family members to COVID, so it's pretty scary."

*Community Needs Assessment
Resident Focus Group Participant*

⁶⁸ U.S. Census Bureau Household Pulse Survey, Week 3. Employment Table 1.

⁶⁹ Bowen A, Presa L, 'If I can't find someone to take care of them, how would I work to provide for them?' U. of C. study highlights child care barriers in Chicago's Latino communities. Chicago Tribune, December 8, 2020. <https://www.chicagotribune.com/coronavirus/ct-life-covid-latino-family-child-care-chicago-tt-20201208-exoljggsvre7foqtdjewmq7hze-story.html>

⁷⁰ Gilliam W, Malik A, Shafiq M, Klotz M, Reyes C, Humphries J, et al. COVID-19 Transmission in US Child Care Programs, PEDIATRICS Volume 147, number 1, January 2021:e2020031971.

the entire childcare system. “Even before the pandemic, the childcare market was a broken market in which providers in most communities could not charge families what it truly costs to provide quality care because families simply couldn’t afford it,” explained one childcare expert. ⁷¹

With centers closed, families have turned to informal childcare networks of friends and family. The reliance on informal childcare networks has exacerbated many financial problems lower income families faced during the pandemic. Informal networks are unable to accept state childcare payments such as the Child Care Assistance Program (CCAP) and the DCFS childcare program. Parents must bear the whole cost. These networks may not offer flexible hours that mirror the needs of working parents, transportation for children that have special needs, or may be located far away from the child’s home or school. Families are often caught in a troubling cycle, where neither work obligations nor childcare needs are fully met. One mother interviewed by the Sylvia Cotton Center “describes how she had to work extra shifts on the weekend, taking her children to work with her at times, to earn enough money to cover her weekday childcare expenses.” ⁷²

Childcare experts and advocates argue that the pandemic shined a light on the childcare crisis. “What happened with the pandemic was suddenly it didn’t matter how much money you had. If childcare centers were closed, childcare centers were closed. People recognized just how much childcare was essential infrastructure.” ⁷³

To solve this problem, “a more holistic view of the needs of families and, in turn, a more holistic design of the childcare system could achieve better results.” Both public and private sector options have a role to play in offering better options to Cook County families. State- and city-funded programs should be expanded to increase their capacity and made more affordable; these programs are also well-placed to offer improved access and quality of care for children with special needs. In addition, families are looking for a greater supply of licensed home care options, which can be incentivized to offer nonstandard-hour care and infant care. Both options would expand the availability of care in childcare deserts, improve the supply of school-age care and increase transportation options. Finally, enhancing the childcare referral program will help to fill the growing inequity gap many lower income families with children experience in Cook County. ⁷⁴

⁷¹ Workman, Simon. *The True Cost of Child Care*. Spotlight on Poverty and Opportunity. July 2021.

<https://spotlightonpoverty.org/spotlight-exclusives/the-true-cost-of-child-care/>

⁷² *In the Voices of Parents, Part 1: Child Care During COVID-19 Pandemic*, Sylvia Cotton Center for Research & Policy Innovation, Illinois Action for Children. November 2020.

https://higherlogicdownload.s3.amazonaws.com/ACTFORCHILDREN/f8e9848a-47b2-4792-9e90-a35961561f37/UploadedImages/Documents/Reports_2021/VOP_Pt1_Final_6_4_21.pdf

⁷³ Workman, Simon. *The True Cost of Child Care*. Spotlight on Poverty and Opportunity. July 2021.

<https://spotlightonpoverty.org/spotlight-exclusives/the-true-cost-of-child-care/>

⁷⁴ Report on Child Care in Cook County 2019, Illinois Action for Children

<https://higherlogicdownload.s3.amazonaws.com/ACTFORCHILDREN/f8e9848a-47b2-4792-9e90-a35961561f37/UploadedImages/Documents/Cook-County-Report-2019.pdf>

TRANSPORTATION IN SUBURBAN COOK COUNTY

History of 20th Century America teaches us that suburbs and automobiles grew up together. The family car is what enabled workers to move away from city factories and offices.

For the most part, life in the suburbs still requires having a car. However, automobile ownership is expensive. There are costs at every turn: purchase, registration, insurance, maintenance, and fuel. An automobile is a costly asset that starts losing value the moment it is acquired. Car ownership is not easy for low-income households, but it is still a necessity when living most places in Suburban Cook County. Few suburban communities have adequate public transit.

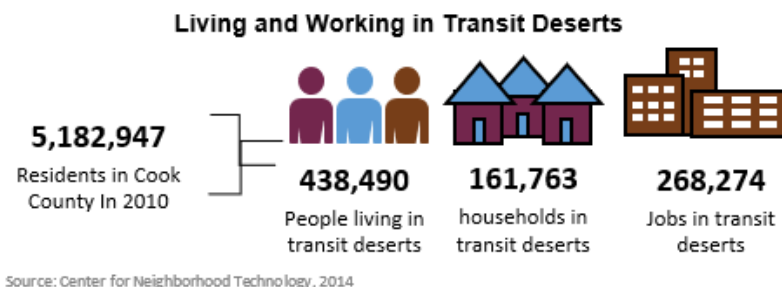
A LANDSCAPE OF TRANSIT DESERTS*

Cook County's transit system was envisioned as a hub and spokes. It was created to move workers into and out of the city center of Chicago's Loop, which was the predominant business hub. Transit spokes run out from the hub primarily as CTA and Metra train lines. Bus service provided by Pace provides some interconnection between suburbs. But trips on Pace are generally very slow (due to numerous stops) and are far-between (due to limited scheduling).

Transit infrastructure in Cook County, as in the rest of the country, has not kept up with the changes in our economic and social landscape. This was the topic of a 2014 report by the Center for Neighborhood Technology. "Over the last 60 years, a combination of relatively cheap fuel and massive investment in highways literally drove people and jobs further and further from the center, and away from the benefits of transit."⁷⁵

With growth of suburban employment centers in past decades, there are many jobs in Suburban Cook County or in collar counties that cannot be accessed by affordable transportation. This limits the economic opportunities of suburban workers with low incomes. Many thousands of low-income households are in the suburbs where schools, stores, and critical services are not walkable. Neither are these suburban necessities accessible by the frequent-service bus routes found in the high-density neighborhoods of the city.

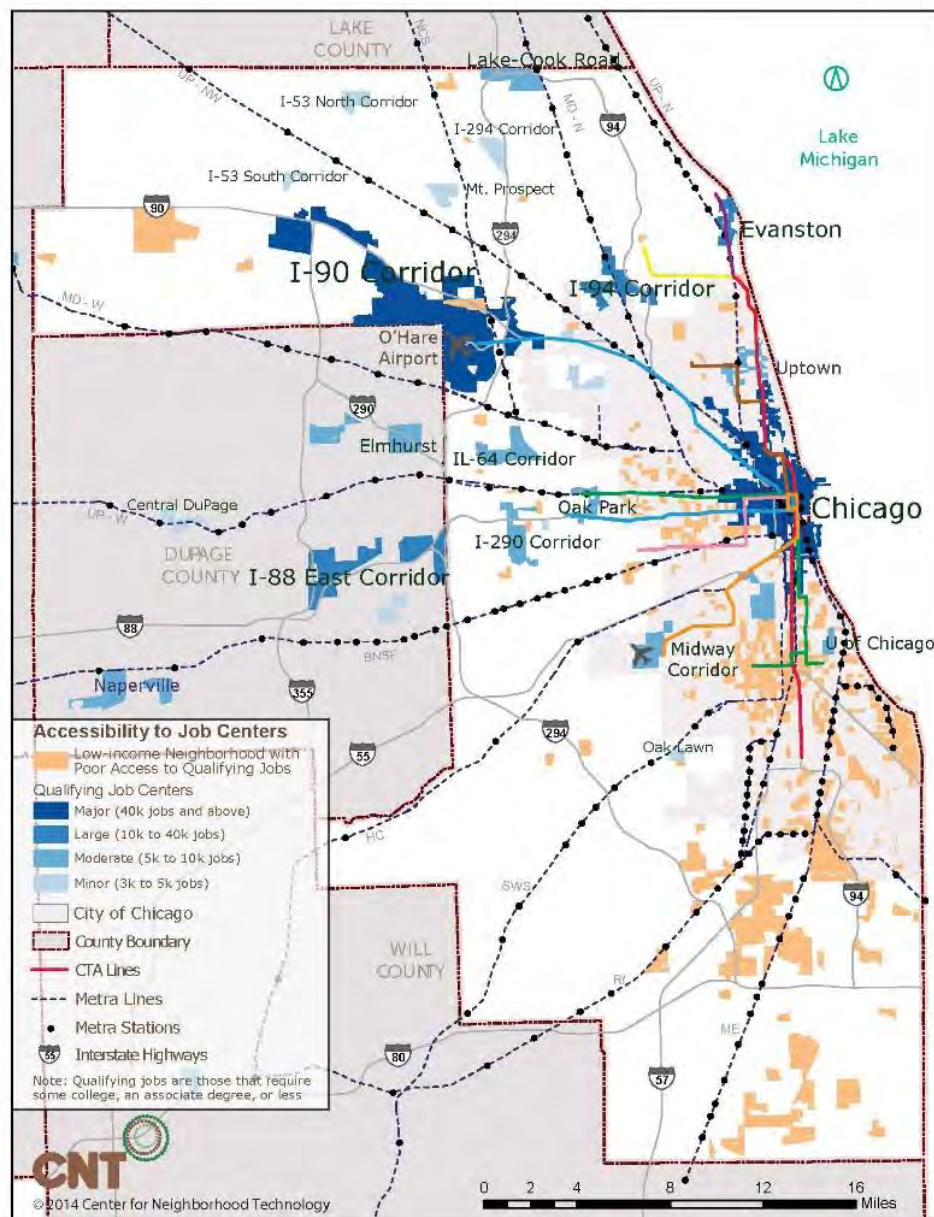
The region's hub-and-spoke system leaves many transit deserts between the lines that radiate from downtown. Approximately 438,500 Cook County residents live in transit deserts, roughly a tenth of the entire population.



* This section draws heavily on data from a detailed report by Center for Neighborhood Technology from 2014. No more recent comparable data was available. CEDA observes that the transit landscape of Suburban Cook County has not changed significantly since 2014.

⁷⁵ *Transit Deserts in Cook County*. Center for Neighborhood Technology, July 10, 2014

The jobs-transit mismatch particularly hampers low-income workers. Four of the five employment hubs in Cook County are in transit deserts. When workers need their own car to get to a job the transportation costs can become prohibitive. Transportation is already an average household's second largest expense behind housing. Spending money on a car (a depreciating asset), fuel and upkeep to get to entry-level jobs is yet another reason why Suburban Cook low-wage workers struggle for financial stability. In Suburban Cook County, the options are limited between low-income communities and many of the job opportunities, as shown by the map below.



Source: *Transit Deserts in Cook County*, Center for Neighborhood Technology, 2014

The proliferation of the ride share (Uber, Lyft, etc.) provides a new option for people without access to cars, but it is a rather expensive option. Ride share services are not affordable to families with low incomes for regular day-to-day transportation needs, nor even for occasional needs.

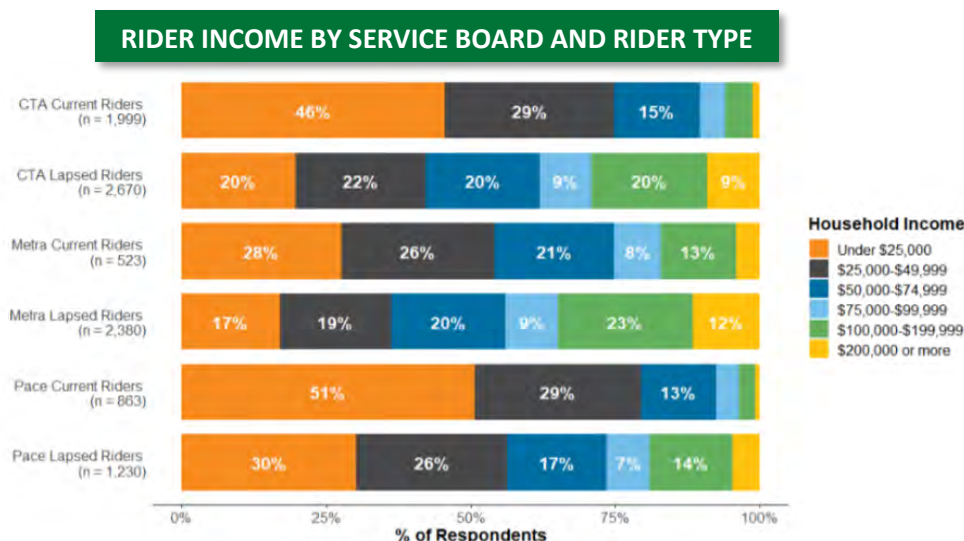
Suburban Cook families with low incomes are extremely vulnerable to transportation crisis. Households with low incomes can rarely afford a new car and generally purchase used cars. Since the pandemic, the price of used cars increased due to high demand.⁷⁶ The cars that low-wage workers can afford are older ones in poorer mechanical shape, and regular maintenance costs can be beyond their financial ability. When their car breaks down, a low-wage worker may be unable to get to work since transit networks in the suburbs are so inferior to those in the city. The lost income, and possibly lost employment, will further destabilize the family's precarious financial situation.

COVID IMPACT ON TRANSPORTATION

The pandemic decimated transit ridership in Cook County. Around 20 percent of transit users will never again be regular riders, according to a March 2021 report from the Regional Transit Authority. Surveys of current and lapsed riders from the Metra rail system, CTA trains and buses, and Pace buses revealed both changes in commuting behavior and how low-wage workers are more transit-dependent than higher earners.

“1) Significant numbers of transit riders have stopped using CTA, Metra, and Pace altogether during the pandemic and had not yet shown signs of returning by January 2021.

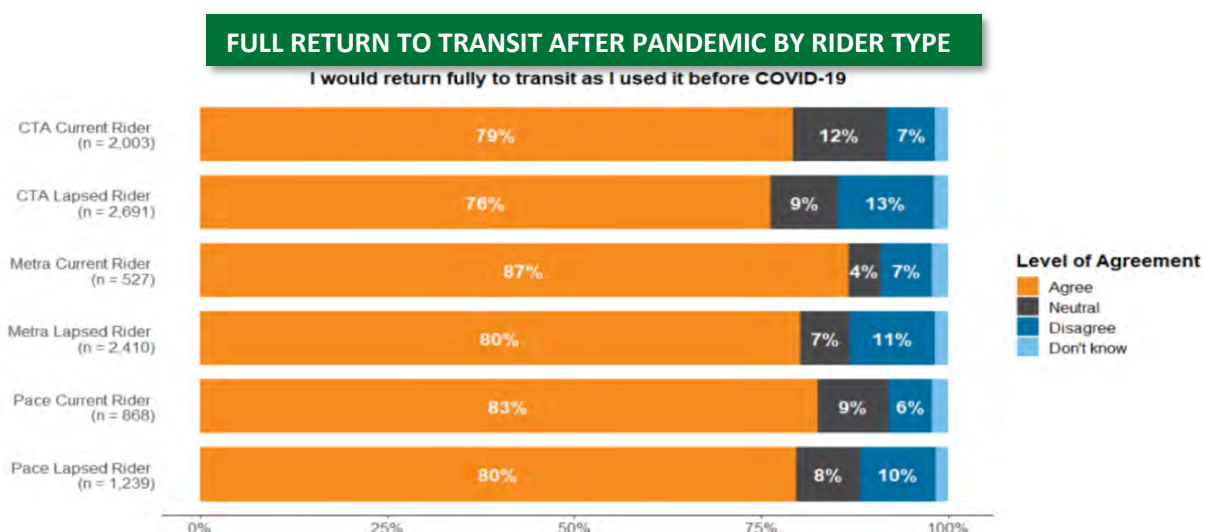
2) Current transit riders are disproportionately essential on-site workers, Black or Latino, or low-income. Comparison of current and lapsed riders on CTA, Metra, and Pace shows with stark clarity that certain segments of the general rider population are more reliant on transit service during the pandemic than others. *Current riders are significantly more likely than lapsed riders to report household income below \$50,000, to maintain on-site work, or to identify with a non-White race/ethnicity.*



3) Telecommuting has increased greatly since the onset of the pandemic and should be expected to continue well above pre-pandemic rates into the future. The survey data shows significant increases in telecommuting from pre-pandemic levels and further details that respondents largely expect to maintain high levels of telecommuting into the future.

⁷⁶ LeBeau, Phil. *Monthly auto loan payments surge to record highs as borrowing hits biggest one-year jump*, Experian says. CNBC News, March 4, 2021. <https://www.cnbc.com/2021/03/04/monthly-auto-loan-payments-surge-to-record-highs-experian-says.html>

4) Many lapsed riders do expect to return to transit as the COVID-19 pandemic abates but transformational and persistent trends such as telecommuting may supersede diminishing health concerns. Amongst lapsed riders, only approximately 80% of those respondents expect to return fully to transit once COVID-19 health concerns abate.”⁷⁷



Many commuters avoided public transit for health reasons when the pandemic began, fearing exposure to the COVID-19 virus. As health fears wane with vaccinations, a new fear has emerged for transit riders – violent crime. Chicago has seen numerous media reports in the spring and summer of 2021 of shootings and stabbings on public transit. This may also hamper transit ridership in Cook County.

In January 2021, Cook County launched an initiative to address transit inequities challenging low-wage workers in South Suburban Cook County. “The Fair Transit pilot was created to ensure that residents in traditionally underserved communities in the County’s southland had equitable access to public transit. According to the South Cook County Mobility Study, residents who live in the pilot region spend up to half of their income on transportation-related expenses and experience longer commute times. The pilot lowers costs and increases service for residents who need it most,” said a statement from Cook County Department of Transportation.⁷⁸



Fair Transit South Cook, a three-year pilot project, offers up to 50% reduced fares on the Metra Electric and Rock Island lines and extends service on the Pace Route 352 Halsted. Anyone riding transit in the pilot area may take advantage of these initiatives.⁷⁹

⁷⁷ Report: RTA COVID-19 Lapsed Rider Survey. Regional Transit Authority. March 2021.

<https://www.rtachicago.org/sites/default/files/2021-04/RTA%20COVID-19%20Lapsed%20Rider%20Survey%20-%20Final%20Report.pdf>

⁷⁸ <https://www.cookcountyil.gov/news/cook-county-department-transportation-and-highways-fair-transit-south-cook-project-receives>

⁷⁹ Fair Transit South Cook. <https://www.cookcountyil.gov/fairtransit/#Toolkit>

RESIDENT SURVEY REPORT

SURVEY PROCESS

DESIGNING SURVEY INSTRUMENTS

A subcommittee of CEDA's Community Needs Assessment Working Group collaborated over several weeks on designing two survey instruments to gather input from low-income residents and from community stakeholders (service providers, advocates, educators, officials, etc.). The team analyzed instruments used for the 2018 Comprehensive Community Needs Assessment. The survey subcommittee discussed details of the survey instruments and recommended changes to 1) improve data clarity, 2) reflect changed conditions caused by the COVID-19 pandemic and social justice movement, and 3) collect information about community networks. The subcommittee had the resident survey instrument translated into Spanish. The survey instruments were finalized through consensus of the whole CNA working group.

CEDA created an instrument to survey community residents regarding their priority needs and community conditions. Basic demographic identifiers and household characteristics were captured. The survey tool also solicited customer feedback from any respondents who received services from the agency within the past 12 months. See Appendix 6 for a copy of the Resident Needs Assessment Survey.

GATHERING SURVEY RESPONSES

The survey responses were collected between February 1 and April 15, 2021. This was a time when most COVID-19 restrictions were in effect. CEDA and its community partners were having very limited face-to-face interaction with customers or the public at that time.

CEDA used the online survey platform Survey Monkey to publish the resident survey in both English and Spanish, and the Stakeholder survey in English only. Weblinks to the resident survey were sent in Constant Contact e-mailings to more than 44,000 suburban Cook County residents who had provided email addresses for the Help Illinois Families preapplication. Weblinks to the surveys were published on CEDA website and social media accounts. The links were sent out to more than 11,000 CEDA network contacts in in four separate electronic mailings using Constant Contact. Agency managers distributed the weblinks to their professional networks. Agency staff sent weblinks to their CSBG customers.

In addition to the online survey, CEDA also created fillable pdf documents for each survey. These could be printed out by CEDA or partner site staff for customers to complete in paper and ink.

ANALYSIS OF RESIDENT SURVEY DATA

A total of 2,910 Survey responses were collected: 230 responses were gathered in a Spanish Language survey instrument; 2680 were gathered in an English Language survey instrument. No paper copies of the survey were submitted to CEDA.

GEOGRAPHIC REGION OF RESPONDENTS

CEDA is able to identify the community area and region that respondents live in based on the zip code provided by respondents. We observed that more than half of survey respondents reside outside of CEDA's CSBG catchment area. This is likely the result of distributing the survey link to all of CEDA's community contact list, many of which represent organizations in Chicago.

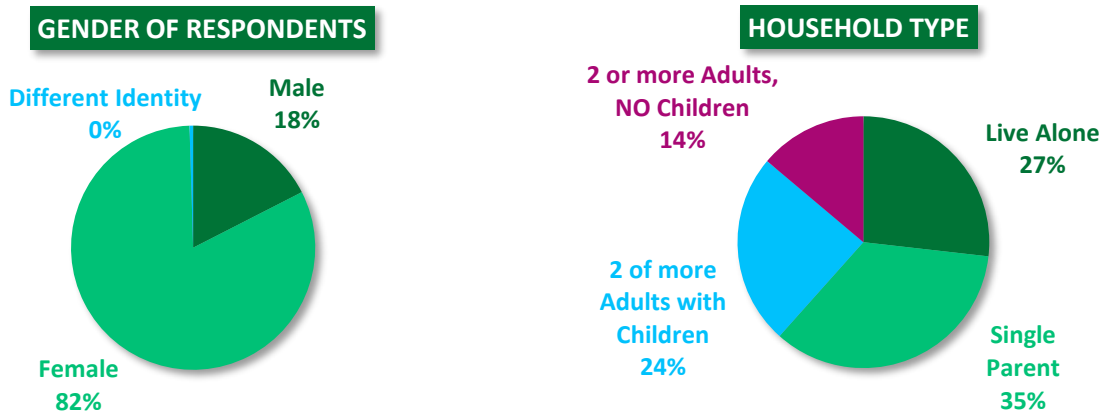
North Region	256	9%
South Region	731	25%
West Region	447	15%
City of Chicago	1388	48%
Collar Counties	24	1%
Unknown	64	2%
	22,910	

CEDA's assessment area is suburban Cook County. Therefore, the following analysis is based on only the responses from 1434 Suburban respondents: 256 North Region residents, 731 South Region residents, and 447 West Region residents.

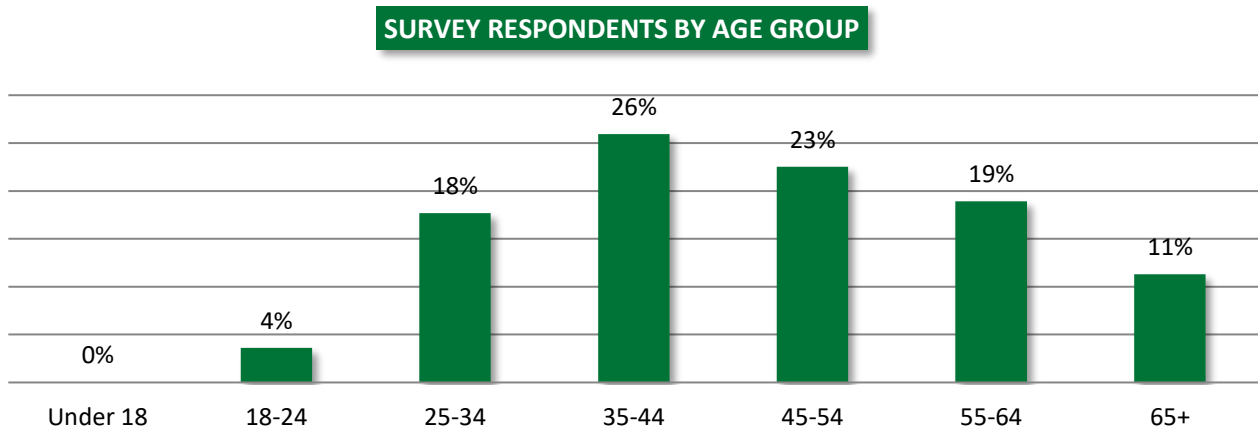
DEMOGRAPHIC CHARACTERISTICS OF RESPONDENTS

The vast majority of survey responses, 82 percent, came from female respondents.

Most surveys (59 percent) were submitted from households with children. Single-parent households made up the largest portion of survey respondents (35 percent). Single-person households were the next most common, followed by households with children and 2 or more adults. Households with 2 or more adults without children accounted for 14 percent of respondents.



Very few (4 percent) of responses came from residents under age 25. No responses were received from residents under 18 years of age.



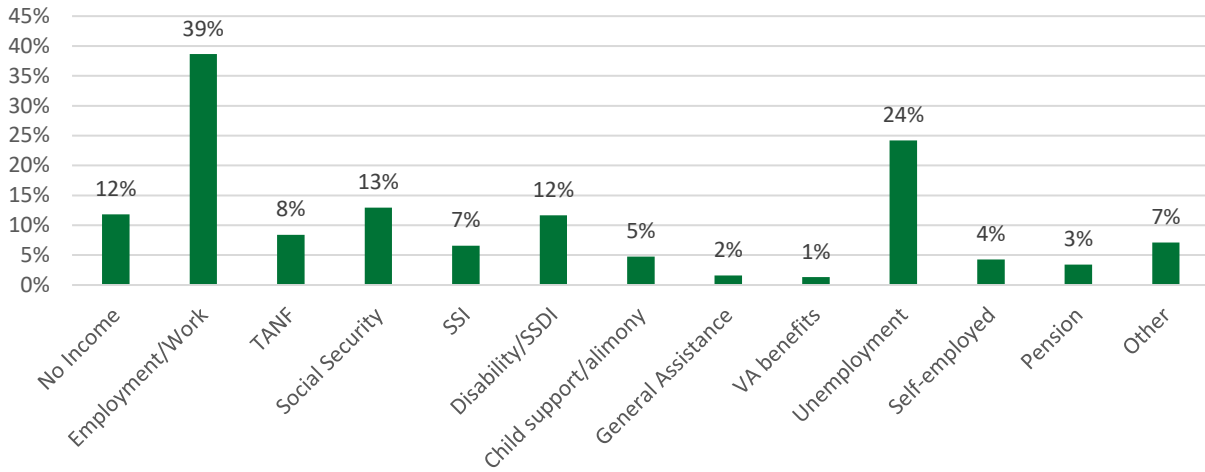
INCOME OF RESPONDENTS

The survey did not capture income levels of the respondents, only the income source and directional change in household income from the previous year. Since surveys were collected from those who submitted preapplications on the Help Illinois Families website (self-identified as suburban residents in need), from CEDA income-eligible customers, and from customers of other organizations serving disadvantaged populations, the responses are representative of the low-income population that CEDA serves.

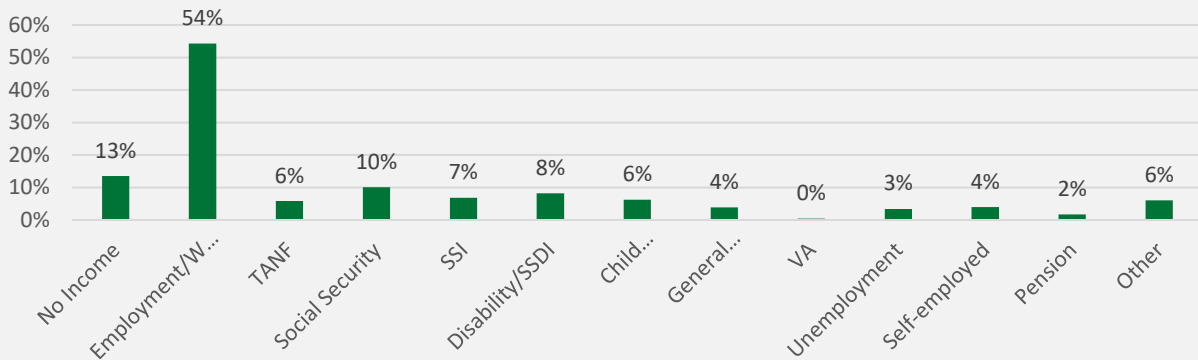
The impact of the COVID pandemic on the working poor is revealed in the income information of the survey data. CEDA observed that the percent of respondent households receiving unemployment income in 2021 was eight times higher than in 2018. In 2018 survey results, only 3 percent of respondents were receiving unemployment benefits. In 2021, that number jumped to 24 percent.

Correspondingly, those with employment income dropped markedly in 2021 from the 2018 level. Charts from the current survey and the previous survey below provide visual contrast of the pre- and post-pandemic conditions regarding income source. It should be recognized that even with COVID-related job loss, employment earnings from work are still the most common income source.

2021: SOURCE OF INCOME

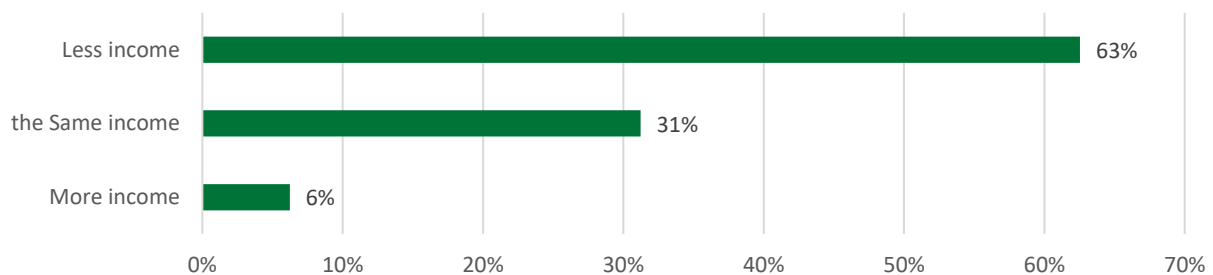


2018: SOURCE OF INCOME



CEDA also noted an enormous increase in the percent of respondents who had less income than a year ago. In the 2018 survey results, 37 percent reported a lower of income.

IN THE LAST 12 MONTHS, HOW HAS YOUR HOUSEHOLD'S INCOME CHANGED?



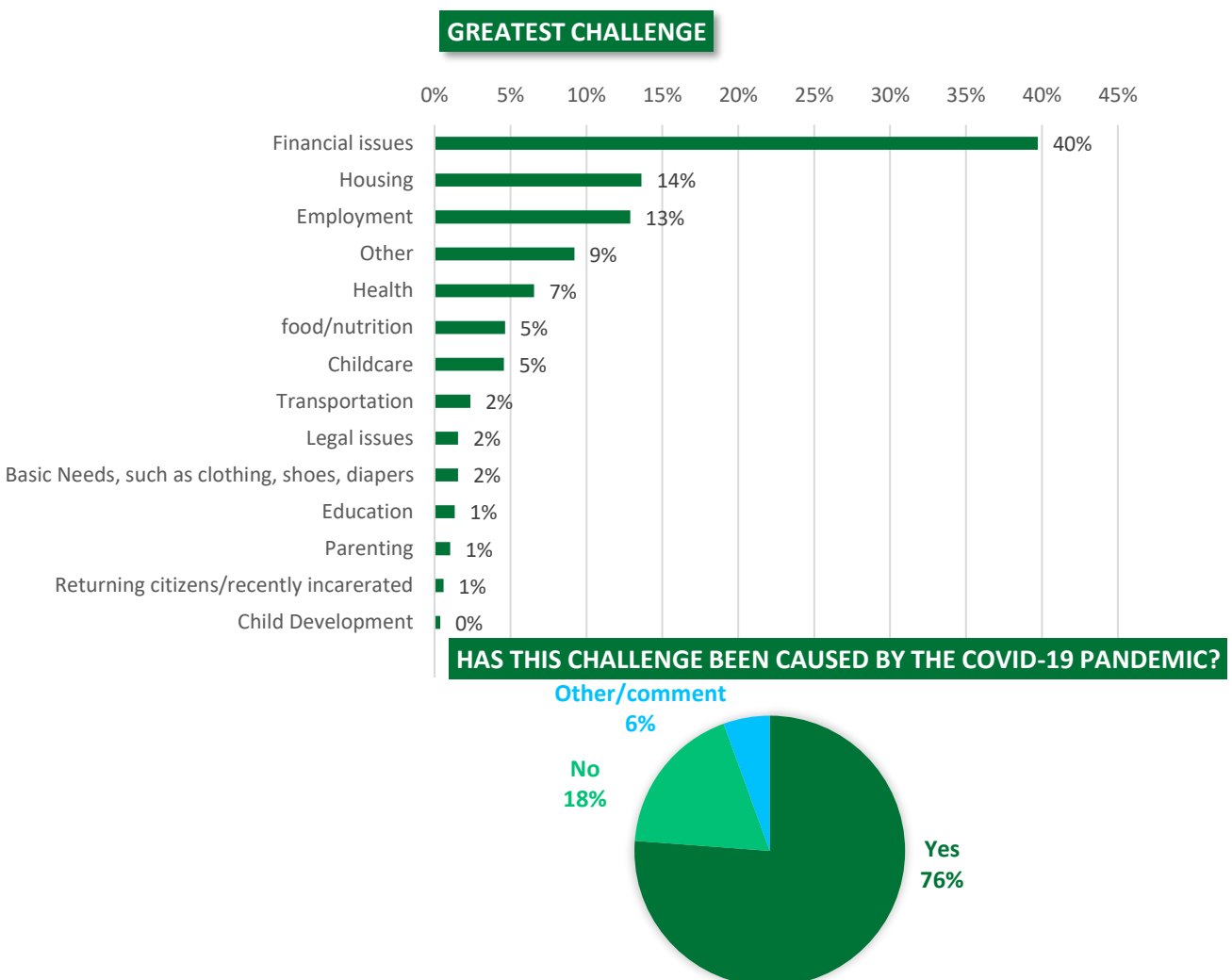
IDENTIFIED NEEDS

Priority Need of Respondents

The survey asked people to identify “In the past 12 months, what is the single greatest challenge you and your household have experienced?” This was the first time that CEDA asked respondents to identify a single priority need for their household, so we were unable to compare to pre-pandemic responses. However, 76 percent of respondents indicated that their top needs from the past year was related to the pandemic. Only 18 percent indicated that their priority need was not a result of the COVID-19 pandemic. Of the 6 percent replying “other”, many commented that their problem had already existed, but the pandemic had made it worse or more difficult to manage.

Not surprisingly, the most frequently cited challenge among the survey respondents was Financial Issues. This choice was left unspecified, but the subsequent questions in the survey provide additional data for a more focused picture of the financial challenges. Housing, Employment, Health, Food, and Childcare challenges round out the top responses to greatest challenge.

Among those responding “Other”, the most cited challenges were related to Home Repairs and Utility Assistance.



Survey respondents could select up to three items from multiple choice questions regarding different domains of need: Employment, Education, Financial & Legal Issues, Housing, Food & Nutrition, Health, Transportation, Childcare & Child Development, Parenting & Family Supports, and Basic Needs. Only respondents replying in the affirmative to having a child under 18 in the household were able to respond to Childcare & Child Development, and the Parenting & Family Supports domain choices.

CEDA analyzed the data to ascertain the percentage of all respondents in each domain who selected any available choice. Those percentages became the quantitative data by which CEDA ranked the top needs of the low-income community members. This methodology produced the follow list of Top Ten Needs from all respondents:

1. Help paying utility bills (heating, electric, and/or water).
2. Help building my credit.
3. Help paying for car repairs.
4. Helping my child cope with stress, anger, depression, or emotional issues.
5. Setting goals and planning for my family.
6. Finding a full-time job.
7. Help paying for car insurance.
8. Being able to afford healthy food.
9. Getting financial assistance to complete my education.
10. Help paying for childcare costs.

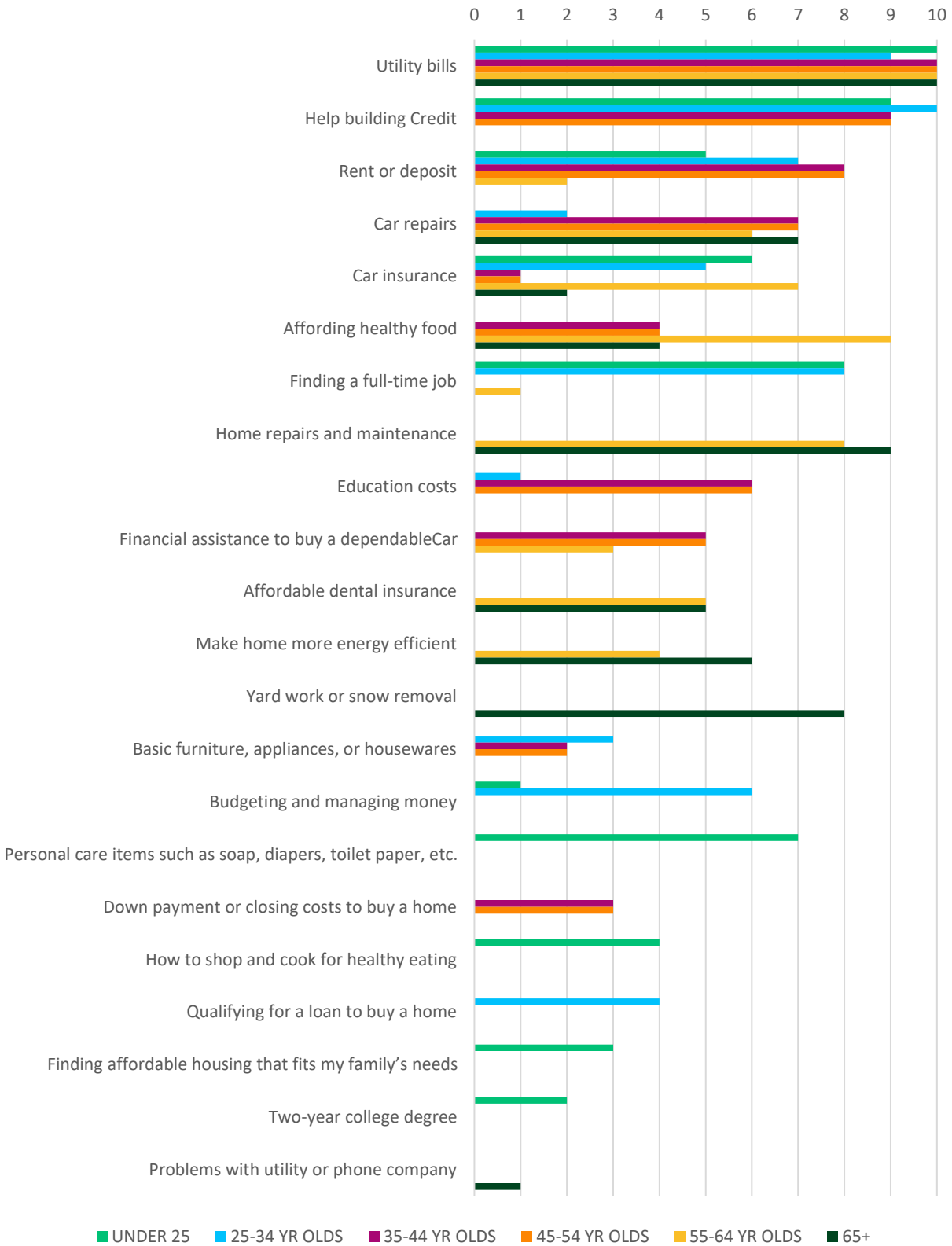
Top Needs by Age Group

The graphic below shows the differences in priority needs of different age groups. In the graphic, the top 10 items for each age group are displayed as numeric values with the highest ranked item valued as 10, the second ranked item valued as 9, etc. and the 10th ranked item valued as 1.

We find that only two issues rose to the Top Ten among all age groups: Help Paying Utility Bills, and Help Paying for Car Insurance. Not surprisingly, there are items that only rise the Top Ten only in one or two age cohorts. Only those over age 65 expressed the need to Yard Work or Snow Removal among the Top Ten. However, among this oldest cohort, that was a high priority need -- number three on the Top Ten list of respondents aged 65 and over. Both cohorts of respondents over age 55 indicated that home repairs and maintenance are a major concern. CEDA saw many comments that residents could not afford roof repair, appliance replacements and other costs related to keeping their homes in livable condition.

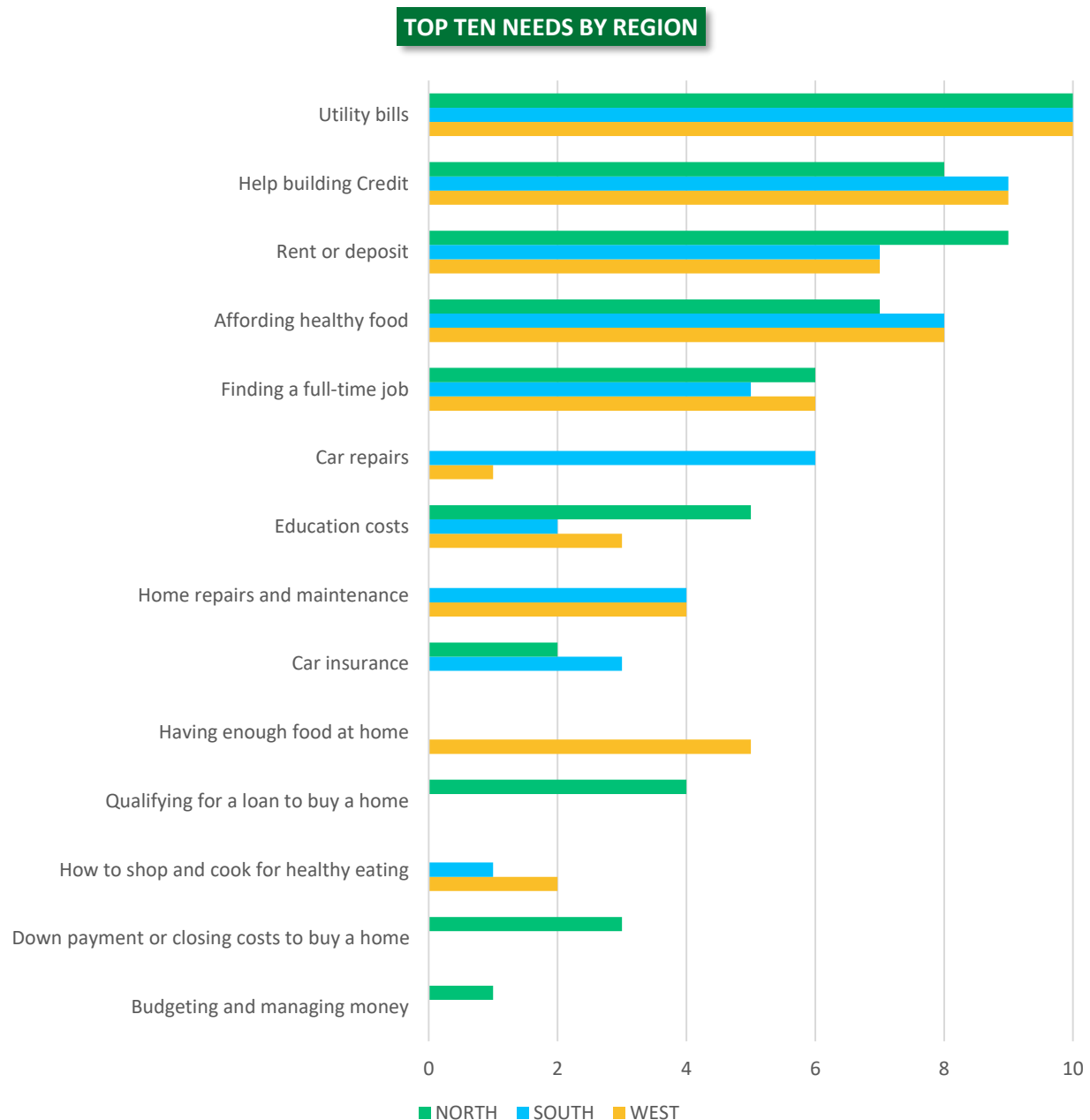
For younger respondents, concerns like building credit, learning budgeting and managing personal finances, finding work, and pursuing and education were higher priorities. Among respondents under age 25, learning how to buy and cook healthy food was high priority whereas being able to afford the food was not. This is the only age cohort not to include affording food in their Top Ten needs.

Top 10 Needs By Age Group

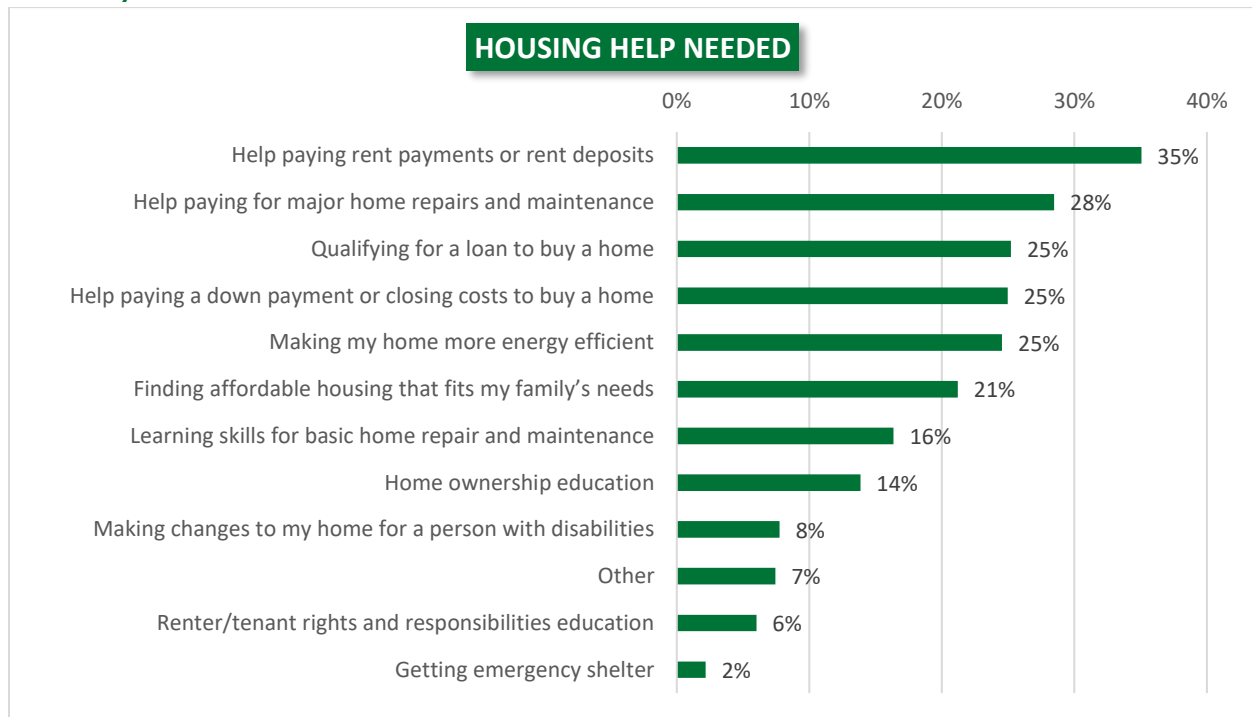


Top Needs by Region

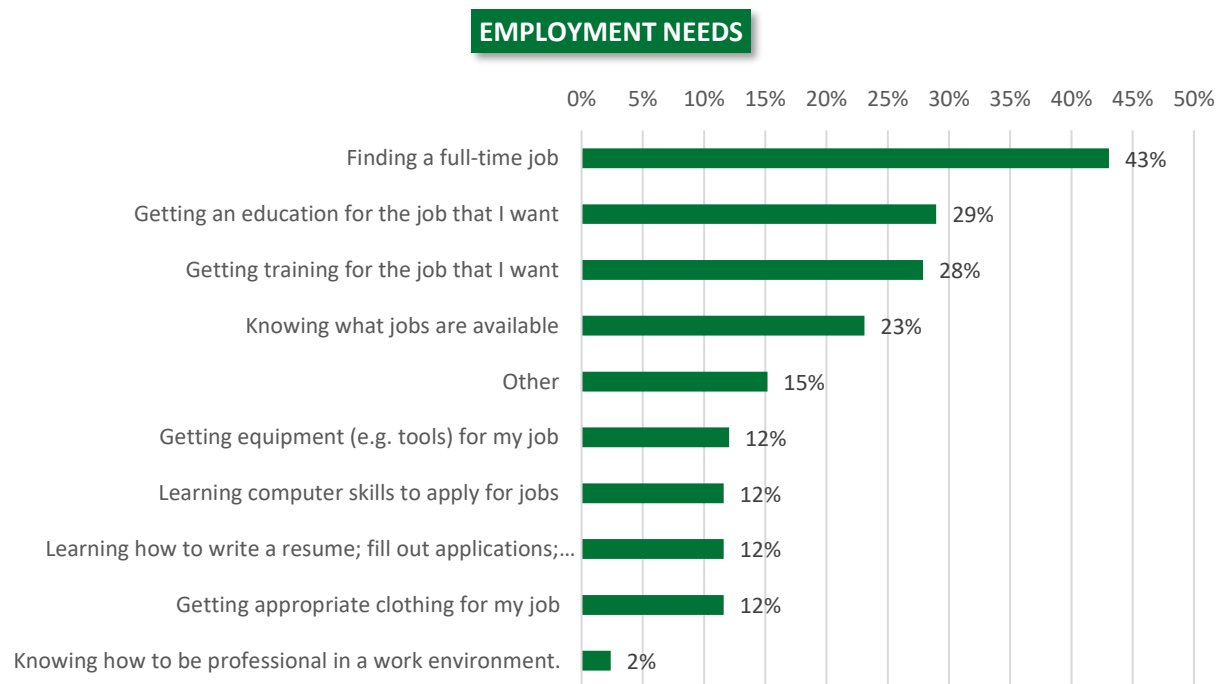
Regional differences in the Top Ten needs are evident when comparing responses of residents in each of the three CEDA regions. From these response rankings presented in the chart below, it appears that food insecurity may be more acute among low-income residents in the West suburbs. North suburban low-income residents appear to be more challenged by housing issues as pertains to rent payments and efforts to become homeowners. Car maintenance appears to be a greater challenge for residents of the South suburbs.



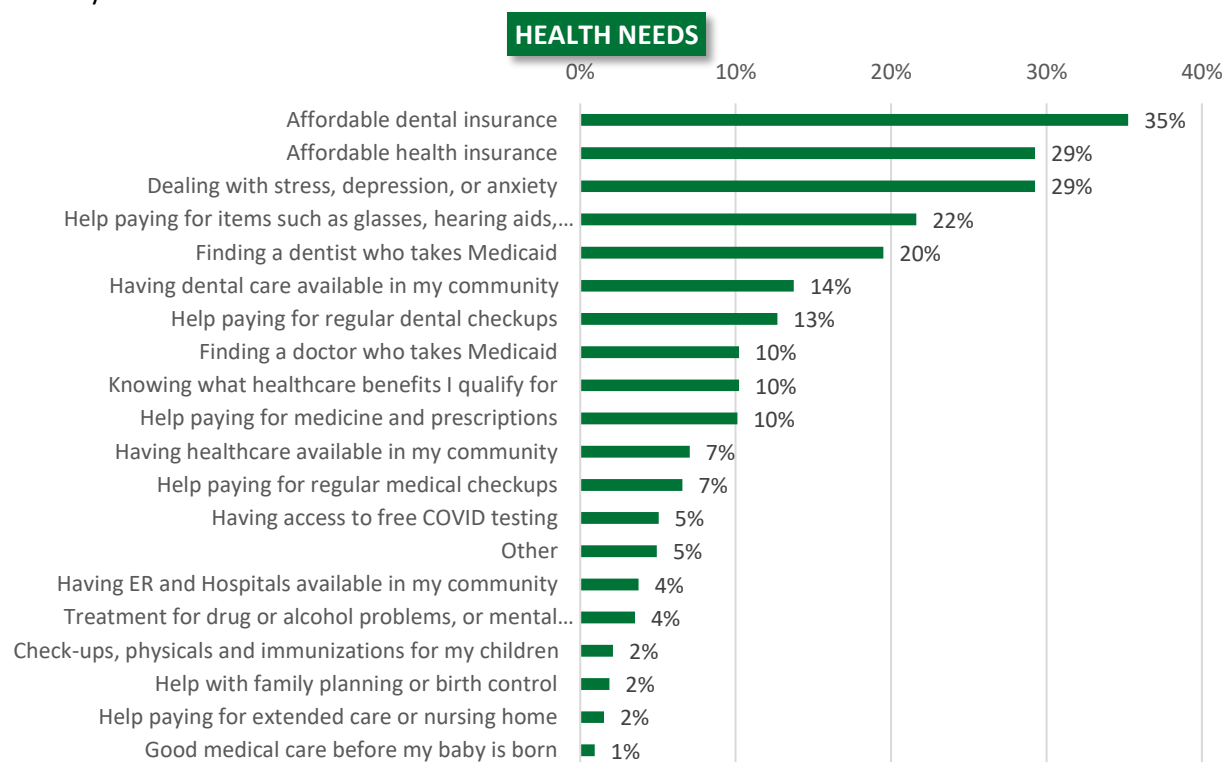
Needs by Domain



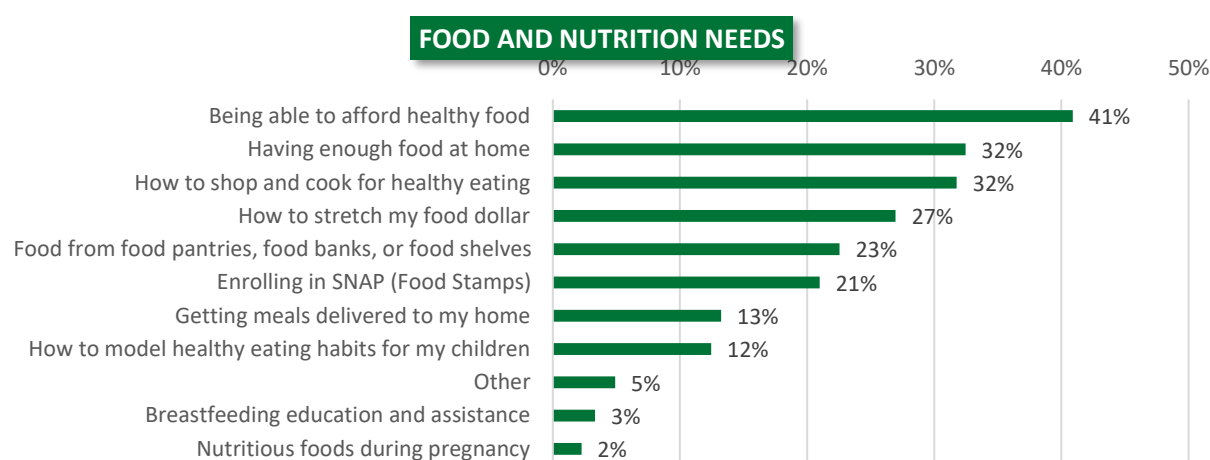
“Other” housing help indicated by respondents centered on Home Repairs ranging from major repairs (roofs, plumbing, window replacement) to accessibility modifications. Utility Assistance, Delinquent Rent Assistance, and Mortgage Assistance accounted for most of the balance of “other” comments.



Other employment barriers that respondents cited included lack of childcare, helping child with remote learning, finding better paying jobs, transportation barriers, and finding employment to accommodate a disability.

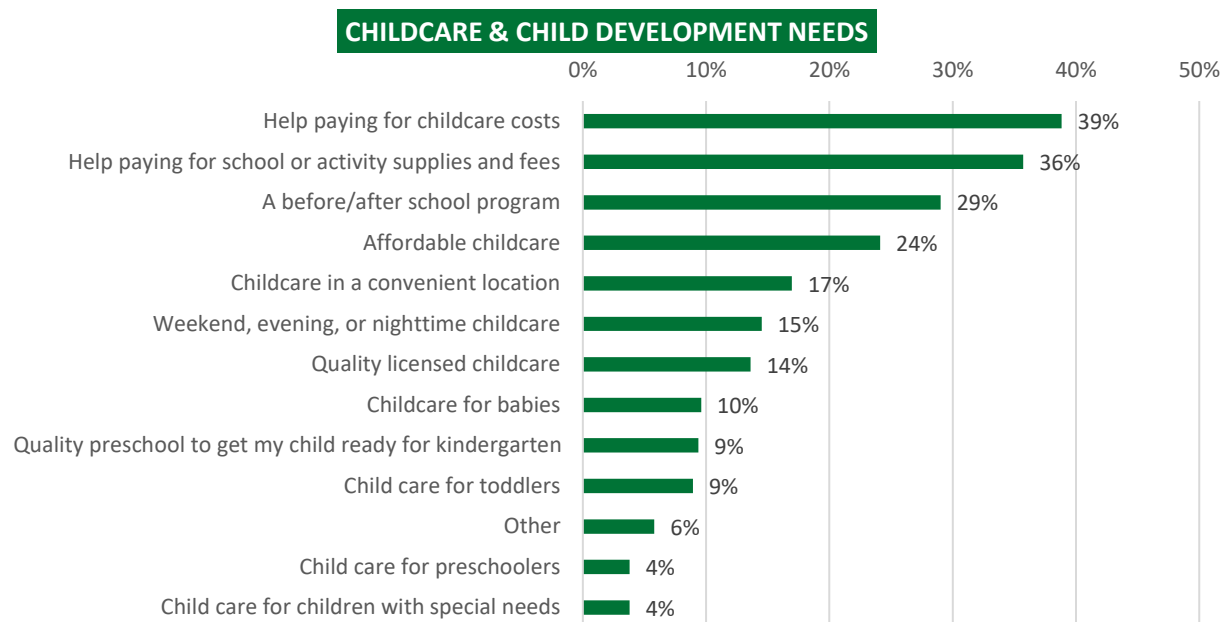


Topics in the “other” comments included Paying for dental procedures or braces, finding COVID-19 vaccine appointments⁸⁰, getting home health care, and paying for medications not covered by insurance.

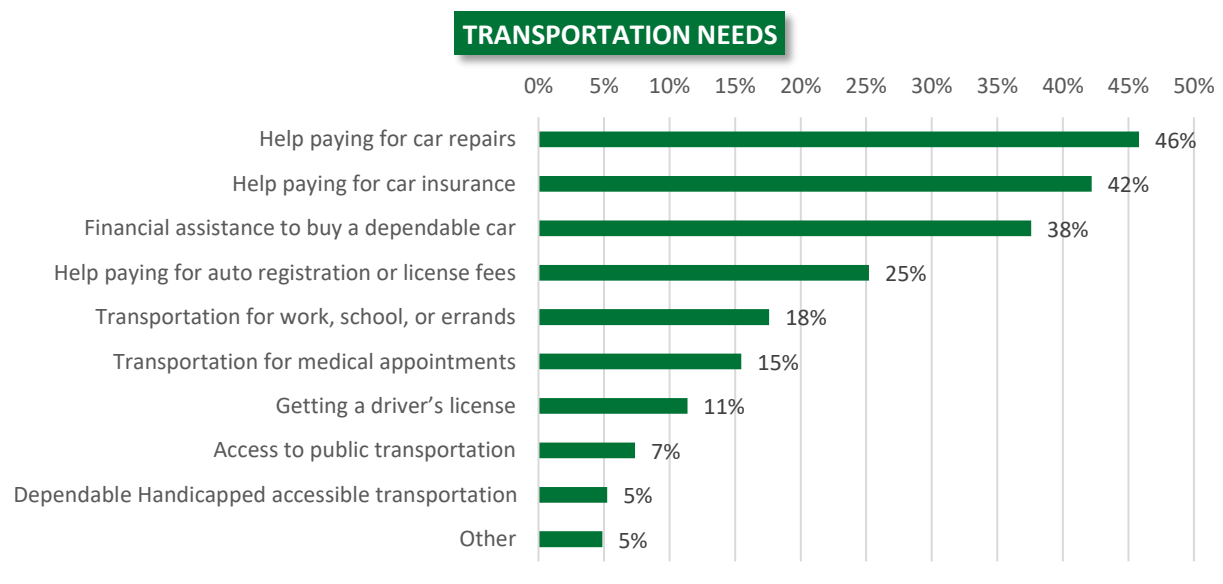


“Other” comments regarding the Food and Nutrition needs related to issues with access, limited options for using SNAP and WIC, and special dietary needs.

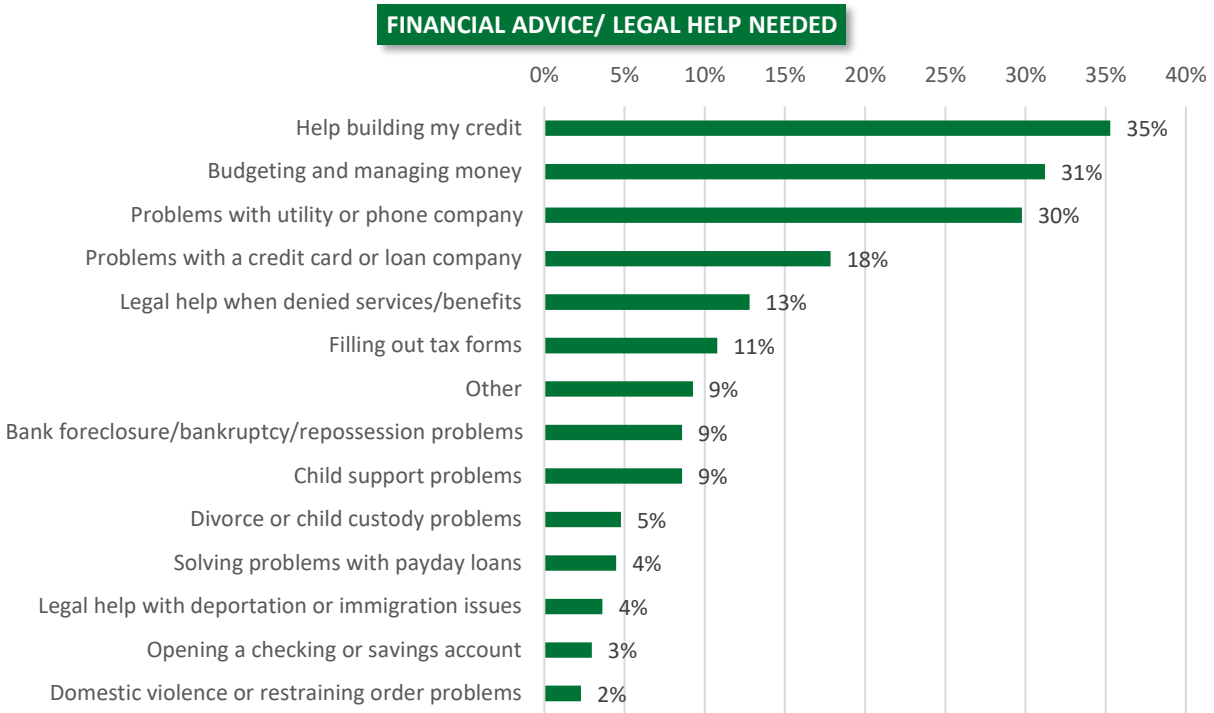
⁸⁰ Survey responses were gathered between March 1 and April 15, 2021 when access to COVID-19 vaccines was limited.



The “Other” Childcare and Child Development topics cited included inability of find a child care provider due to COVID closures, help paying for summer daycamp, and needing Mental Health services for a child or adolescent.



“Other” Transportation needs write-ins included financial assistance for making Car Payments, help getting Parking Permits and need for Driving School.

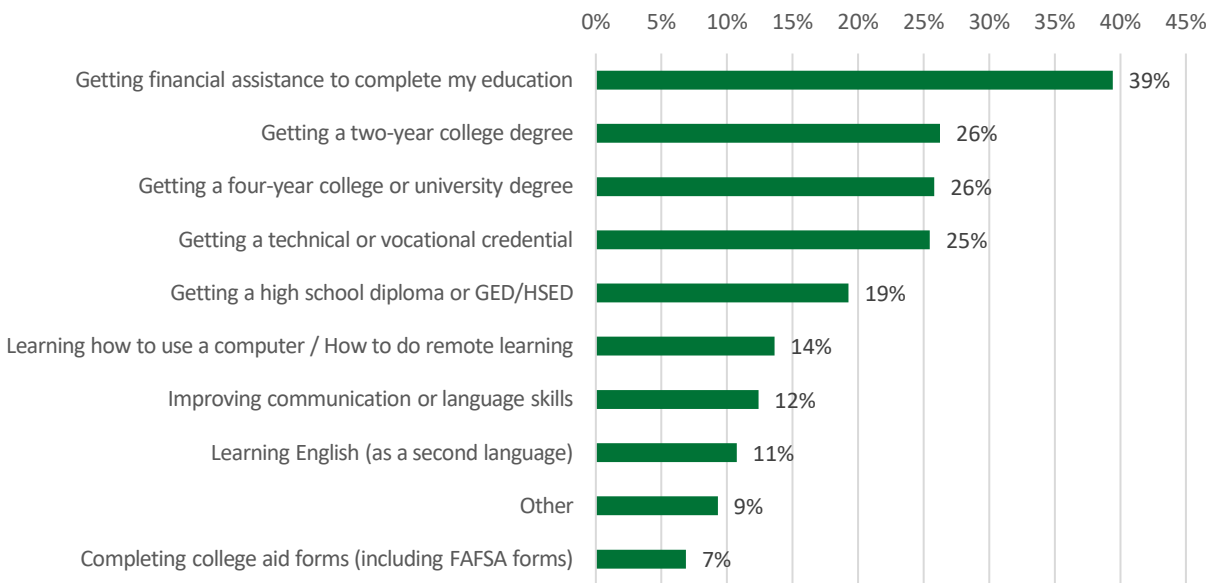


“Other” responses were primarily statements of need for bill payment and rent payment assistance. Additional topics cited as “other” included Home Repairs, Citizenship, Wills, Retirement Planning, and Restoring Driving Privileges.



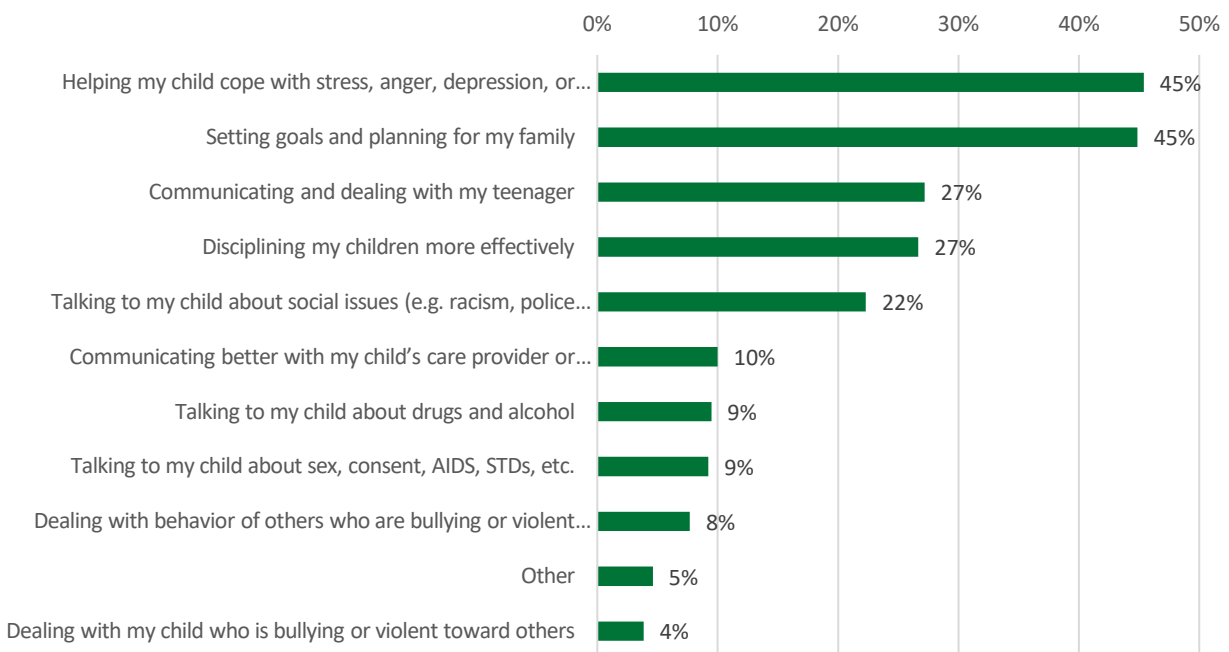
The “Other” Basic Needs write-ins cited included Home Repair/Appliance Repair, Property taxes, Rent/Mortgage assistance, and reliable Phone/Internet.

EDUCATION NEEDS

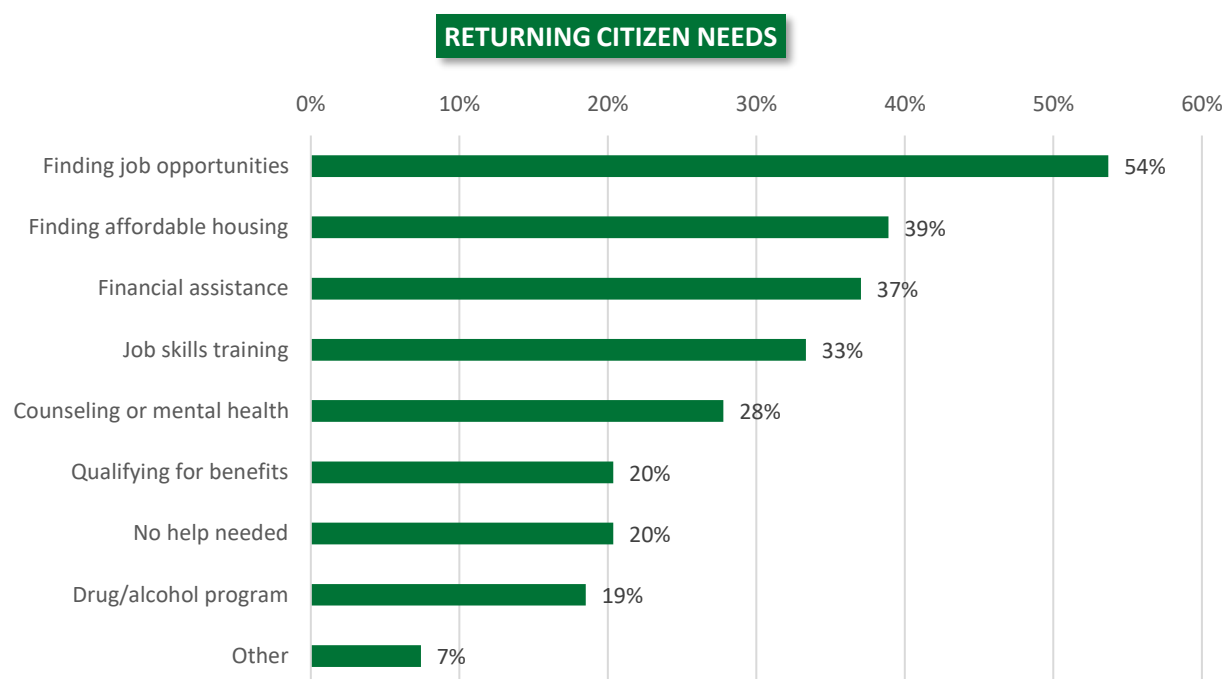


Items cited as “other” educational concerns included *Help with child’s e-learning*, *Pursuing a graduate degree*, *Learning to use a smartphone*, and basic education need of *Learning to spell*.

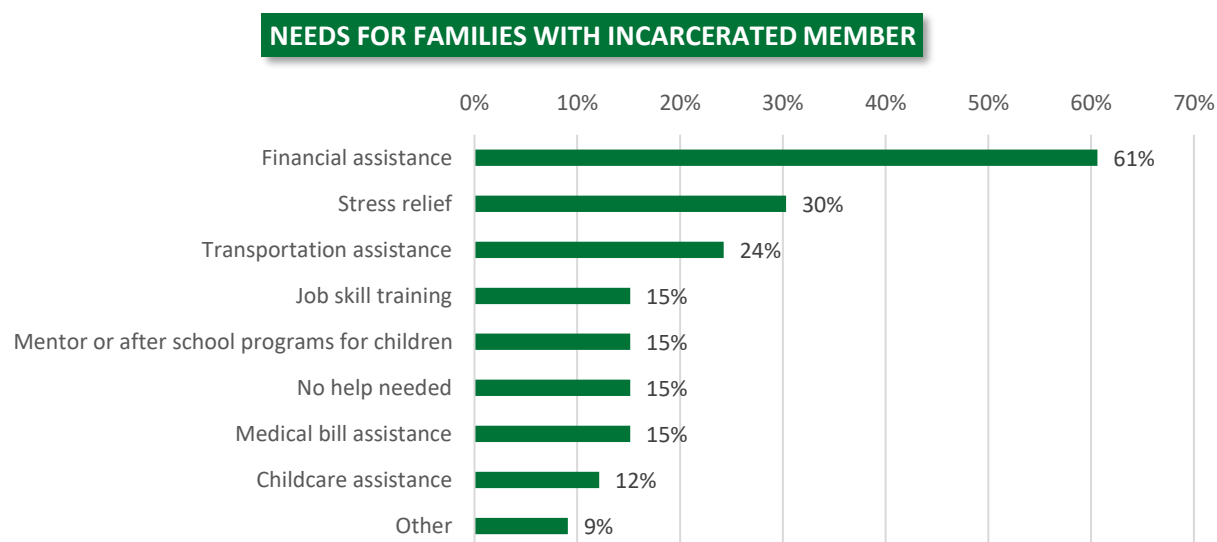
PARENTING & FAMILY SUPPORT NEEDS



Various unique comments were entered in the “other” field under Parenting and Family Supports. Only 2 shared a common theme: helping a child deal with the death of a parent.



55 survey respondents identified themselves or a member of their household as a formerly incarcerated returning citizen. Responses show that the priority need of this portion of the population is Finding Employment.

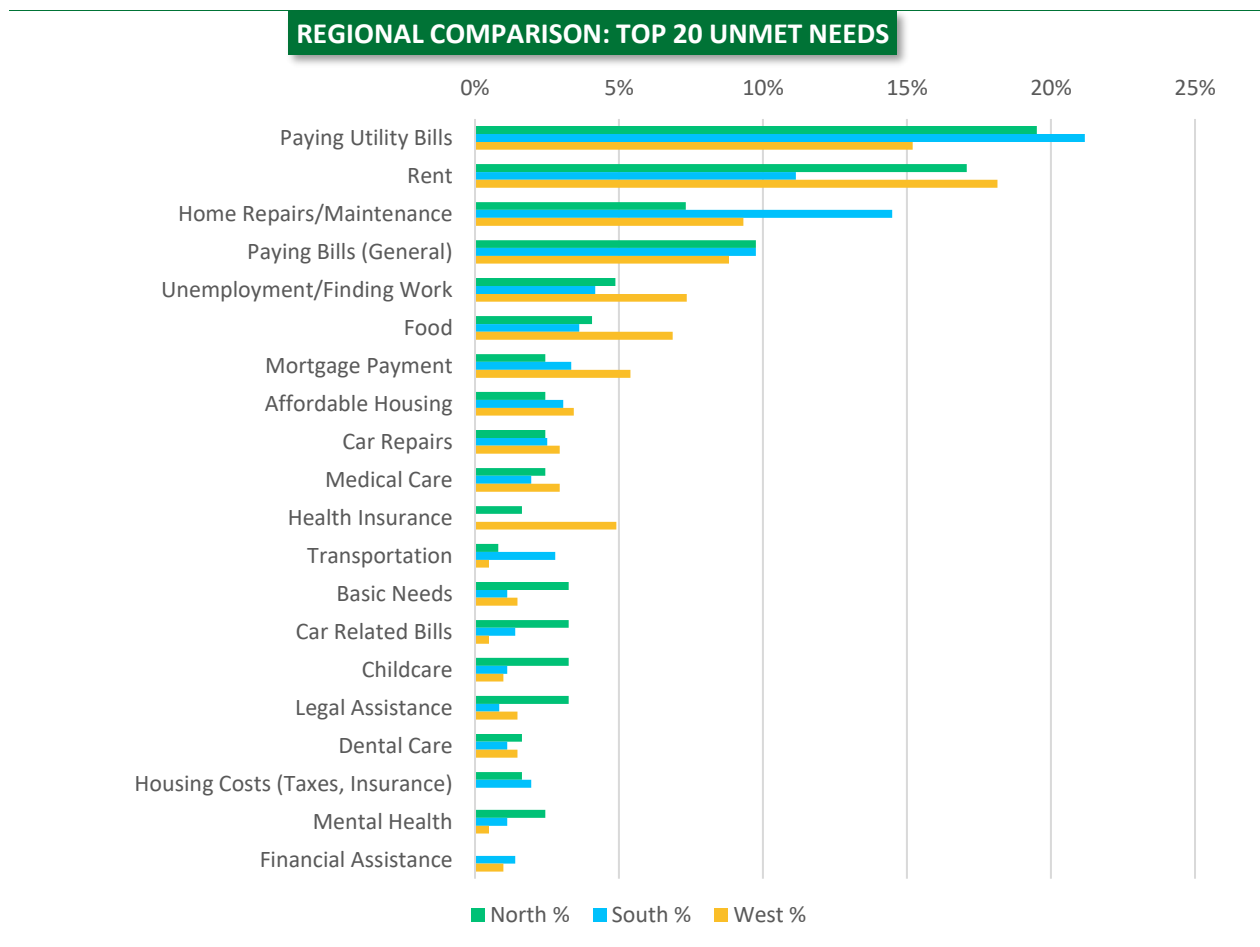
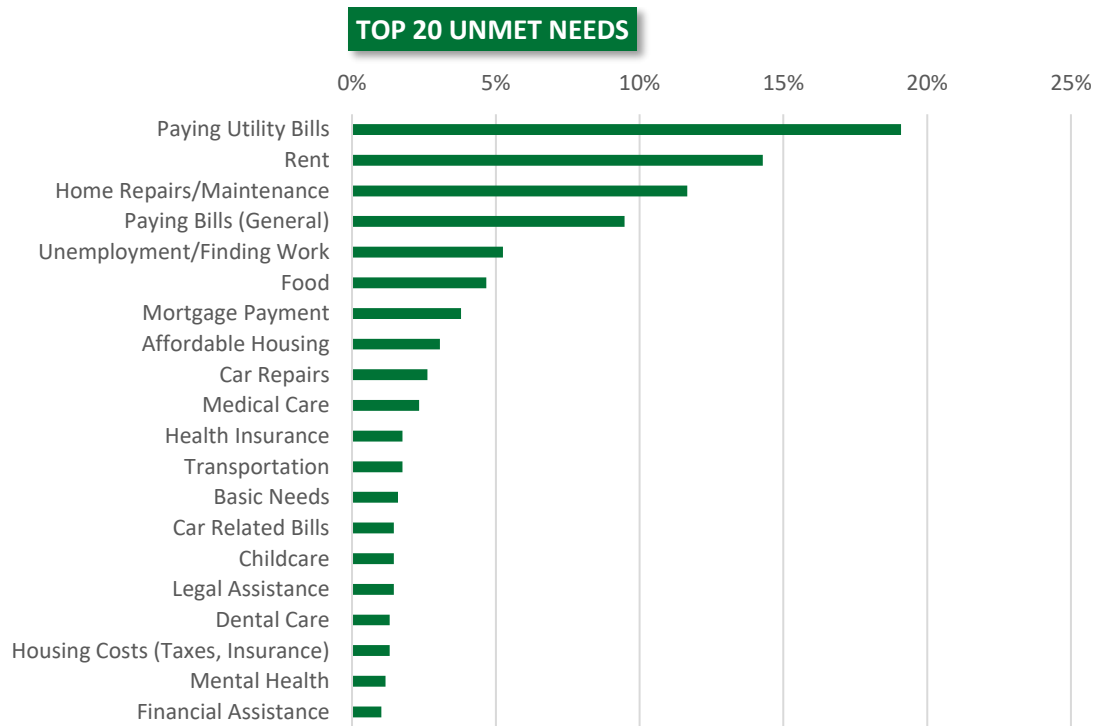


Only 30 survey respondents indicated that a member of their household is current incarcerated. The overwhelming need that these families identified was for Financial Assistance for day-to-day living.

Unmet Needs

Survey respondents were asked *Are there any problems or needs that you or your family faced within the last 12 months that you were unable to get help with?* 52 percent answered “Yes.” And were asked to list their unmet needs. Analysis of the 580 open-ended responses revealed that nearly 20 percent had multiple unmet needs. The responses were categorized and tallied and compared by CEDA region.

Unmet Needs	OVERALL	NORTH	SOUTH	WEST
Paying Utility Bills	131	24	76	31
Rent	98	21	40	37
Home Maintenance Assistance	80	9	52	19
Paying Bills (General)	65	12	35	18
Unemployment/Finding Work	36	6	15	15
Food	32	5	13	14
Mortgage Payment	26	3	12	11
Affordable Housing	21	3	11	7
Car Repairs	18	3	9	6
Medical Care	16	3	7	6
Health Insurance	12	2	0	10
Transportation	12	1	10	1
Basic Needs	11	4	4	3
Car Related Bills	10	4	5	1
Childcare	10	4	4	2
Legal Assistance	10	4	3	3
Dental Care	9	2	4	3
Housing Costs (Taxes, Insurance)	9	2	7	0
Mental Health	8	3	4	1
Financial Assistance	7	0	5	2
Help With Replacing Documents	7	0	6	1
COVID-19 illness	0	0	0	0
Homelessness	5	1	3	1
Other Social Service Program	5	1	2	2
Small Business Loan	4	2	2	0
Support For Caregivers	4	0	4	0
Death In Family	3	0	3	0
Everything	3	0	2	1
Foreclosure	3	0	2	1
Medical Bills	3	1	2	0
Paying For Prescriptions	3	1	1	1
Safety	3	0	3	0
Domestic Violence	2	0	2	0
Eye Care	2	0	2	0
Funeral Expenses	2	0	0	2
Phone and Internet	2	0	2	0
Purchasing Computer	2	0	1	1
Student Loans	2	0	0	2
Computer Literacy	1	1	0	0
Dental Insurance	1	1	0	0
Reentry	1	0	1	0
Remote Learning	1	0	0	1

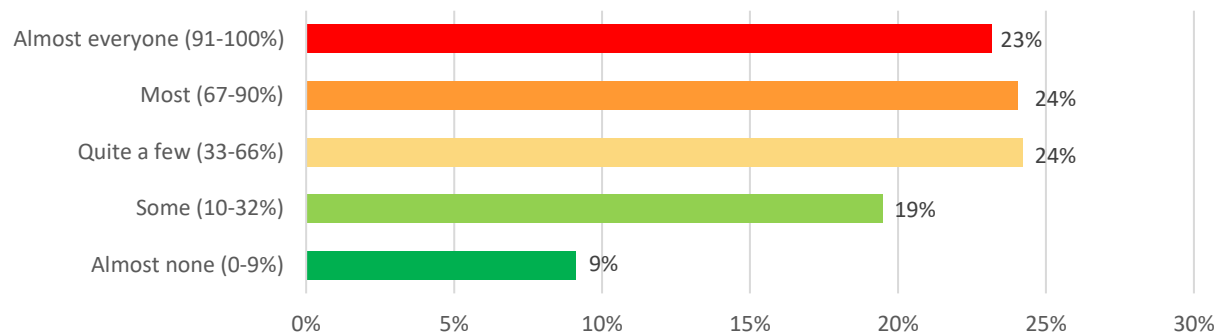


COMMUNITY CONDITIONS

General Financial Security

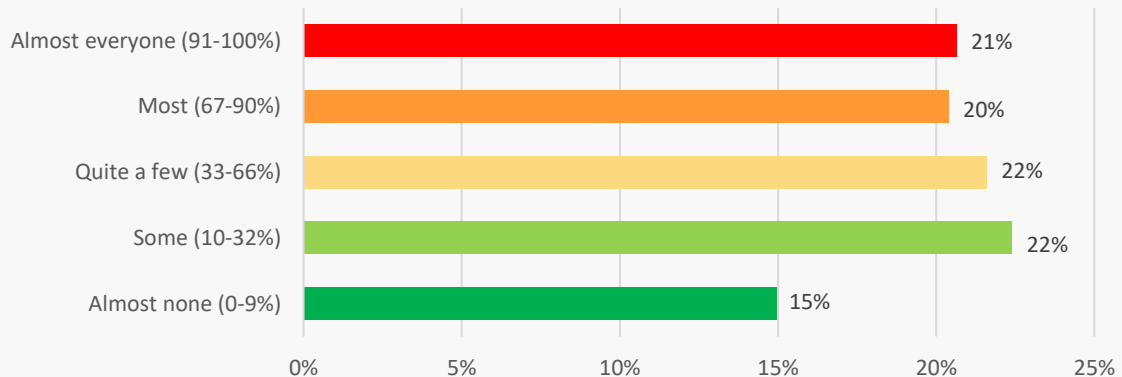
Survey respondents were asked to answer on a Likert scale *When you think about your adult friends and neighbors, how many of them might say something like "my money runs out before the end of the month"?*

2021: FINANCIAL INSECURITY AMONG FAMILY, FRIENDS, AND NEIGHBORS



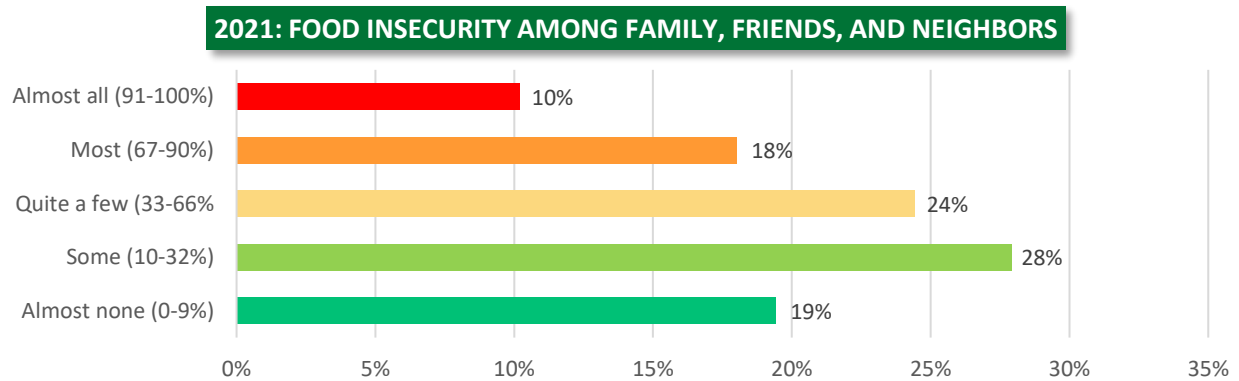
There was a notable increase in financial insecurity in 2021 over 2018.

2018: FINANCIAL INSECURITY AMONG FAMILY, FRIENDS AND NEIGHBORS

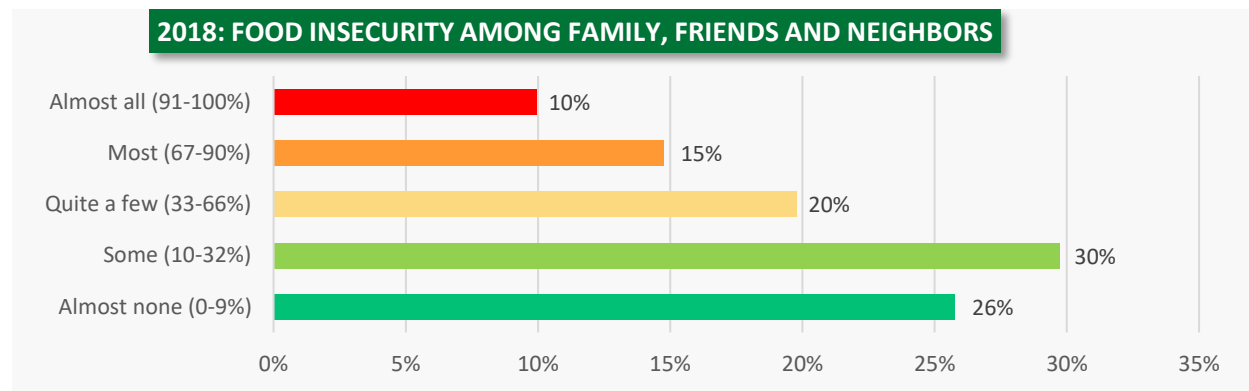


Food Security

Survey respondents were asked to answer on a Likert scale *When you think about your family, friends and neighbors, how many of them may have difficulties finding or buying enough quality food to provide at least three meals per day?*



Food insecurity appears to have increased slightly in 2021 compared to 2018. In both survey cycles, food insecurity remained much less common than financial insecurity.



Community Improvements

The open-ended survey question “What is one thing you would like to see improved in your neighborhood?” received 894 answers of which 119 indicated no improvements. The 775 distinct changes that were described were categorized and tallied. The top 25 categories for desired community improvements are listed in the chart below.



Analyzing the desired community improvement data by which CEDA Region the respondent resides in, reveals differing priorities by region.

The top 5 community improvement categories from the **South Region** (413 answers analyzed) were:

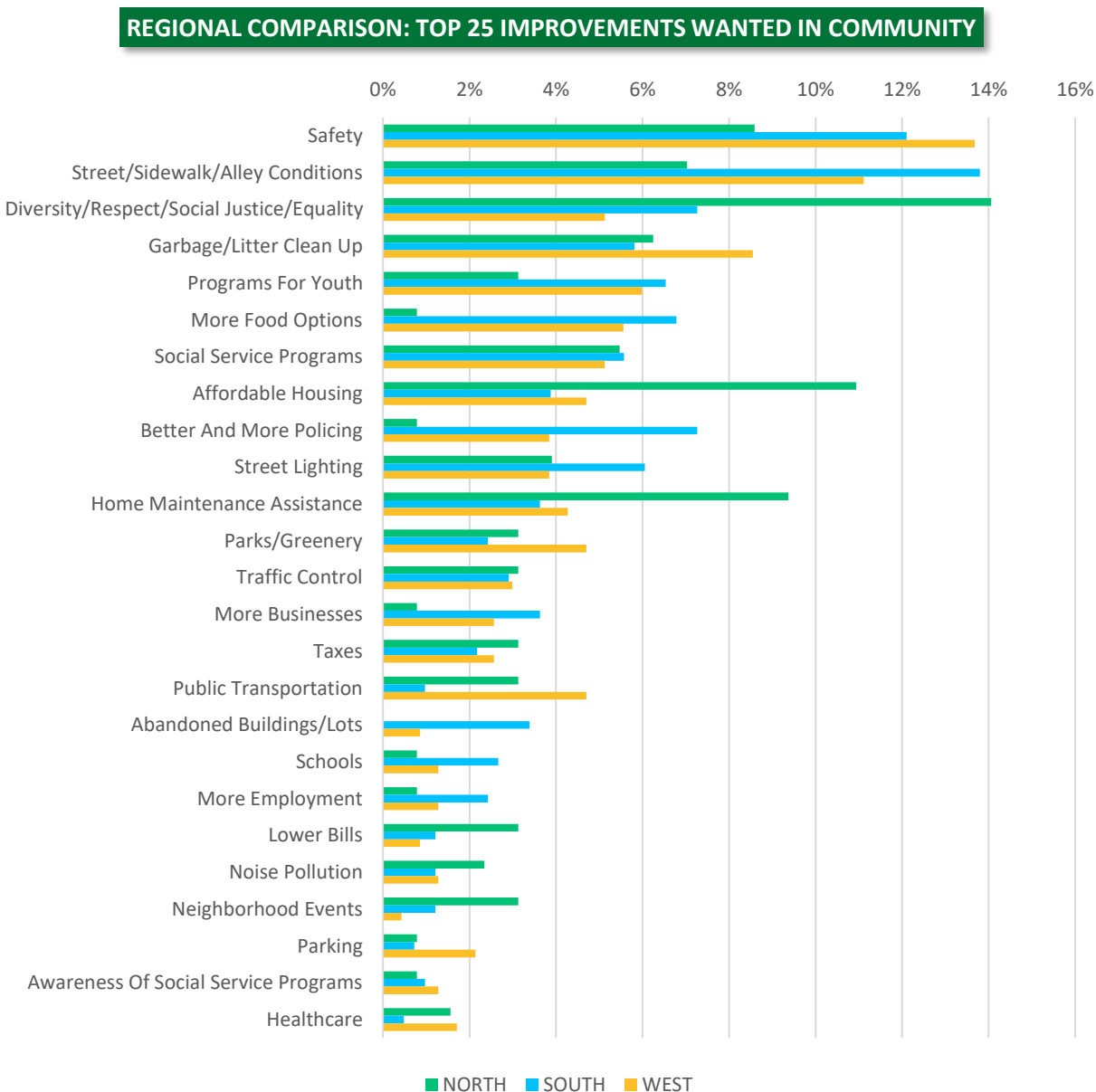
1. Street/Sidewalk/Alley Conditions
2. Safety
3. Diversity/Respect/Social Justice/Equality
4. Better And More Policing
5. More Food Options

North Region residents (128 answers analyzed) prioritized:

1. Diversity/Respect/Social Justice/Equality
2. Affordable Housing
3. Home Maintenance Assistance
4. Safety
5. Street/Sidewalk/Alley Conditions

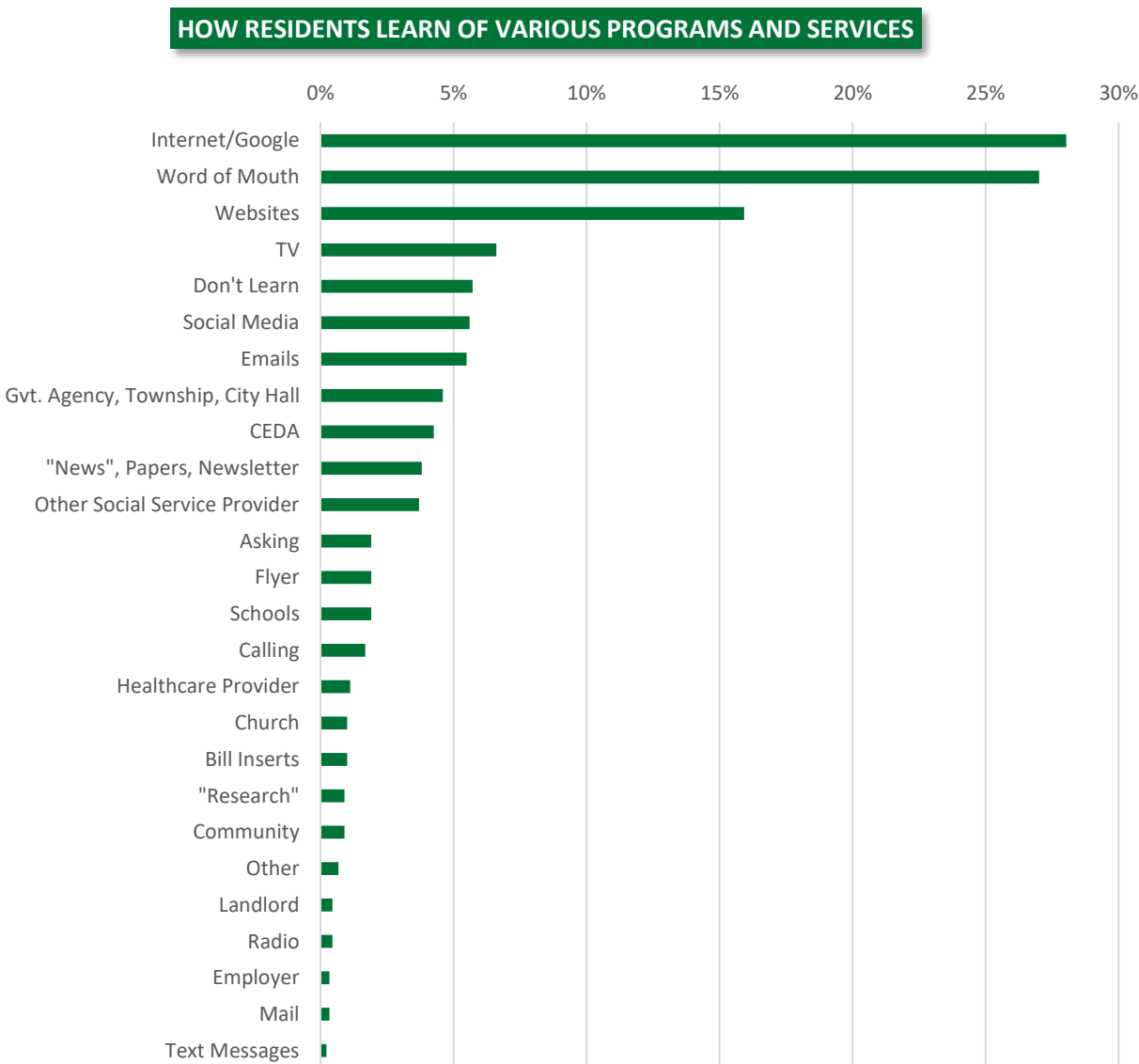
The top 5 topics from **West Region** residents (234 answers analyzed) were:

1. Safety
2. Street/Sidewalk/Alley Conditions
3. Garbage/Litter Clean Up
4. Programs For Youth
5. More Food Options



How Residents Find Services

An open-ended survey question asked residents *How do you find out about various programs and services?* 891 responses were provided. The answers were categorized and tallied. The most common mechanism by far is Google/internet searches and Websites. When combined, this use of the web is revealed as exceeding Word-of-Mouth as the primary information source during the pandemic. Television was the next most cited information source, moving way up from survey results in 2018.⁸¹ Sadly, the next most common answer was that the respondent did not know of services and programs. Many indicated that they tried but were unable to find information about programs they needed.



⁸¹ CEDA had was featured in some advertising/public service television spots aired by utility companies on local network affiliate TV stations in 2020 and 2021.

BIGGEST WORRIES FOR RESIDENTS

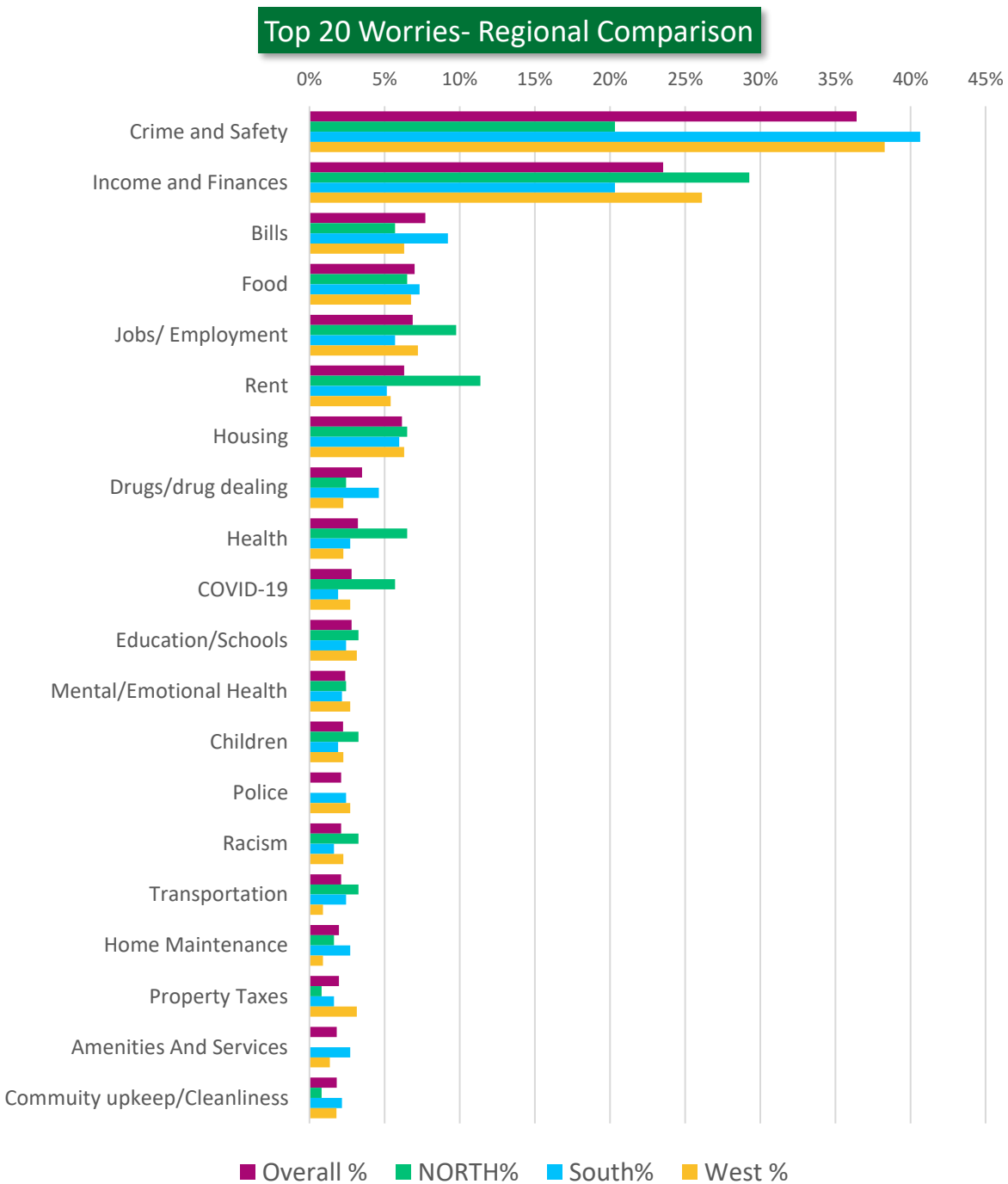
The survey asked *What kinds of problems in your family or neighborhood worry you the most?* A total of 714 responses were analyzed, categorized and tallied. A table of all categorized answers shows that crime and safety is the biggest worry for Suburban Cook County residents with low incomes. Crime and Safety were even cited far more frequently than financial worries.

WORRIES	COUNT	%
Crime and Safety	260	36%
Income and Finances	168	24%
Bills	55	8%
Food	50	7%
Jobs/ Employment	49	7%
Rent	45	6%
Housing	44	6%
Drugs/ drug dealing	25	4%
Health	23	3%
COVID-19	20	3%
Education/Schools	20	3%
Mental/Emotional Health	17	2%
Children	16	2%
Police response/relations	15	2%
Racism/discrimination	15	2%
Transportation	15	2%
Home Maintenance	14	2%
Property Taxes	14	2%
Amenities And Services	13	2%
Community upkeep/cleanliness	13	2%
Lack programs to help	13	2%
Street conditions or traffic	12	2%
Needs of the Elderly	11	2%

Youth Activities	11	2%
Child Care	10	1%
Healthcare	9	1%
Eviction/Foreclosure	6	0.8%
Homeless	6	0.8%
Gangs	6	0.8%
Mortgage	5	0.7%
Parking	5	0.7%
Uncertainty for the future	4	0.6%
Vermin	3	0.4%
Abandoned Buildings	2	0.3%
Debt	2	0.3%
Deportation	2	0.3%
Family Relations	2	0.3%
Flooding	2	0.3%
Homophobia	2	0.3%
Parks	2	0.3%
Poverty	3	0.4%
Domestic Violence	1	0.1%
Elder Care	1	0.1%
Job Training	1	0.1%
Respect	1	0.1%
Xenophobia	1	0.1%

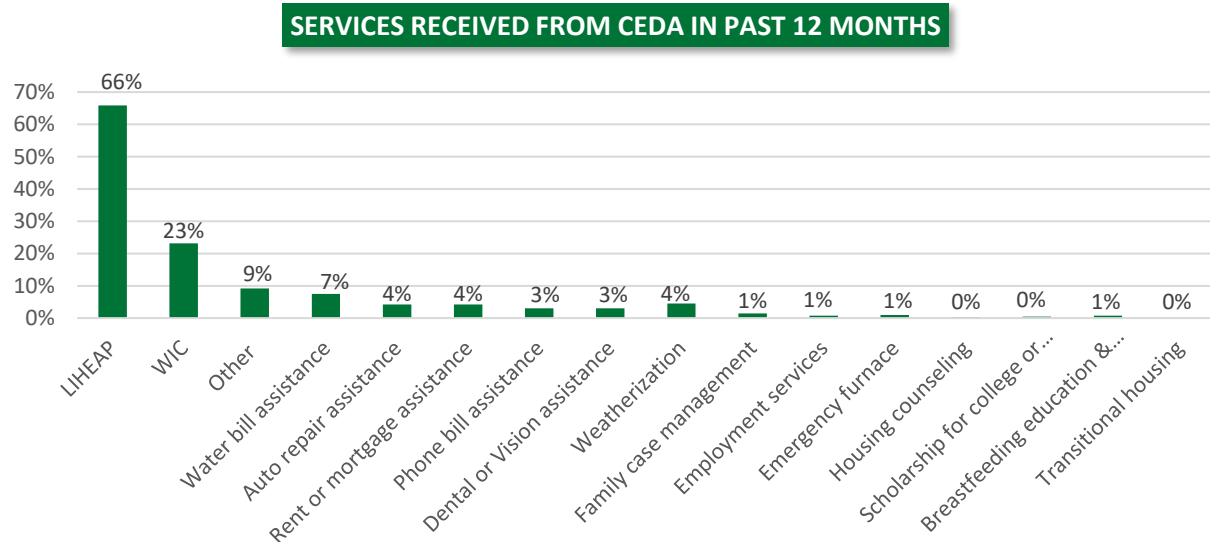


Examining the tally of responses by CEDA region reveals that only in the North region did concerns for personal safety take second place to financial worries.

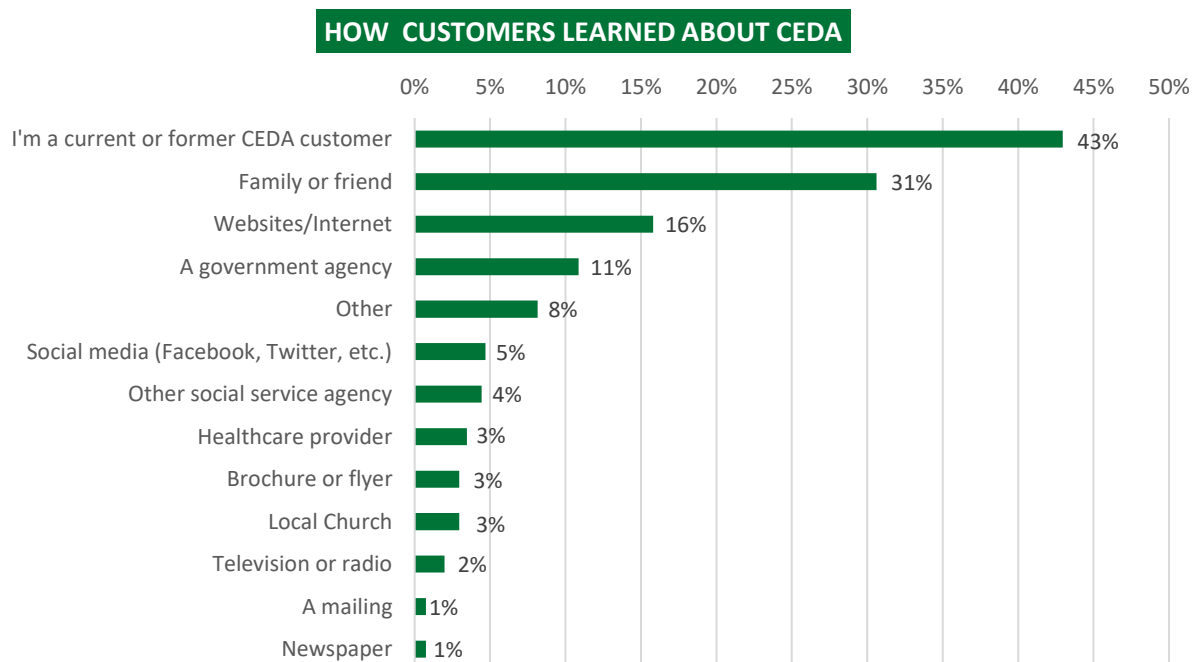


CUSTOMER SATISFACTION AND FEEDBACK

Forty-one percent (431 of 1434) of Suburban Cook County survey respondents indicated they were CEDA customers during the previous year. Most (66 percent) had received LIHEAP. Nearly a quarter (23 percent) were WIC customers. The “other” category includes many LIHEAP and PIPP customers who wrote in “gas and lights”. Also in this category were customers who received gift cards for emergency food in response to COVID.



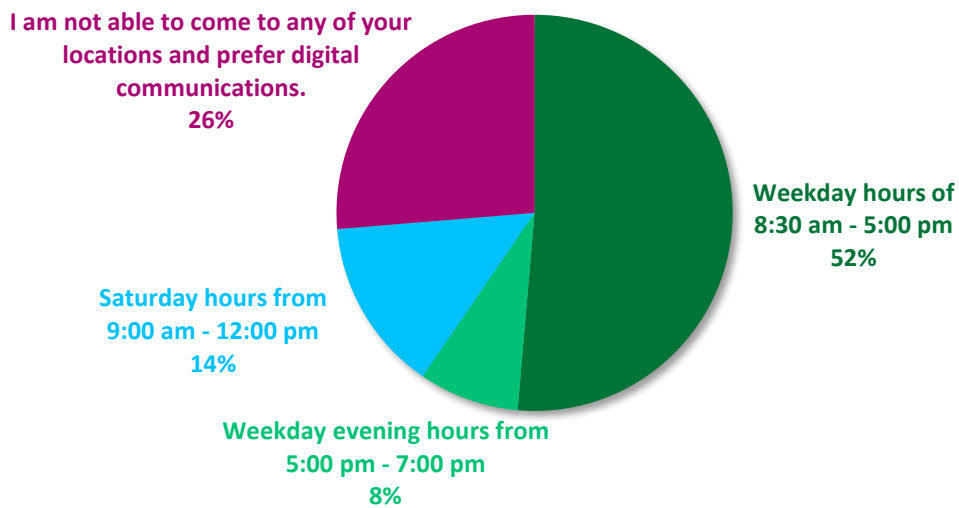
Most indicated that they knew of CEDA’s services because they were returning customers or had been told by their family or friends to go to CEDA for help.



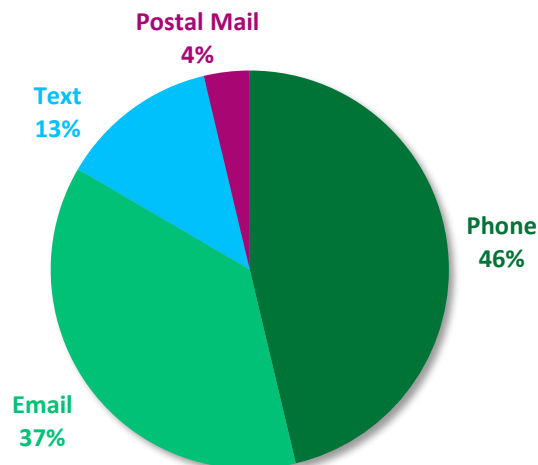
The majority (52 percent) of respondents prefer doing business with CEDA during standard business hours. More than a quarter (26 percent) indicated they would avoid in-person interaction and preferred digital communications. This option was offered for the first time in the 2021 survey to gauge the clientele's comfort with digital communications and ability to adapt to the restrictions that remained in effect at the time of the survey.

The survey queried customers regarding their preferred communication mechanism, finding that Phone (46 percent) and Email (37 percent) were their favored ways to interact with CEDA.

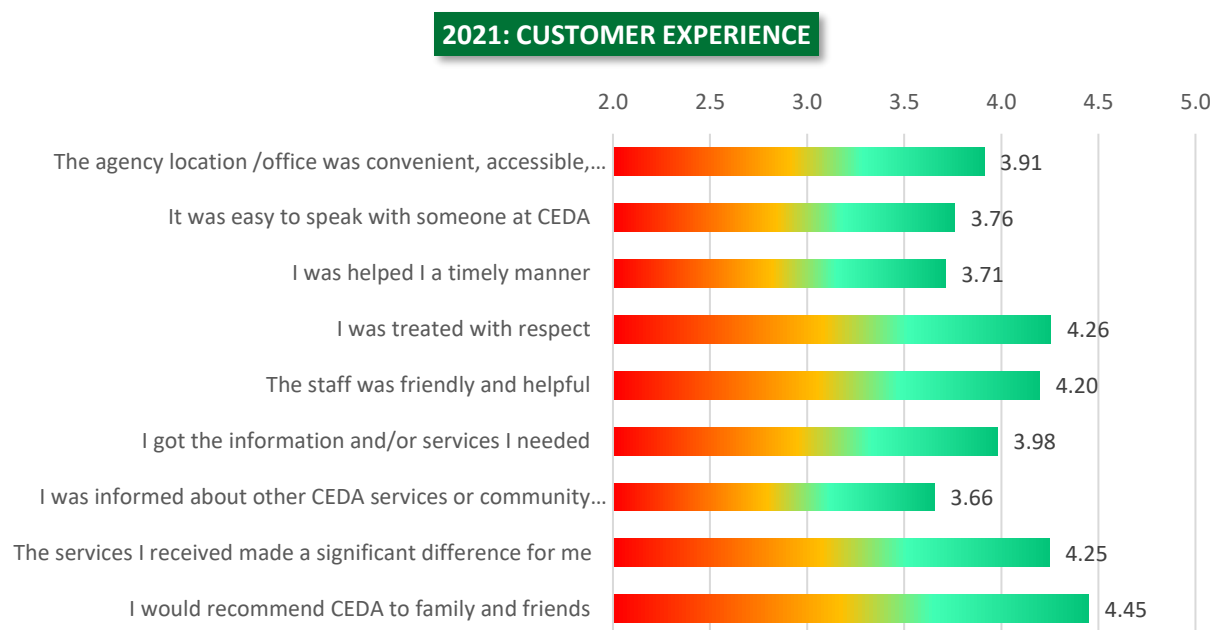
PREFERRED TIME TO VISIT A CEDA OFFICE



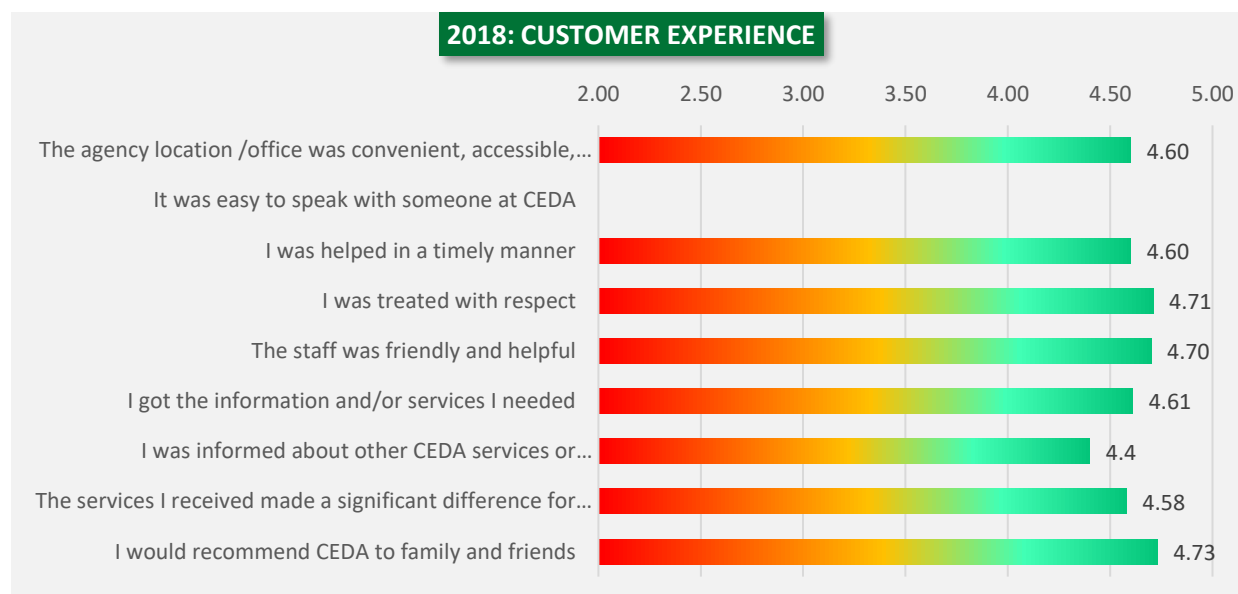
BEST WAY TO COMMUNICATE



CEDA measured the customer rating of their experience using a 5-point Likert scale with options ranging from Strongly Disagree to Strongly Agree. Nine different statements were used to evaluate physical offices, ease of access, timeliness of service, customer service and outcomes.



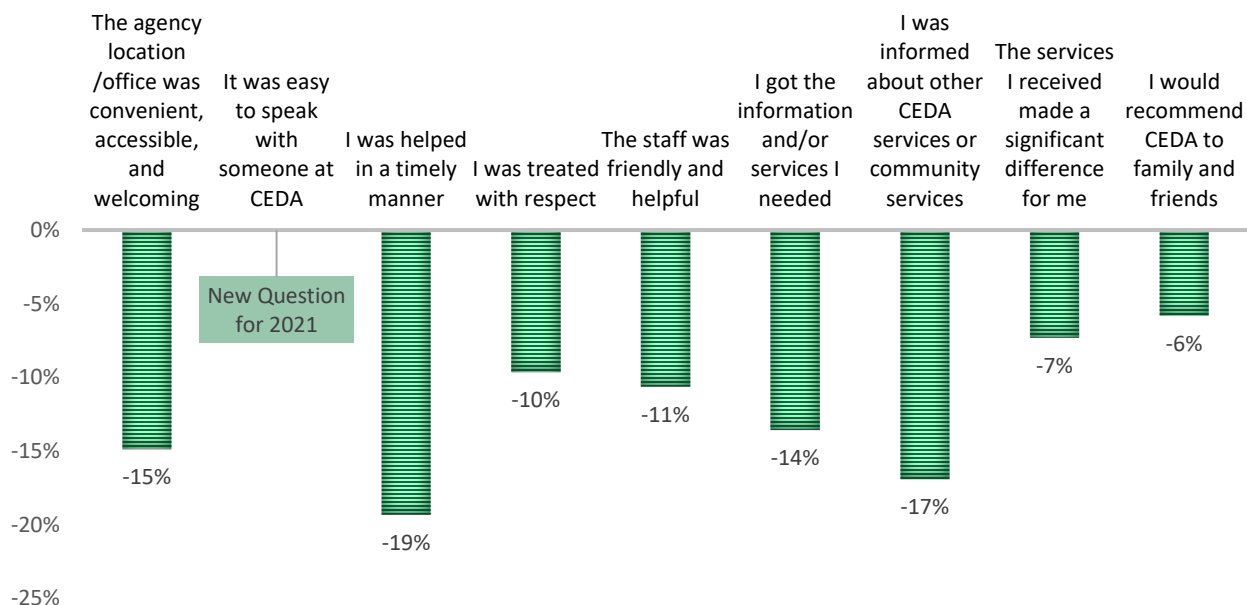
The customer experience results from 2021 respondents were markedly poorer than those of 2018.



Customer ratings fell in all areas. The greatest drop in ratings were seen in *timeliness of services* and *receiving information about other CEDA and community services*. Also dropping by more than 10 percent were ratings for *Accessible office locations* and *Received the services I needed*.

These weak customer satisfaction results in all areas reflect the difficulties experienced by CEDA and the entire community because of the pandemic: Closed offices, working remotely, adapting to remote intake, and responding to immediate and emergent needs throughout the service area.

CHANGE IN CUSTOMER RATING 2018 TO 2021



The survey asked customers *What is ONE thing you would change about the services you received from CEDA?* Approximately 150 suggestions were provided to the open-ended question. Responses were analyzed, categorized, and tallied.

The most common complaints were about the length of time it took to receive services and difficulties customers encountered trying to communicate with CEDA during the pandemic. Some specific comments related to communications challenges included long wait times on the phone, calls not returned and emails not being responded to by CEDA. Several recommended CEDA provide direct communication options.

Another common concern was that customers are not informed of other CEDA services or community resources when they apply. A few comments expressed having difficulty with the electronic application and document submission, while one respondent would like to see the online application continue because “You don’t have to take off work to apply”. Several respondents want to see a one-stop approach adopted. “Take one application to apply for ALL available programs the person may be eligible for. This would save time and inconvenience for the person applying.”

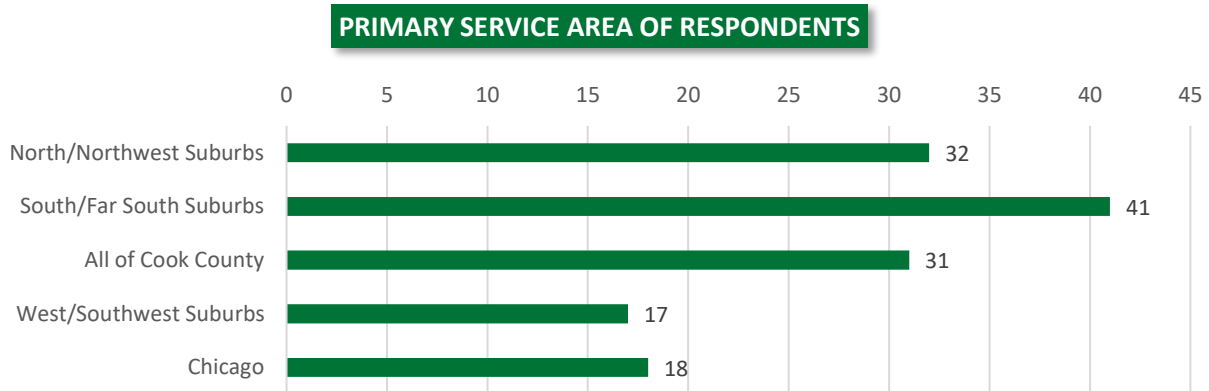
Suggested Changes to CEDA Services	TALLY
Process too slow. Timeliness of service.	26
Poor communications	17
Inform customers of other services	15
Slow response/no response	11
Provide direct communication options	8
Provide more services, more help	7
LIHEAP status: notification, explanation	6
Expand WIC food options	6
Phone wait times	5
Increase staffing	5
Provide home repairs (windows)	5
Difficulty with digital application	4
Offer one-stop: single application for all services	4
Improve locations	4
faster application process	4
Better customer service	4
Less red tape: remove unnecessary hurdles	3
Offer water assistance	3
Provide more options for submitting docs	2
Improve contractor performance (Wx)	2
Geographic restrictions (services for Chicago only)	2
Appointment wait times	2
Improve access	2
Accessible information about programs	2
Communications in different languages	1
Clarity of eligibility	1
Slow services	1
Keep electronic applications	1
Lift income limits	1
Confirmation of paperwork received	1
Minority Business help	1
Return calls	1
Parking	1
Direct services	1
Appointment reminders	1
Application status	1
Accurate info	1
Respond to emails	1

STAKEHOLDER SURVEY REPORT

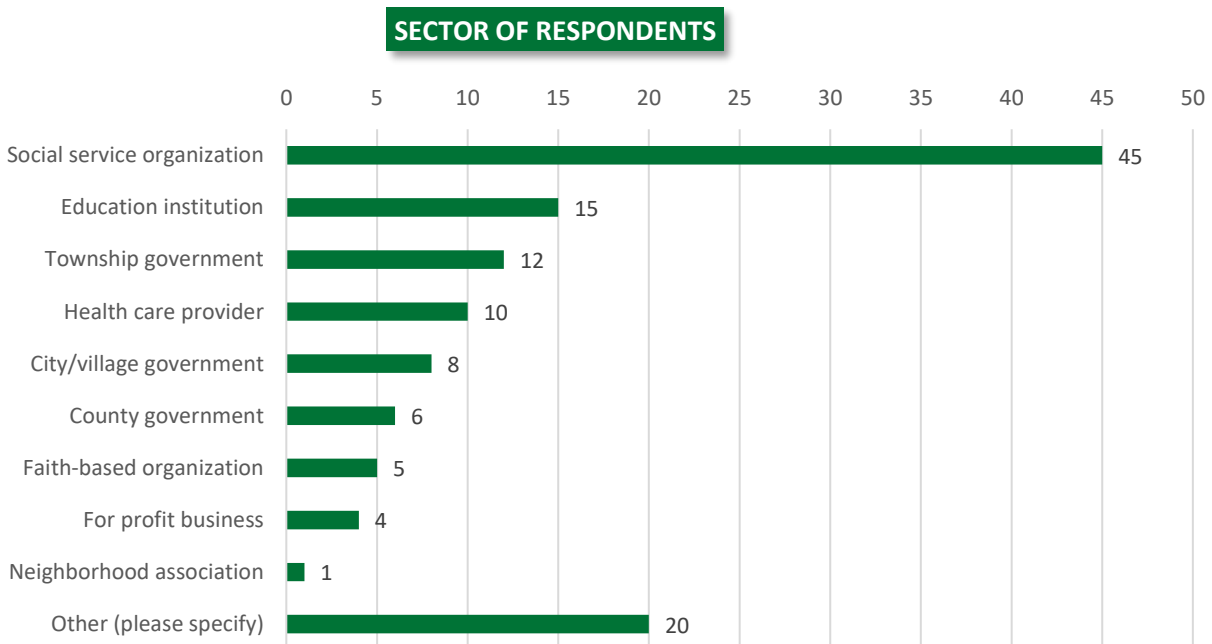
Between April 14 and May 17, 2021, CEDA gathered survey responses from 140 community stakeholders. See Appendix 7 for a copy of the Stakeholder Community Needs Assessment Survey.

GENERAL RESPONDENT DATA

Q1 *What subsection of Cook County do you primarily do business in?* 139 answered.



Q2 *What community stakeholder group do you belong to? (select the one that best describes your group)*

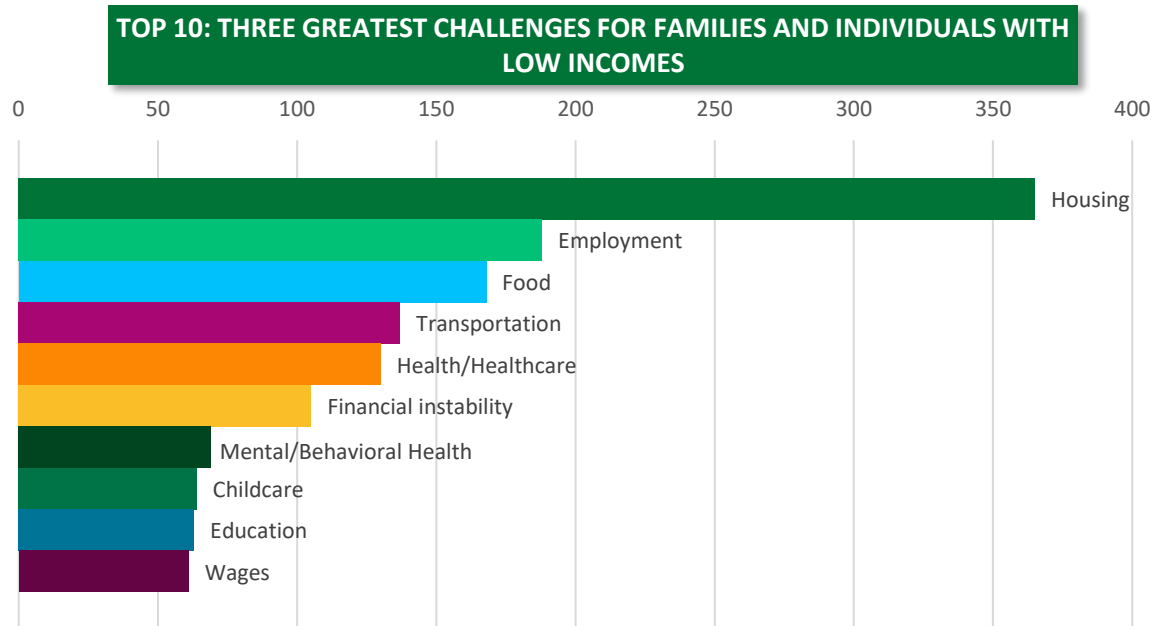


Those selecting “other” specified a variety of sectors including housing advocates, state government, workforce agency, and other nonprofits.

CURRENT CHALLENGES AND NEEDS

Q3. *What do you believe are TOP THREE greatest challenges for families and individuals with low incomes?*
(Rank by importance from one to three with #1 being the most important.)

Open-ended question. Responses were categorized, tallied and weighted by their ranking as 1st, 2nd or 3rd highest priority.



Q3 Table of all responses: *What do you believe are TOP THREE greatest challenges for families and individuals with low incomes?*

TOP CHALLENGES BY CATEGORY	TOP CHALLENGE	2 ND CHALLENGE	3 RD CHALLENGE
Housing	55	15	10
Employment	14	19	14
Food	13	16	13
Transportation	4	15	19
Health/Healthcare	10	8	16
Financial instability	13	6	7
Mental/Behavioral Health	5	5	8
Childcare	1	8	9
Education	3	9	4
Wages	2	9	5
Access to programs	4	7	2
Utilities	3	4	3
Program structure	2	4	2
Job Skills	1	1	3
Safety	0	4	1
Budgeting	2	0	1
Language	1	1	1

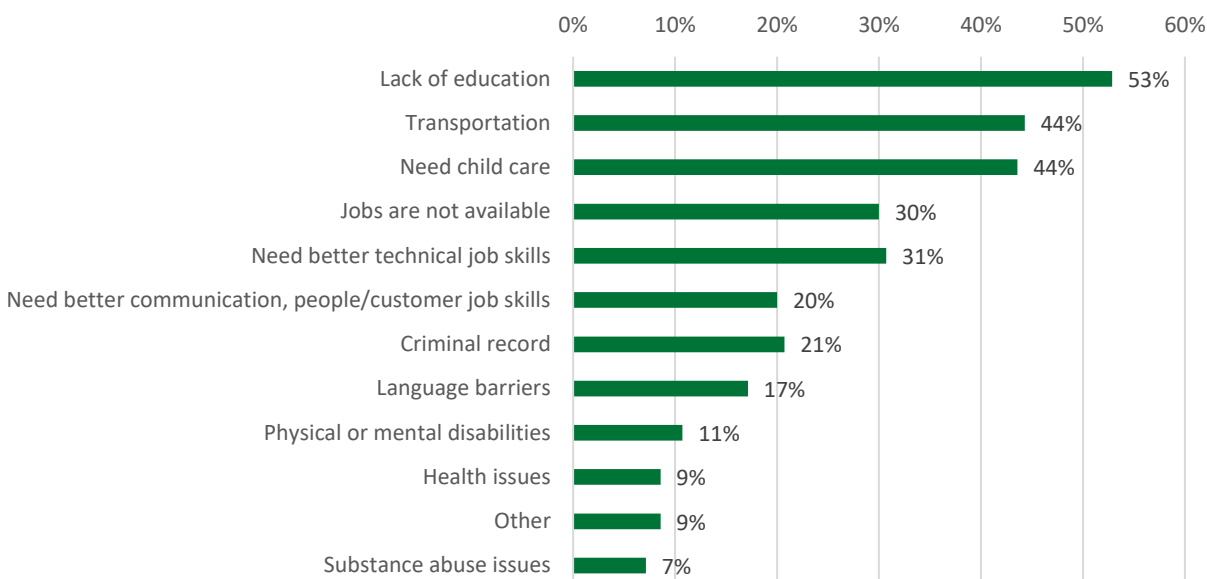
TOP CHALLENGES BY CATEGORY Continued	TOP CHALLENGE	2 ND CHALLENGE	3 RD CHALLENGE
Elderly	1	1	0
Safety net	1	0	1
Bias	0	1	1
Life skills	0	1	1
Youth programs	0	0	2
Remote	1	0	0
Motivation	1	0	0
Belonging	1	0	0
Immigrant services	0	1	0
Illiteracy	0	0	1
Mentoring	0	0	1
Getting respect	0	0	1
Distrust of government	0	0	1
Wealth-building	0	0	1
Underfunded schools	0	0	1
Social Justice	0	0	1
Indoor air quality	0	0	1
Social Network	0	0	1
Criminal record	0	0	1
2-parent households	0	0	1
Buying clothes	0	0	1
Climate change	0	0	1

Q4. *Why do you believe people have problems getting or keeping a full-time, quality, living-wage job?*
(Multiple choice. Select 3.)

BARRIERS TO SUSTAINED QUALITY EMPLOYMENT	COUNT	%
Lack of education	74	53%
Transportation	62	44%
Need childcare	61	44%
Jobs are not available	42	30%
Need better technical job skills	43	31%
Need better communication, people/customer job skills	28	20%
Criminal record	29	21%
Language barriers	24	17%
Physical or mental disabilities	15	11%
Health issues	12	9%
Other	12	9%
Substance abuse issues	10	7%

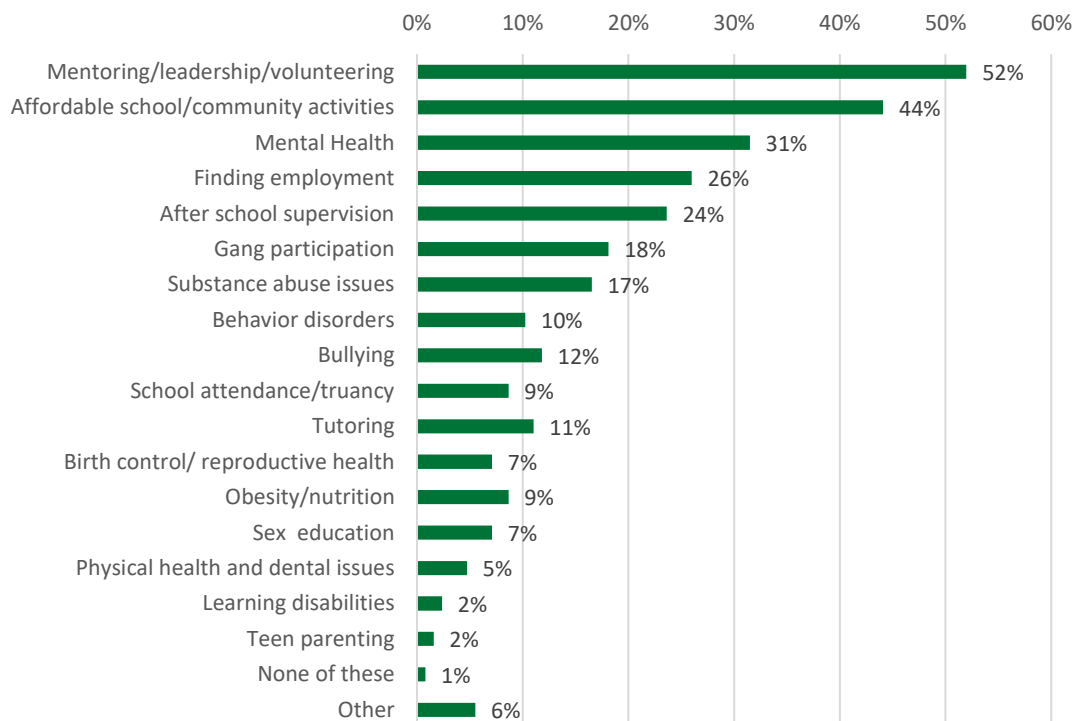
The comments offered for “Other” barriers to sustained quality employment primarily mentioned worker exploitation, unjust wages, or lack of dignified employment.

BARRIERS TO QUALITY EMPLOYMENT



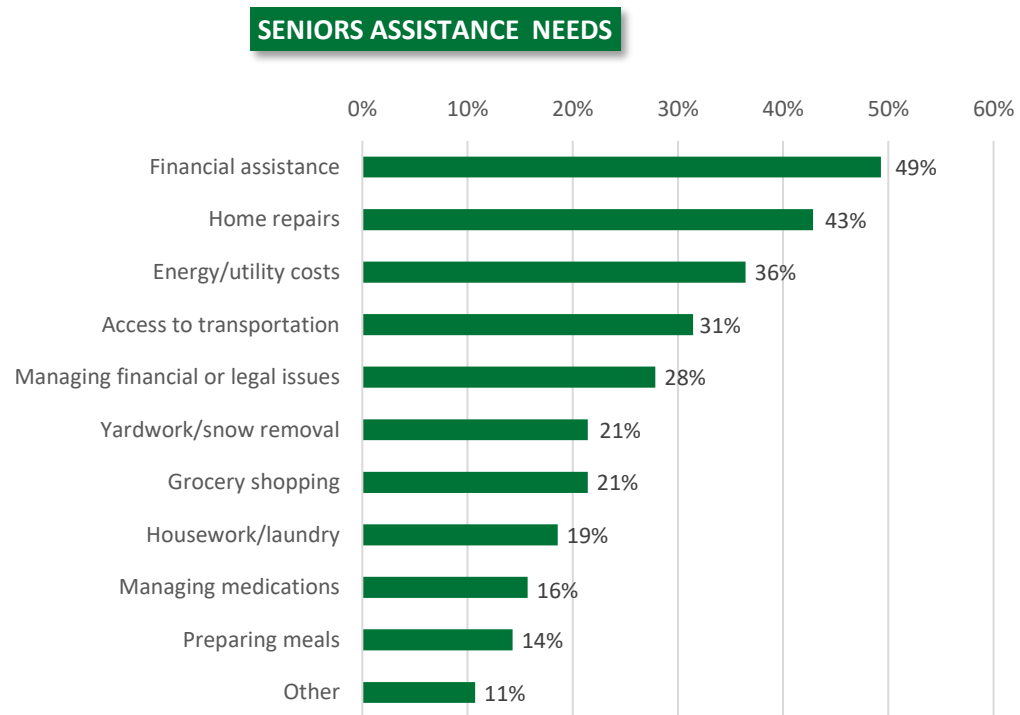
Q5 In which area do you believe community Youth (ages 12 to 17) need information, education, guidance and/or assistance? (Multiple choice. select top 3)

YOUTH GUIDANCE AND/OR ASSISTANCE NEEDS



“Other” needs for young people included housing, opportunities, and financial literacy skills.

Q6. Which of the following areas do you believe elderly (seniors) in your community need assistance with in order to remain in their home? (Multiple choice. Select top 3)



Comments offered for “Other” needs of the elderly included affordable and accessible housing, access to health care and home health, and property tax relief.

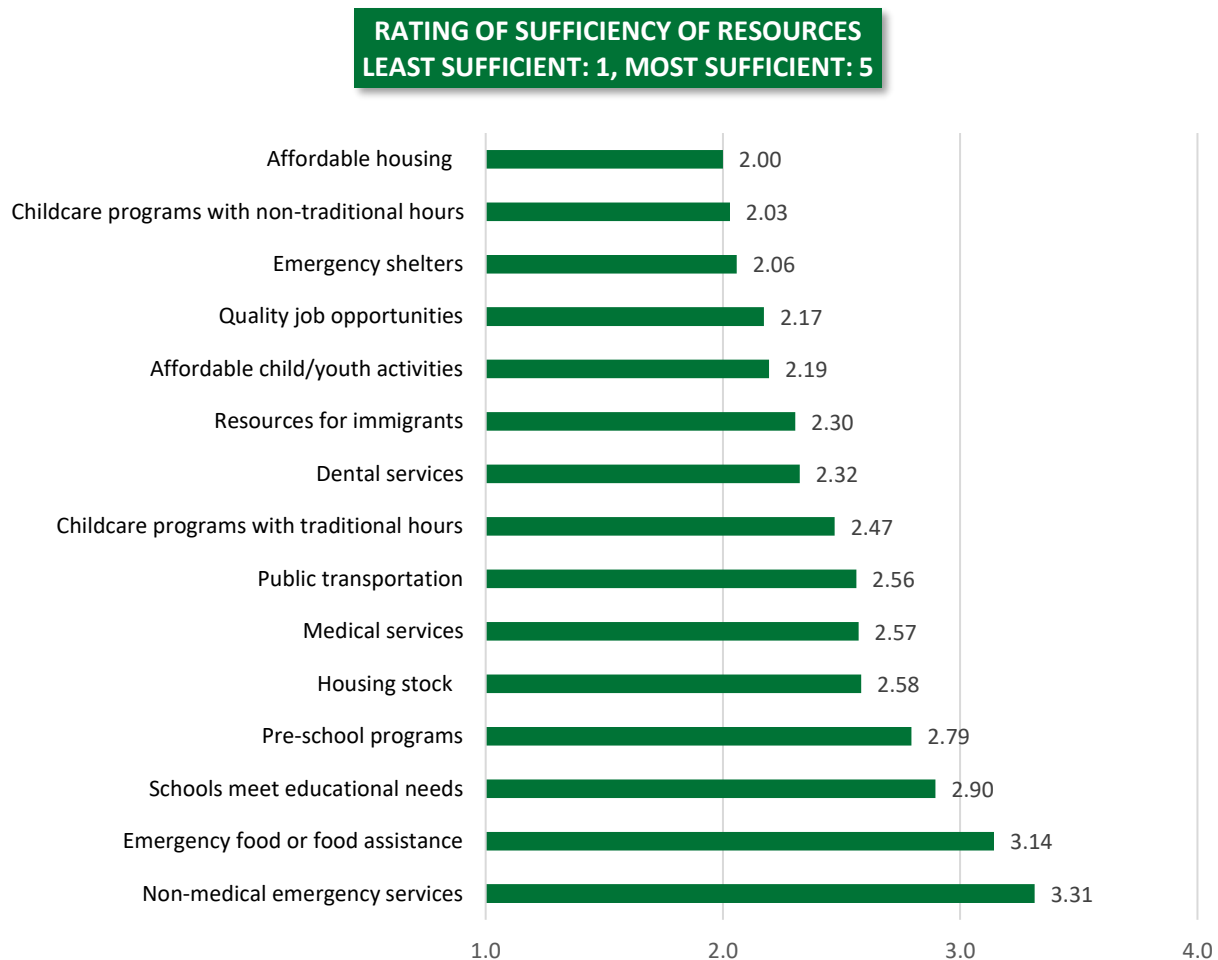
COMMUNITY RESOURCES

Q 7-21. Stakeholder survey respondents were asked rate the sufficiency of community resources by responding to 15 statements using a 5-point Likert scale from Strongly Disagree (1) to Strongly Agree (5).

1. There are sufficient full-time, quality, living-wage job opportunities available in the community.
2. The schools in the community meet the educational needs of the children they serve.
3. There are sufficient childcare programs with traditional hours (daytime M-F) available for low-income families in the community.
4. There are sufficient childcare programs with non-traditional hours (evenings, nights, and weekends) available for low-income families in the community.
5. There are sufficient pre-school programs (including Head Start) available for low-income families in the community.
6. There are sufficient affordable child/youth activities or afterschool programs (ages 5-17) available in the community.
7. The housing stock in the community is generally safe and well-maintained.
8. There is sufficient affordable housing available for low-income people in the community.
9. There are sufficient emergency shelters available in the community.
10. There are sufficient medical services available for low-income people in the community.
11. There are sufficient dental services available for low-income people in the community.

12. There are sufficient resources for emergency food or food assistance available for low-income people in the community.
13. There are sufficient non-medical emergency services (fire, police, disaster response, etc.) available in the community .
14. There are sufficient public transportation options (taxis, buses, trains, etc.) available for low-income people in the community.
15. There are sufficient resources for immigrants in your community.

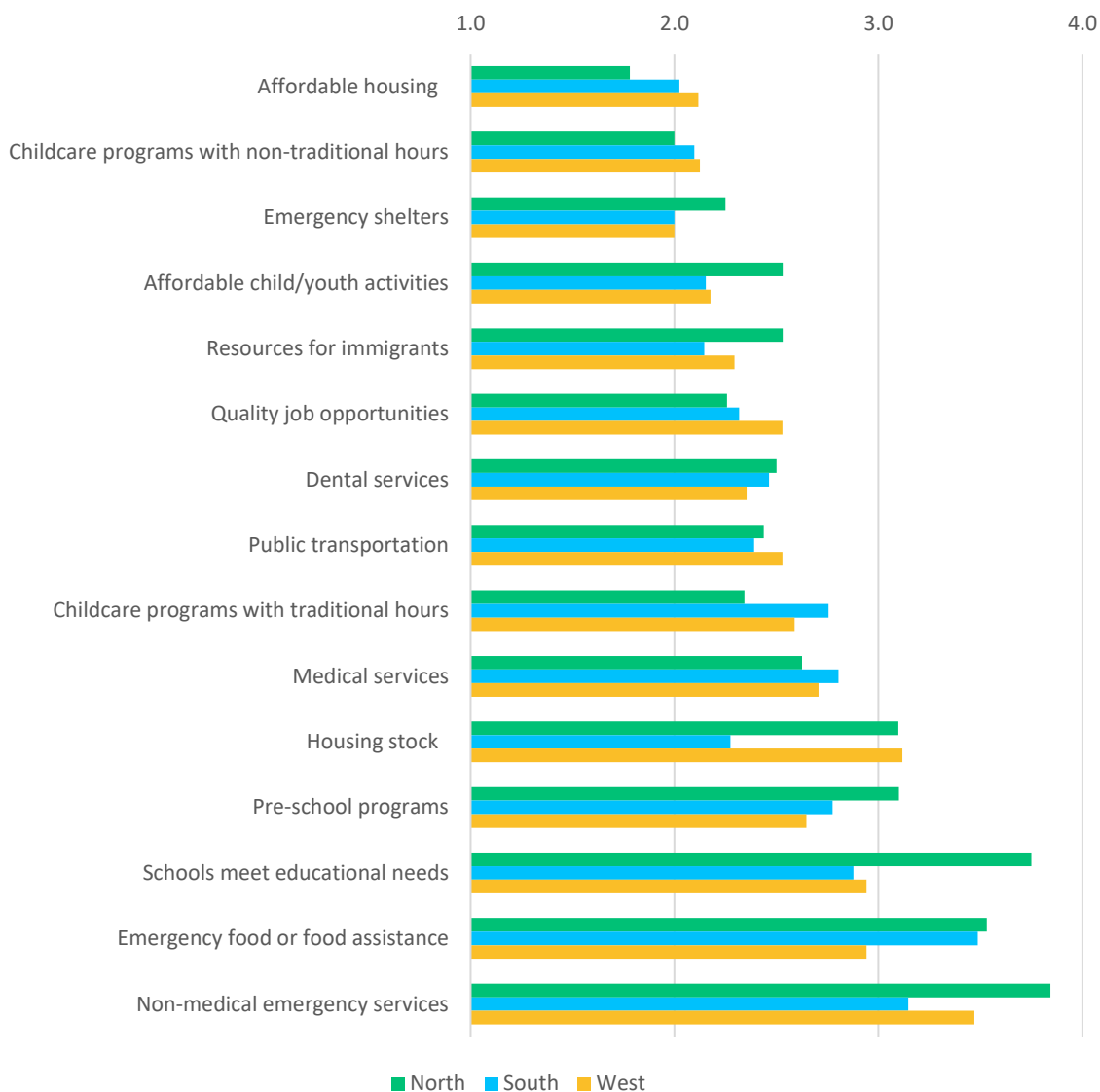
Higher scores indicate greater availability or sufficiency of a resource. Lower score indicates less availability.



When analyzing responses by Suburban Region, community differences emerge. In this analysis affordable activities for youth and children presents as even more scarce than quality jobs. Respondents from the North Region indicated greater sufficiency of resources than the other regions in non-medical emergency services (i.e. police and fire departments). North Region showed a significantly greater sufficiency in quality schools, a reality borne out by statistics discussed in the Education section of this report. Housing affordability was deemed less sufficient in the North Region which is consistent with housing cost data from across the county. It is noteworthy that the South Region respondents indicated more problems with

housing stock that the other regions. This aligns with patterns of neighborhood blight and disinvestment in the South Suburbs.

SUFFICIENCY OF COMMUNITY RESOURCES- REGIONAL COMPARISON.



INDIVIDUAL/FAMILY NEEDS AND RESOURCES

Q 22. Which of the following areas do you believe low-income families and individuals need assistance with in order to achieve or maintain self-sufficiency?

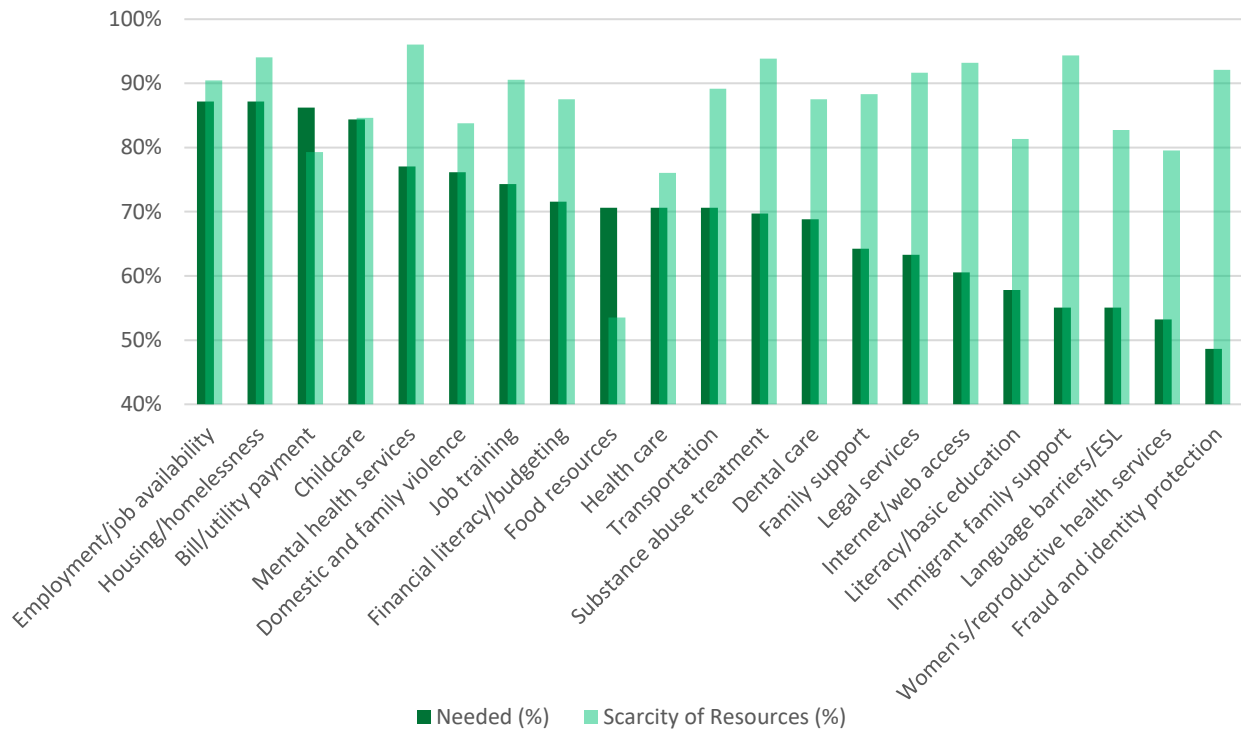
Check all that apply AND for those you select, indicate "Are there existing resources in the community to address this issue?"

The table below orders the results by the number of respondents identifying the choice as something that families and individuals need help with, ordered largest to smallest.

SERVICE	NEEDED	AVAILABLE RESOURCES?				
		NONE	FEW	ENOUGH	MANY	DON'T KNOW
Employment/job availability	95	8	68	7	1	8
Housing/homelessness	95	15	64	4	1	4
Bill/utility payment	94	2	67	17	1	4
Childcare	92	0	66	9	3	8
Mental health services	84	14	59	2	1	6
Domestic and family violence	83	8	54	10	2	6
Job training	81	7	60	7	0	4
Financial literacy/budgeting	78	14	42	7	1	8
Food resources	77	1	37	21	12	1
Health care	77	2	52	15	2	5
Transportation	77	8	58	7	1	4
Substance abuse treatment	76	8	53	2	2	8
Dental care	75	8	48	6	2	9
Family support	70	9	44	7	0	8
Legal services	69	11	44	5	0	6
Internet/web access	66	10	45	4	0	5
Literacy/basic education	63	3	45	11	0	5
Immigrant family support	60	12	38	3	0	7
Language barriers/ESL	60	9	39	9	1	5
Women's/reproductive health services	58	3	32	9	0	12
Fraud and identity protection	53	14	21	3	0	15

The graphic below allows for comparison of needed services for attaining self-sufficiency, and the availability of existing services to meet that need. The lighter bar is a measure of the percent of respondents stating that existing resources in for that need are “Few” or None”. Note, percentage is calculated only on the number of respondents who felt qualified to evaluate resource availability. Those responding “Don’t know” are not included into the total used to calculate percentages.

NEEDED SERVICES AND RESOURCE SCARCITY



Q 23. *If you had the power to improve conditions for an individual or family, what would you prioritize?*
Responses to this open-ended question were analyzed, categorized, and tallied.

TO IMPROVE INDIVIDUAL/FAMILY CONDITION	COUNT
Housing	39
<i>Subcategory: Affordable Housing</i>	22
Employment	19
Education	17
Healthcare	14
Livable wages	12
Job/skills training	10
Financial Assistance	9
Financial Literacy	9
Mental Health Services	9
Transportation	8
Childcare	4
Food security	4
Immigration/Residency status	3
Information on where to get help	3
Language Access	3
Family Support	2

Homelessness	2
Safety	2
Youth activities	2
Access to resources	1
After school programs	1
clothes	1
Cost of living	1
Digital Skills	1
Emergency shelter	1
Financial Independence	1
Immigrant family support	1
Job Readiness	1
Literacy	1
Networking skills	1
Permanent Supportive Housing	1
Property upkeep	1
Senior assistant	1
Substance abuse treatment	1
Teen jobs	1
Trauma informed care	1
Universal Income	1
Violence prevention	1
One-stop shop for poverty/homelessness	1



Q24. *If you had the power to solve a community issue, what would you solve?* Responses to this open-ended question were analyzed, categorized, and tallied.

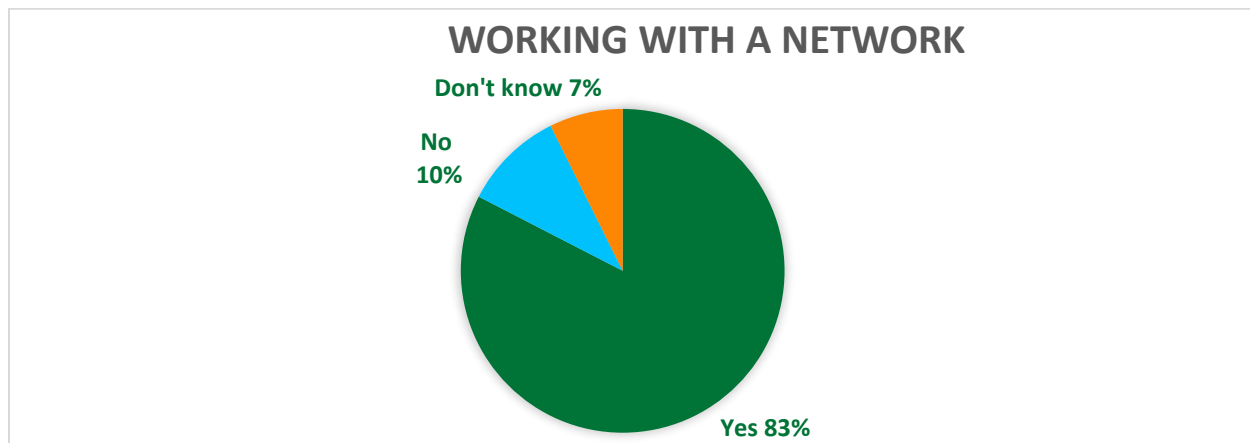
COMMUNITY SOLUTION	COUNT
Affordable Housing	15
Homelessness	15
Crime/gangs/violence	14
Employment Availability	9
Mental health/substance use treatment	9
Transportation	7
Housing	6
Educational attainment	3
Job training	3
Racism	3
Food access	2
Healthcare	2
Inept government	2
Shelters	2
Adult Basic Ed	1
Affordable child/youth programs	1
Break cycle of poverty	1
Child care (nontraditional hours)	1
Decriminalize drugs	1
Diversity	1
Domestic violence	1
Drug Abuse	1
Early childhood education	1
Education	1
Emotional supports	1
Employee engagement	1
Employee turnover	1
Equal opportunity	1
Family counseling	1
Financial Literacy	1
Gentrification	1
Health equity	1
Healthy food	1
Homeowner/home maintenance education	1
Homophobia	1
Housing instability	1
Inner wellbeing	1
Internet access	1
Job Placement	1
Living standards for the poor	1
Living wages	1
More community services	1

Open Community Service offices	1
Over-regulating small businesses	1
Police brutality	1
Recreation	1
Restorative justice	1
Segregation	1
Sexism	1
Skills gap	1
Stigma of poverty	1
Taxes	1
Teen jobs	1
Transportation for elderly	1
Urban renovation	1
Wealth gap	1
Youth mentoring	1

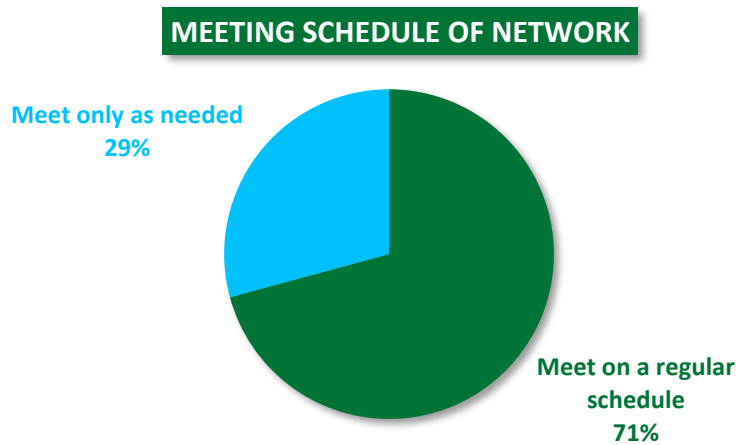
services Affordable Employment lack education training
 Homelessness Improve Housing violence
 Affordable housing gangs community quality
 Mental health Jobs Transportation

SERVICE NETWORKS

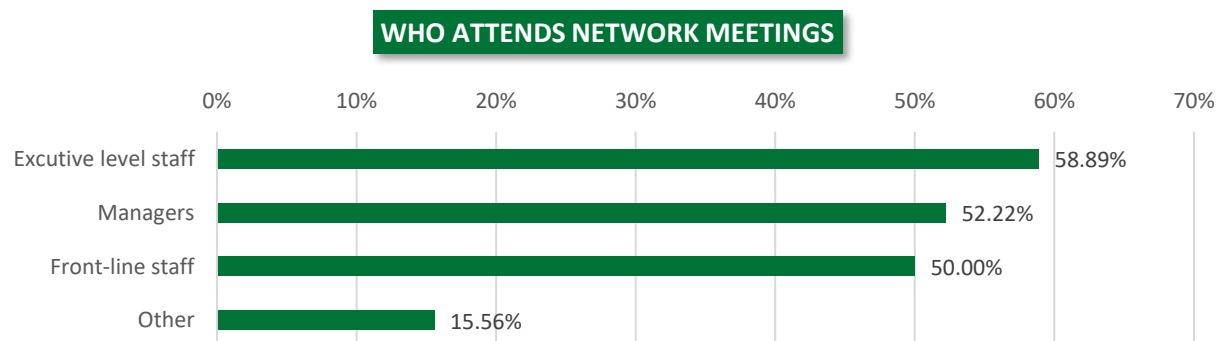
Q25 Does your organization meet with other organizations in your community to work on challenges faced by residents?



Q26 If YES, How are these meetings scheduled?

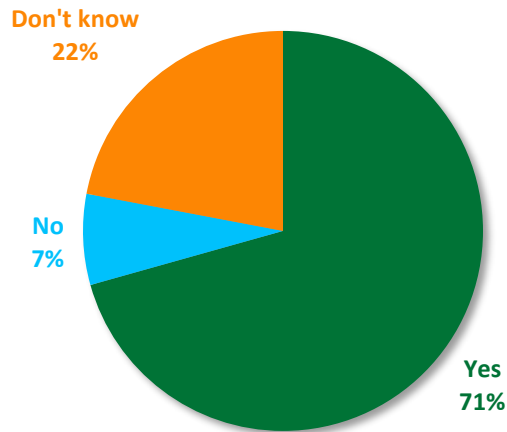


Q27 Who from your organization attends these meeting? (check all that apply)



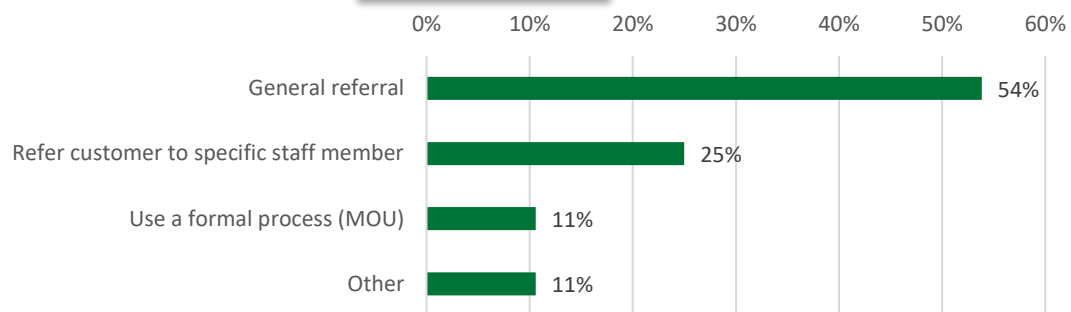
Q28 Do the service providers in your community have a referral process to facilitate access to services for low-income residents?

INTER-ORGANIZATION REFERRAL PROCESS



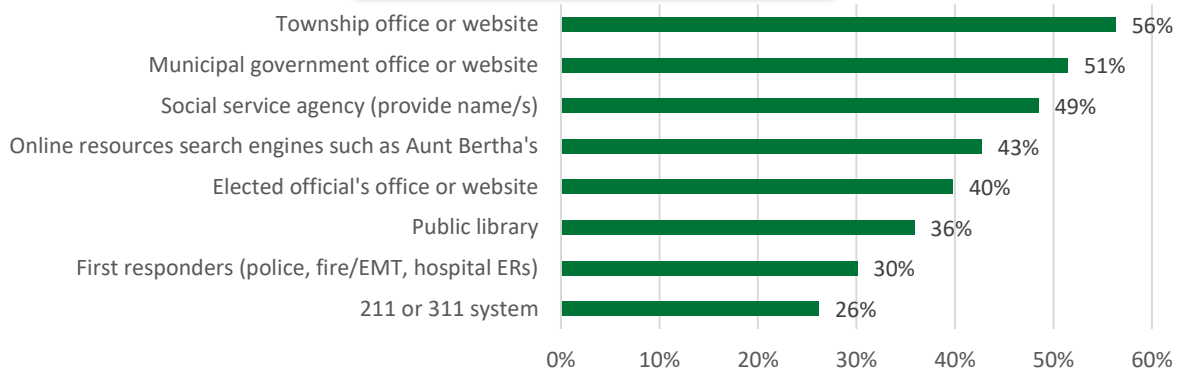
Q29 How do you make the majority of your referrals?

REFERRAL PROCESS



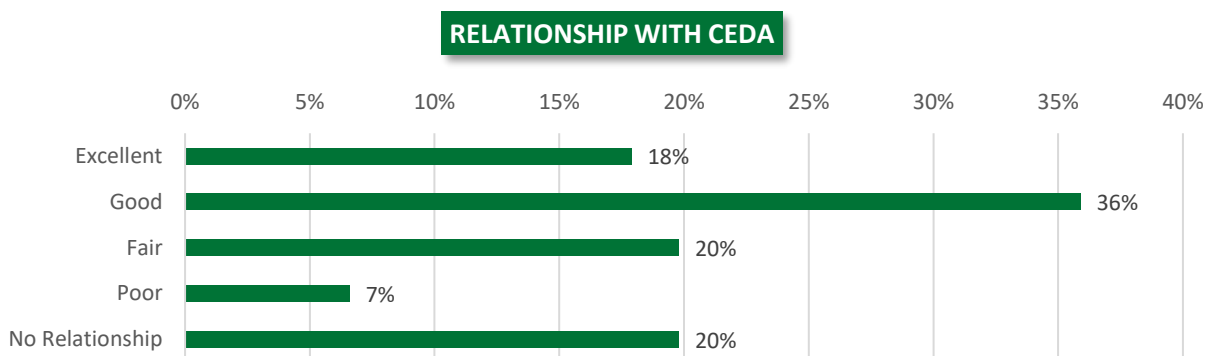
Q30 How do residents find out about services in your community? (check all that apply)

SOURCES FOR SERVICE INFORMATION



EXTERNAL CUSTOMER FEEDBACK

Q31 How would you rate your relationship with CEDA? What would improve this?



Q31 How would you rate your relationship with CEDA? What would improve this? (All comments)

"Hire Multi-lingual staff, especially Spanish. Train staff on customer service to respect caller's situations."

"Not CEDA's fault by any means, just wait times have been long."

"CEDA representatives coming to community meetings such as the Marshall Square Resource Network, monthly meetings."

"Better communication about the status of applications."

"Information in The Rose, Melrose Park Official Newsletter, in Spanish as well as English."

"Increase the capacity of Evanston CEDA office to make residents, seniors, families whole."

"Building partnerships within organizations."

"Have regular contact with a staff working in our community."

"Ability to contact someone at the local office in Chicago Heights."

"We know who CEDA is, but most recently have lost contact with pertinent staff for referrals or collaboration."

"Becoming involved in the work happening in the community through involvement in existing collaborations."

"More regular contact."

"Information/education."

"CEDA needs to implement user-friendly online applications so service providers can help clients apply for energy assistance rather than having to go through an LAA."

"Consistent communication via virtual meetings and calls."

"Set up a meet and greet."

"Better communication."

"Outreach."

"Strategic presence with existing non-profits. When the CEDA mothership separated from Northwest Compass (previously known as CEDA Northwest) on NW Hwy in Mount Prospect, CEDA was almost non-existent in our community. Northwest Compass still struggles with their identity - ended up being almost a complete resource loss."

"nothing they are professional and always there for a conversation. great communication."

"Better communication and follow through from the local office. When there are changes in staff, a lot of times the ball is dropped."

"Providing paid staff for help at high seasons."

"Better knowledge of CEDA's work in Evanston and best point of referral."

"More opportunities for rental assistance and personal care items. School supplies and laptops would be great for the children as well."

"Updated information on services provided."

"getting answers from help desk."

"A Zoom video to address students' needs that could be shared amongst adult learners would be helpful."

"We are pleased with Jhin as our liaison and the service we receive from CEDA."

"Work with the Township, which is our primary social service provider."

"More training of the programs that CEDA offers."

"More social media."

"Direct relationship with the municipality."

"More distributed information in the community."

"Easier process for both clients & organizations making referrals. The 'process' to get help is highly cumbersome."

"grateful that they reach out to us 'outreach' recently."

"Better Service in all committees."

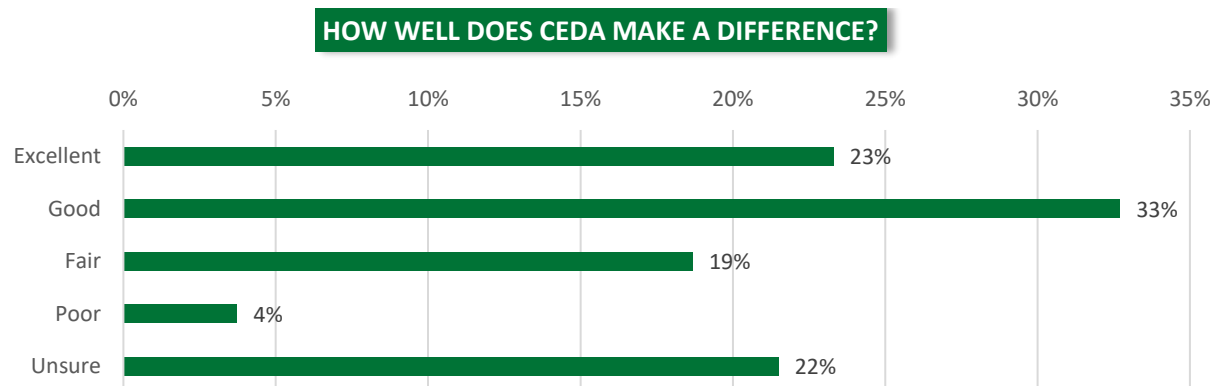
"placement of a CEDA member on our college's advisory board."

"I need to be more intentional in obtaining more information."

"Regular shared information with frontline teams,"

"More Outreach into the communities."

Q32 How well does CEDA make a significant difference in the lives of low-income families and individuals?



Q32 How well does CEDA make a significant difference in the lives of low-income families and individuals? What would improve this? (All comments)

"A better organization system (CRM), so when callers calls back CEDA staff has all imperative information from first call/visit to continue instead starting anew."

"Stop requiring SSN. Don't put a question in the applications."

"Dropping the Social Security Number requirement at CEDA intake sites."

"More assistance especially during Covid-19"

"Information in The Rose, Melrose Park Official Newsletter, in Spanish as well as English"

"Improve the number & depth of help.. insufficient PRIOR to COVID-19 lockdown"

"a few additional sites in the southwest suburbs"

"The partner sites processing LIHEAP applications are overwhelmed. Sometimes you can't get an answer when you call them. Expand staff to better handle the call volume."

"Find Other Programs To Handle Issues Stopping Us From Servicing Qualified Applicants.(ie Home Repair Assistance)"

"Connecting with other non-profits and sharing your impact and how you can assist other non-profits."

"The services Ceda provides compliment what we do here at Together We Cope"

"Effective intake process, improved communication with families"

"The auto-enroll for seniors will be a big help."

"Monthly or quarterly reports about services provided to people in our community."

"More consistency in approval process"

"More information about CEDA could be helpful with direct contact names and phone numbers."

"More resources and coordination with Township"

"From what I have heard, increased staffing levels and the technology to cope with restrictions. Also, the ability to assist with residents whose utilities are group billed."

"They can work on outreach for the community and letting the community know of their programs"

"CEDA / LIHEAP does a great job!"

"Hopefully, they could provide resources every year"

"Less hoops for clients to jump through for services."

"Continue to do 'outreach'"

"Reaching more families and community members that do not know about or what CEDA is."

"We are located in the far southside of Chicago. There is confusion to whom can and how to access CEDA services for Chicago residents."

"Better funding "

"Better information in the hands of the people they serve."

FOCUS GROUP REPORT

STAKEHOLDER FOCUS GROUPS

STRUCTURE

Prior to publishing a survey of community Stakeholders, the CEDA CNA Working Group decided that hearing directly from Stakeholders might inform the type of data to capture in a survey instrument. The team believed that different community areas in the county may have different experiences. Therefore, six virtual meetings were organized to listen to the community stakeholders in each of six different sub-regional geographies: Northshore/North Suburban; Northwest Suburbs; Near West Suburbs; other West Suburbs; Southwest suburbs; and South/Far South suburbs. All the meetings were conducted between February 23 and February 24. The invitation list came from the community contacts of many CEDA staff and managers. A total of 137 invitations were emailed; 53 people registered; and 31 attended.

	Invited	Registered	Attended
North	27	11	5
Northwest	29	7	7
Near West	24	5	2
West	21	7	5
Southwest	25	7	6
South	38	16	6
TOTAL	137	53	31

Participants in the Stakeholder Focus Groups included representatives from Township Service providers, Early Childhood Development, Housing and Homelessness, Employment and Jobs, Youth Advocacy & Legal aid, Higher Education, Public School Districts, State Legislator, Nutrition education, Community Outreach, Mental Health Services, Social Justice and Immigrant Advocates.

Each focus group was facilitated by a member of the CNA Working Group who had been trained and was experienced in small group facilitating. Other team member(s) monitored the chat and took notes for the sessions. All sessions were recorded. Each group meeting was structured in the same way, using a consistent script:

STAKEHOLDER FOCUS GROUP SCRIPT

I. Welcome -

- Our Nonprofit organization is trying to understand more about the needs of the community in which we work. This is something our organization does every three years, as part of our regular planning process.
- We want to Learn from your experiences and your deep understanding of the people and communities you work with.
- How: We want to have an unstructured, open, honest conversation today. We want you to feel comfortable in sharing.
 - Everyone should contribute.
 - Respect other opinions but feel confident in sharing a different viewpoint.

- Keep the conversation confidential.
- Will be recorded but only for accurate record keeping.
- As we pull together our reporting, No names will be associated with the viewpoints that are expressed here.
- Let's go around the room and find out who is here! Everyone, please unmute yourself and, if comfortable, share your video so we can see each other. I will call on you as you appear on my screen. Please share with us:
 - Your Name, your Organization, How long you've been doing this kind of work, and What inspires you about this work?

II. The Discussion:

1. **What are the issues that you are seeing, especially in the past 6 to 12 months, that are impacting families and communities with low incomes that you work with?**
2. **Who is currently addressing these needs? How are they connecting with the community?**
3. **What issues are NOT being addressed - or not adequately addressed? What should be done about them?**

III. Closing:

- Overview of who CEDA is: community action agency designated as the poverty-fighting agency for Suburban Cook County. (short list of programs/services)
- What happens with the learning from today.
 - Basis for further research
 - Inform our planning for services and priorities for next three years.

STAKEHOLDER RESULTS

Focus group #1: North Suburbs - 5 participants

Respondents' areas of Work: Early childhood development, Homelessness, Employment and Jobs, youth advocacy & legal aid

Q1: What are the issues that you are seeing, especially in the past 6 to 12 months, that are impacting families and communities with low incomes that you work with?

- Issues have not changed but this pandemic has brought them to light
- Financial assistance other than rent
- Childcare subsidies- C-Cap- E-learning
- Technology: no computers, mobile services suspended
- Food service industry: Working week to week, not enough money to keep them going
- Spotty recovery from pandemic effects. Not everyone can go back to work. 62% of young people lost their jobs. No support for people with part-time jobs.
- The City, State and Federal government are not putting enough resources to help with problems.
- Inequity is more apparent: In technology, no benefits in part-time jobs. 2 part time jobs no benefits.
- Housing and childcare as well as issues with multi-generational homes with health risks
- Homelessness: Shelters were seasonal. People used to resort to couch surfing and doubling up with other families, but this option is no longer available due to COVID. Shelters used had 18 beds before COVID and now 60 people are in shelters. Not feasible and only staffed by volunteers
- There aren't enough housing options but also they are unable to afford housing and alternatives are not available anymore.
- No financial assistance for undocumented families

- No mental health assistance dealing with the trauma of loss and no support for things like cost of burials. Anticipate Long-term mental health impact of pandemic: Trauma and loss; domestic violence; stigma.
- Credit scores in housing is something that housing law makers and landlords need to look at.
- Increase in domestic violence

Q2: Which entities are showing up?

We are collectively missing the pieces although there are still a lot of organizations involved.

- Municipalities, churches and Non-profit organizations like: Cradle to Career 40 List, Evanston Community Foundation, Health centers, Journeys to Home and Turning Point, LAN (Local Area Network)5, Erie Health Center.
- Inter-agency referrals is difficult
How have these entities been communicating with you and the clients?
- Emails is the main channel
- Flyers in Health centers
- Staff must be on the ground and go to people

Q3: What needs are not being addressed?

- There is a need for physical centers where people can connect and network ex: grocery stores, resources, 311 model in person.
- Recovery needs to have systemic changes to close the wealth gap. There is a need for access and opportunity, equity in Health care, financial health and childcare
- Need advocacy at county, state and federal levels for increased funding for assistance.
- Consistent financial assistance with flexibility
- Helping people be self-sufficient, return their stolen confidence, dignity and respect caused by loss of jobs and being isolated.
- Job skills training, job placements and managing living wages. Provide Classes.
- Mental health care and services.
- Criminal justice, to have people bounce back from trauma and mental issues resulting from being inside.
- Training providers how to serve disinvested and traumatized youth
- Educational opportunities and job training classes
- Increase the amount funding to change the system
- Larger societal commitment to treating everyone with respect and dignity. We need more honest conversation about that

Focus Group #2: Northwest Suburbs - 7 participants.

Respondents' area of work: Youth and children, Higher Education, Jobs, Mental Illness, Housing and Schaumburg Township, State Representative office

Q1: What are the issues that you are seeing, especially in the past 6 to 12 months, that are impacting families and communities with low incomes that you work with?

- Connecting to jobs/housing + food insecurity
 - o 10-11 month behind on rent
 - Providing housing
 - Bad credit
 - Work with landlords to assist
 - Lack of laptops/computers, Wi-Fi

Doing homework on their cellphone

Childcare

Remote learning for parents with kids at home

Housing, not enough buildings, no affordable housing. Landlords have no trust in the tenants and are willing to house them

- Food security
- Access to laptops and technology
- Having a safe place to do homework for kids or young people
- Domestic violence
- Tuition relief
- Rent and Utilities, water bills - large delinquencies
- Assistance programs not helping quickly enough
- Scarce transportation from suburbs
- Seniors actively wanting to come in and see people who can help them face to face
- Auto repair. Households with no car, no auto insurance.
- Real dental care
- Need nonprofit housing developers. Zoning laws prevent building of low-income housing

Q2: Which entities are showing up?

- CEDA
- Illinois Action for Children for childcare resources.

How have these entities been communicating with you and the clients?

- Monthly partners meeting
- Job Center partners United Palatine coalition
- Email Blasts

Q3: What needs are not being addressed?

- Confidence and appearance for jobs and employment
- Before and After school care is scarce
- As an effort "Body Safety program" is something one of the respondents is working on to educate their kids and young people because young people are left with people they do not know because their parents are working outside the home and are unable to provide proper childcare.
- Charity-tracker app
- - Transportation
- - Unwillingness of school districts to help out with student homelessness.
- - How do we define 'low income'. No assistance if income a dollar or two over eligibility limits. (benefits cliff)
- - Undocumented immigrants

Focus Group #3: Near West Suburbs - 2 participants

Respondents' area of work: Food (SNAP), Medicaid and Education

Q1: What are the issues that you are seeing, especially in the past 6 to 12 months, that are impacting families and communities with low incomes that you work with?

- Immigrant misinformation and untrusting in the system and source of information
- They need to see your face when they are dealing with you
- There are issues with access to resources

- Informal networking through their own support groups on Facebook and What's app
- Issues with balancing their schedules with remote learning at home
- Hard to reach communities. Difficult to reach a community that "is actively antagonized".
- Schools being closed means adults can't work because need to be home to supervise children.
- Reducing work hours

Q2: Which entities are showing up?

- Food pantries (ex: Chicago food depository)

How have these entities been communicating with you and the clients?

- Emails
- Phone calls
- COVID testing sites
- Events with school districts

Q3: What needs are not being addressed?

- Undocumented communities
 - o Work issues, no access to resources
- Senior housing availability is very low
 - o They are also not tech savvy; they do not know how to do emails and prefer the more traditional route of face to face and postal service.

Focus Group #4: West Suburbs - 5 participants

Respondents' area of work: Lemont Township, Seniors, Charity/Salvation Army SNAP Education, Transportation, Medicare and Medicaid

Q1: What are the issues that you are seeing, especially in the past 6 to 12 months, that are impacting families and communities with low incomes that you work with?

- Paper aspect of applying
- Fresh produce- more expensive than snack food
- Access to healthy food
 - o Food pantries do not have healthy foods
 - o Lack of fruits and veggies
 - o Corner stores (unhealthy foods cost less, healthy food cost more)
 - o Working with our environment to improve access to food
- Seniors' issues:
 - o No resources to get fresh food
 - o Paying bills
 - o Fear of Fraud, so hesitant to give documents, info for applying for assistance.
 - o Frivolous denials- being denied because they haven't submitted their Social Security cards when they have been applying for the past 10 years
- Paying the bills
 - o Bills have doubled, past due
 - o Furnace and WX takes a long time to be completed.
- Don't know where to turn to, what services were offered or are available
- Help on computers and fraud with unemployment
- No access to computers

- How to sign up for the COVID vaccine
 - o Getting calls on getting the vaccine
- People were already struggling. The pandemic has exacerbated existing problems.
- Services are so convoluted – knowing what’s available and how to apply.
- Kids at home, needing e-learning support and the general pandemic restrictions is increasing the family stress level.

Q2: Which entities are showing up?

- Food pantries (ex: Chicago food depository)
- Catholic Charities
- Age Options
- Local townships, villages and mayor office
- Oak Street Health
- Salvation Army

How have these entities been communicating with you and the clients?

- Unipercare.com--> connects with TVs to have people at home communicate with other people— for Mental health
- Bingo games
- Health options in the community
- “The Living room” – drop-in mental health support/counselors
- Aunt Bertha website for resources (From Jane) -- findhelp.org
- RTA (was helpful before pandemic)
- Access to Care

Q3: What needs are not being addressed?

- Resources addressing Mental health – one respondent had reached out to retired social workers to help with mental issues for her clients
- Seniors and people with mental health issues need someone to talk to them in their isolation
- Mental health
 - o Stigma of mental health in Black + immigrant communities
 - o Young families, kids at home, parents working at home
- Transportation always has been an issue
 - o Only covers certain areas
 - o They need rides to grocery stores, doctors
 - o riders are scared to use transit services because of COVID.
- Illinois doesn’t have Mental health budget
- High rates of suicides in the South suburbs during the COVID
 - o Southern suburbs do not have the resource to reach their people
- When people reach out, they are told they need to wait for long periods of time
- People in the fields frustrations
 - o Battle fatigue

Focus Group #5: Southwest Suburbs - 6 participants

Respondents' area of work: Elementary Education, Higher Education, Social Justice, Food services, Work with Immigrant families especially Arabic speaking, Homelessness, Orland Township, and Senior services

Q1: What are the issues that you are seeing, especially in the past 6 to 12 months, that are impacting families and communities with low incomes that you work with?

- Lack of food for their families
- Transportation --> no accessibility
- Rent assistance - Doubled-up families. Wait lists for rental assistance
- Housing availability
- "Astonishing number of people can't make ends meet"
- Food deserts
- Water programs
- No wifi, smart phone bills
- Utility Assistance: Electric and gas (up to 12 months behind in bills)
- Homelessness,
- ESL (English as a Second Language)
- No way to see someone face-to-face for state services – DHS, IDHS.

Q2: Which entities are showing up?

- Coordinated efforts- convening
- Inhouse mental services mandated by the State for University students- Mental health partners
- South Suburban Council on Homelessness.
- Partnership for Resilience
- Churches,
- Arab American Family Services
- CARES Act funding
- University social workers (a new unfunded state mandate for in-house social workers)

How have these entities been communicating with you and the clients?

- Phone
- Email
- Text
- Government phones
- Social Media doesn't work well
- Print materials- libraries, townships, villages
- Resources like: myentrypoint.org
- Catholic Charities
- Oak Lawn Partnership – info sharing meetings
- TOCC – Township Officials of Cook County– info sharing meetings

Q3: What needs are not being addressed?

- Basic needs to survive
 - o Services
 - o Assistance
 - o Vaccines
- Technology education—Grande-pads like iPad for Seniors

- Phones for people without
- English language learning – Bridge program.
- Home health aids
- Affordable housing
- Senior housing
- Childcare providers for young children
- Transportation- Lack of transportation and unsustainable solutions like Ride-share
- Services/ supports given to people who are not US-citizens
- Fresh food- community farms/gardens. (Urban farm project proposed at Governors State University.)
 - o Growing their own food
 - o Dispersing the food
- “In regards to what is not being adequately addressed, I would definitely say mental health is lacking terribly. There are few resources available to families that are often times in crisis. Many services available only accept insurance, which a large portion of my community does not have, or cannot afford co-payments, cannot miss work for appointments, etc. “

Focus Group #6: South Suburbs - 5 participants

Respondents' area of work: Thornton Township, Financial education, Economic empowerment, Single parent/family aid, Education and Schools

Q1: What are the issues that you are seeing, especially in the past 6 to 12 months, that are impacting families and communities with low incomes that you work with?

- Access to resources
- Access to capital
 - o Good schools
 - o Infrastructure
 - o Who is helping - No infrastructure is in place to handle the resources received to assist families - stated there is money/resources?
- Holding community partners accountable and have them give back to the community
- Quality of life
- Quality of pay—jobs that give livable wages
 - o Still struggling with 2008 financial crisis (southern subs)
- Huge back log of bills that will result in major problems when the moratoriums end- 5,6-10K in debt
 - o Need for services (utilities) after protection has lifted giving families haven't been using monies wisely that they've received from the pandemic assistance
- Resources management, coordination
- Counsellors/psychologists/ social and emotional support
 - o Students and Mental health
 - o Missing prom
 - o Missing senior year
- How far behind are they going to be when school gets back in session?
- Needs for supporting the single parents
- Training for jobs- career growth
- Technological and connectivity issues: Chromebooks, T-Mobile-hotspots

- Students are struggling at home
- Vocational offerings
- High crime

Q2: Which entities are showing up?

How have these entities been communicating with you and the clients?

- CEDA

Q3: What needs are not being addressed?

- Lack of financial resources to bounce them back from hardship
- Teaching young people about economic development, financial literacy.
- Funding for parents to afford tutoring programs after going back to school
- Some students have given up and are not attending—possibly because of internet accessibility difficulties
- Dysfunctional family dynamics- families are breaking up, families are stretched
- Food insecurities
 - o No Availability of fresh health foods
- Increase Dignity and self-respect of people using coupons or asking for food help
- Jobs and career growth counselling
 - o Having a safe space for small businesses to get advice—against predatory businesses
- Develop Programs/Education for parents and children
- Depression and mental health—programing and de-programming management of individuals

RESIDENT FOCUS GROUPS

STRUCTURE

COVID-19 pandemic restrictions were still in place in Cook County when CEDA organized focus groups with low-income residents during early spring of 2020. The CNA Working Group decided to host the Focus Groups using ZOOM virtual meeting platform. They determined that a virtual meeting would be most effective with smaller tables of 6 to 8 participants. Twelve meeting times were planned between May 13 and May 21, 2021. One of these sessions was a Spanish-language meeting. CEDA reached out to Arab American Family Services to convene a meeting for Arabic speaking residents.

CEDA endeavored to hear from a broad spectrum of the community, not just current CEDA customers. The CNA Working Group used the contact information provided by 435 of the 1434 suburban survey respondents to send email invitations. A small incentive in the form of a \$10 electronic gift card from a sandwich shop chain was offered for participants. From the 435 email invitations, CEDA received 75 registrations. Thirty-one residents attended one of the focus groups. The Spanish-language and Arabic-Language sessions ended up having no attendees. Technical challenges of limited access to computing devices, limited access to reliable internet connection, and limited skills in navigating virtual meeting platforms contributed to lower attendance at the focus groups.

Each group meeting was structured in the same way, using a consistent script. One CNA Working Group member acted as facilitator of the group conversations while one or more other Working Group members

monitored the chat window and took notes. All discussion facilitators were trained to engage the participants and encourage open and honest conversations. All sessions were recorded. Each group meeting was structured in the same way, using a consistent script:

RESIDENT FOCUS GROUP SCRIPT

I. Welcome:

- Our Nonprofit organization is trying to understand more about the needs of the families and communities we serve. This is something our organization does every three years, as part of our regular planning process.
- We want to learn from your experiences and knowledge of your community.
- To do this, we want to have an unstructured, open, honest conversation today. We want everyone to feel comfortable in sharing.
- Let's make sure we all can agree to some ground rules. Everyone, please unmute yourself and, if possible, share your video so we can see each other (Gallery View).
 - Everyone should contribute.
 - Respect other opinions, but feel confident in sharing a different viewpoint.
 - We agree to keep the conversation confidential.
 - Will be recorded but only for accurate record keeping.
 - No names will be associated with the viewpoints that are expressed here.
 - Is there anything else we should all agree to before we begin?
- To get us started, let's go around the room and find out who is here! I will call on you as you appear on my screen. Please tell us: Your First Name and the Suburb you live in.

II. The Discussion:

1. **How do you feel about your community: the social environment, the political environment, the economic environment, and the physical environment you live in?**
2. **When you think about your goals for a better life for yourself and your family – both long-term goals and day-to-day needs – what are your biggest hurdles... the major problems you have to deal with?**

Possible Follow-ups questions: Is this new since the pandemic? Do other people you know have this same challenge?
3. **What have you found to help with the problems? Are there government programs or nonprofit services? How are you able solve the problems or do you manage around them?**
4. **What is it like to access the services you found? How easy is it to get information, apply, and get the help you are looking for? What might make this better?**
5. **What NEW services or programs would you love to see become available for yourself, your family or your community?**

III. Closing

- Overview of who CEDA is: community action agency designated as the poverty-fighting agency for Suburban Cook County. (Short list of programs/services)
 - Learning from today will Inform our planning for services and priorities for upcoming year.
-

RESIDENT RESULTS

Focus Group #1

Community:

Shootings. Can't enjoy life because of crime and violence.
Hard to trust authorities.

Hurdles:

Child care for special needs child. Don't know what's open since the pandemic. Being unable to work for lack of child care.

Resources:

Illinois Action for Children. Challenges in accessing services because employer would not submit needed paperwork.

New service wishes:

Youth activities.
Child care for special needs children

Focus Group #2

Community:

Taxes are steep. Put water bills on hold for a while, but no payment plan offered to catch up bills. Community is safe, but there are no groups/organizations that reach out to people with low incomes.

Hurdles:

Single father: Can't get children's birth records because wasn't listed on birth certificate and mother is incarcerated. Can't enroll kids in programs.
Financial security. No savings. No job
Older adults struggle to find employment: age discrimination or over-qualified.
Need more secure, stable employment.
Looking for job takes perseverance. Have to keep looking and keep trying.
Utility costs.
Under-employed. Working part time.

Resources:

Oakland College – apprenticeship program
Struggles with Technology proficiency.
High demand for assistance programs. "all backed up."
CEDA rental assistance "was very responsive".

New service wishes:

Community Colleges have programs to help people find work
Lack of information. Systems are not updated. Need to be more time sensitive.
Services isolated to individual suburbs.
Would be nice if county had county-wide services
Credit repair
Opportunities for community service, volunteering.
Training and certifications. Short seminars to build skills and employability.

Focus Group #3

- Cancelled

Focus Group #4

Community:

New Amazon warehouse facility opened. New job opportunities. Economically things are looking up.
Community needs a lot of help. Hopeful regarding some new programs.
More affluent community may not helpful or compassionate for helping if they don't know you. They have no idea what it's like to live on low incomes.
Sad when town can't come together.

Hurdles:

Financial needs: Single, new homeowner with many struggles. Lack knowledge about investing and financial management. By time found out about assistance programs, too late to apply. Almost lost house.
Prices keep going up. Struggling to get by. "Robbing Peter to pay Paul" Health concerns. Lost brother to COVID.
Waiting for SSI application approval. Almost lost house also. Trying to get things fixed around the house. Refrigerator went out. Grandchildren living in home of low-income grandparent.

Resources:

How getting by: setting priorities with budget and paying mortgage first. Government program help saved home.
Nicor and COM Ed assistance programs helped.
Unsuccessful in applying for CEDA LIHEAP. Confusion about policies; poor communication; very frustrated.
No call backs from CEDA Weatherization.
Successful in receiving LIHEAP. Access to many services by living in the Senior building.
Find resources from internet or asking Township

New service wishes:

Just to get correct information.
Assistance with home repairs, appliance repairs. – List of contractors that can perform low-cost repairs or installation.

Focus Group #5

Community:

Segregated: certain pockets are minority communities and others are all white.
Food deserts. Educational system is shot.
Love the neighborhood. Good recreational facilities. Covid restrictions closed early childhood programs so kids have no socialization opportunities now.
Affordable. More business and opportunities coming in. Need more youth activities and supports for families

Hurdles:

Finding supports to grow a business: real estate expertise and professional mentoring.
Knowing how to find information
Finding trustworthy accountant and attorney
Forced to create a business to replace lost employment due to COVID
Need family support. Help to secure financial wealth. Financial education
Systemic racism
Medical worries.
Finding reliable contractor for home repairs.

Help with property taxes.

Resources:

Chicago Urban League

COVID relief grant for small business

Network of other entrepreneurs

Mother unable to get assistance She had a stroke and lost her job. Needed help with rent, food, transportation, income. "The agencies contacted all put you on hold or told you to call back or just hang up if they don't have an answer." When COVID shut down happened, couldn't get any information.

New service wishes:

Homeless services

Activities for young people

Mental health services: Therapists for youth, adults, families

Fix long-term mental health care system

Property tax resources

"A lot of our communities don't have pride. Turn abandoned properties into house for the homeless. Give them stability and pride."

Vehicle assistance

Focus Group #6

Community:

Changed over the past 2 years with a lot of "ghetto folks" moving in through Section 8 housing. Need more stores. Food desert. Transportation is a problem.

Hurdles:

Public schools are not working. The education they provide is too far behind.

Struggling to pay Catholic school tuition and still pay the bills.

Children, teens suffering from depression as a result of pandemic shutdown and isolation.

Resources:

Local elected officials are good source of information and help.

Many food resources.

New service wishes:

Youth activities: after school and summer programs

Community Center to keep the kids out of trouble.

Focus Group #7

Community:

Community (North Suburb) is lovely if you can afford it. School system is violating the law by not providing special ed services. Low crime, but expensive housing. Lack of jobs.

Community (South suburb) has empty businesses and offers nothing economically. Older deteriorated properties.

Community (west suburb) has nothing for kids. Programs are all too far away. Housing prices skyrocketed. Loss of low-wage retail jobs around, but high unemployment due to pandemic.

Hurdles:

Pandemic lay-offs. Hours cut.

Lack stable jobs

Financial problems. Just trying to pay bills

Dealing with the kids being at home with school closed.
Struggling to place special needs daughter in a settled learning environment.
Need to sell home because can't afford taxes and costs after pandemic job losses.

Resources:

Hard to find information about programs to assist. Learn from parent network, but people keep that info "close to the vest".
Struggle applying for LIHEAP. Long wait to learn status. Finally was able to submit documents needed. "Last year was crazy" Call intake sites and wait for a call back. Deadline came and went.
Took 10 months to get SNA and Medicaid. ARC helped a lot.

New service wishes:

Mortgage assistance.
Services helping find home repair contractors: electrical, plumbing.
Emotional supports for children and adults.
Job training help for skilled job.
First time homebuyer assistance/education.
Youth activities: jobs or safe place.
Get kids ready for school in the fall
Water/sewer assistance
City stickers
Families being able to stay in their homes.

Focus Group #8

-- No Attendees

Focus Group #9

Community:

Community (West suburb) has crime, violence, racism. Stores and companies are leaving. Not safe
Community (far South suburb) has a lot of political tension. No grocery store. No doctor's office.
Not even a laundromat. Low-paying retail jobs are the only opportunities.
Not a lot of job or resources. Hospital had been there for a century just closed.
Community (South suburb) was a good place to live and raise children.
Community (south suburb) has really changed for the worse. Killings, carjackings. Poor schools

Hurdles:

Financial problems since pandemic lay-off, reduced hours.
Unable to get mortgage assistance.
Trying to get disability benefits.
Racism while raising a mixed-race child.
Finding child care for special needs child.
Rising costs. Rent and a "shady landlord"
Needing a car.
Medical issues
Uncertainty about future employment opportunities after pandemic.
Wi-fi not reliable or strong enough.
Transportation disruptions due to COVID. Metra schedule changes.
Mental health: depression, stress.

Resources:

Discovered Loyola had speech therapy.

Goodwill for sheltered employment
Mental health counselors who take Medicaid – were very hard to find.

New service wishes:

More help for children dealing with anxiety, depression, etc.
Providing Financial stability for parents
More affordable activities for kids.
Living wage employment
Broadband access for everyone.
Affordable housing.
First-time homebuyer and Financial education.
Training/education for high-paying jobs.
Healthcare. Dental coverage. Healthcare for seniors.
Better schools. Better education opportunities for kids

Focus Group #10

Community:

Community (Far west suburb) very livable. Safe. Cultural/racial diversity. Good place to raise children.

Hurdles:

Lack of support network. No family nearby.
Job loss due to pandemic.
No child care with school closed. “astronomically expensive”
Financial problems with income loss

Resources:

Applied for state assistance programs. “Too much red tape”.
Difficult to navigate. Poor internet connection.
Never needed help before. Didn’t know was qualified for assistance.
Spent 40 to 80 hours on phone and computer trying to understand and access programs.

New service wishes:

Ideal would be to assign caseworker who can walk people through. Better training of agency staff is needed because everyone had a different answer to the same question. Once someone signs up, if they could have a highly trained caseworker guide them through the process and connect them to other services.
More home-based and local health and social services.

Focus Group #11

– No Attendees

Focus Group #12

Community:

An affluent community but can’t afford to stay due to lost income and high property taxes.
Diverse community with neighbors who look out for each other and maintain their properties
A quiet community with a lot of children. Many families moved out because they could no longer afford the rent, but the mobility is slowing down now.
Community has good park district and good senior services. Businesses are coming back to the community.

Hurdles:

Financial problems: Paying bills, taxes mortgage.

Building clientele and accessing capital for newly opened home business. Did not qualify for small business Stimulus assistance.

Getting information online

Hard to get help. Have to jump through hoops.

Daycare for elderly parent.

Childcare. Need to leave work early because Childcare provider closes at 5 pm.

Resources:

Chicago Urban League

Unemployment - Only got \$90/ week unemployment benefits

Food pantries. Help from family to pay bills

LIHEAP. Difficulty accessing services. Had to upload documents again. Slow getting communications.

Kindred for palliative care for parent. -huge help providing respite and home healthcare.

SBA for small business help.

New service wishes:

Mortgage assistance

Property tax assistance

For the pandemic to truly end and society and economy to open up again.

Living wage jobs and employer who respect workers.

Childcare programs

Elder care programs

Entrepreneurship support, assistance.

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2021 COMMUNITY NEEDS ASSESSMENT WORKGROUP MEMBERS

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Anne Campbell, CEDA Board of Directors, Connections of Illinois.

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APPENDIX 1: POPULATION, POVERTY RATE, CSBG-ELIGIBLE ESTIMATE BY MUNICIPALITY

Municipalities are listed by CEDA Region, alphabetically. Color formatting indicates lowest poverty rate (Green) to highest poverty rate (Red) of all Cook County Suburbs.

NORTH REGION		*Indicates municipalities partially located in Cook County	
Municipality	Total Population	Poverty Rate	CSBG Eligible (Number below 125% Poverty)
Arlington Heights	74,764	4.0%	4,387
Barrington	10,067	3.6%	487
Barrington Hills	4,053	4.7%	196
Bartlett*	40,976	3.9%	2,559
Des Plaines	57,613	8.5%	6,964
Elgin*	110,761	11.3%	16,630 **
Elk Grove Village	32,720	3.6%	1,763
Evanston	67,734	13.3%	10,835
Glencoe	8,888	2.4%	289
Glenview	46,690	4.9%	3,260
Golf	481	1.0%	7
Hanover Park*	37,910	10.7%	5,480
Hoffman Estates	50,648	4.5%	3,689
Inverness	7,524	1.5%	142
Kenilworth	2,460	3.5%	85
Lincolnwood	12,371	6.2%	1,528
Morton Grove	22,924	7.1%	2,193
Mount Prospect	54,525	6.7%	5,033
Niles	28,206	9.2%	3,982
Northbrook	32,729	3.3%	1,262
Northfield	5,534	6.6%	397
Palatine	68,146	9.8%	8,273
Park Ridge	37,007	3.8%	1,785
Prospect Heights	15,924	10.2%	2,132
Rolling Meadows	23,018	6.1%	2,064
Roselle*	22,664	4.4%	1,401
Schaumburg	73,707	6.4%	6,326
Skokie	63,262	9.4%	9,136
South Barrington	4,923	4.0%	211
Streamwood	39,565	5.8%	3,386
Wheeling	37,904	9.5%	5,076
Wilmette	27,142	3.1%	988
Winnetka	12,401	2.9%	419

** Only a small portion of Elgin lies within Cook County. We estimate less than 10% of Elgin Low-Income population resides in the CEDA service area.

SOUTH REGION		*Indicates municipalities partially located in Cook County	
Municipality	Total Population	Poverty Rate	CSBG Eligible (Number < 125% Poverty)
Alsip	18,947	8.3%	2,160
Blue Island	22,523	17.7%	5,635
Burnham	3,890	17.1%	1,007
Calumet City	36,438	18.0%	9,257
Calumet Park	8,208	17.3%	1,647
Chicago Heights	29,467	24.2%	8,457
Chicago Ridge	13,638	18.6%	3,036
Country Club Hills	16,640	9.1%	2,184
Crestwood	10,285	8.9%	1,371
Dixmoor	3,604	20.0%	1,109
Dolton	22,364	22.3%	6,189
East Hazel Crest	1,586	6.9%	260
Evergreen Park	19,260	7.2%	1,792
Flossmoor	9,472	12.5%	1,187
Ford Heights	2,731	41.2%	1,250
Glenwood	8,413	13.2%	1,330
Harvey	24,132	32.8%	10,052
Hazel Crest	13,497	15.3%	2,536
Hickory Hills	13,712	9.9%	2,128
Hometown	4,272	8.8%	728
Homewood	18,780	6.3%	2,069
Lansing	27,636	15.5%	5,646
Lynwood	9,256	7.8%	1,692
Markham	12,482	19.0%	3,230
Matteson	19,127	10.5%	2,587
Merrionette Park	2,033	6.2%	166
Midlothian	14,420	9.2%	1,960
Oak Forest	27,553	5.3%	1,825
Oak Lawn	55,440	9.7%	7,416
Olympia Fields	4,723	3.3%	187
Orland Hills	7,124	14.9%	1,269
Orland Park	58,063	4.3%	3,672
Palos Heights	11,815	5.2%	733
Palos Hills	17,179	11.6%	2,691
Palos Park	4,747	5.0%	338
Park Forest*	21,474	13.4%	3,825
Phoenix	1,870	22.1%	576
Posen	6,076	22.9%	1,510
Richton Park	13,326	15.5%	2,815
Riverdale	12,785	26.3%	4,229
Robbins	4,938	42.0%	2,344
Sauk Village	10,370	31.8%	3,798
South Chicago Heights	3,968	24.2%	1,320
South Holland	21,126	11.3%	3,059
Steger*	9,333	13.4%	2,024
Thornton	2,545	9.3%	281
Tinley Park	56,459	7.0%	4,536
University Park*	6,911	10.0%	1,256
Worth	10,579	9.3%	1,644

WEST REGION		*Indicates municipalities partially located in Cook County	
Municipality	Total Population	Poverty Rate	CSBG Eligible (Number below 125% Poverty)
Bedford Park	613	3.3%	20
Bellwood	18,812	10.1%	3,331
Berkeley	5,106	4.5%	368
Berwyn	54,973	12.8%	9,972
Bridgeview	15,545	17.0%	3,389
Broadview	7,755	7.9%	825
Brookfield	18,621	7.1%	1,801
Burbank	28,475	10.2%	4,586
Burr Ridge	10,726	3.6%	395
Cicero	81,472	16.2%	20,426
Countryside	5,956	5.2%	516
Elmwood Park	24,271	8.1%	3,158
Forest Park	13,717	9.7%	1,587
Forest View	943	2.5%	65
Franklin Park	17,943	9.3%	2,405
Harwood Heights	8,487	11.7%	1,410
Hillside	7,723	7.9%	875
Hodgkins	1,743	12.4%	345
Indian Head Park	3,522	2.7%	94
Justice	12,800	17.1%	2,708
La Grange	15,117	3.0%	687
La Grange Park	13,227	4.6%	711
Lemont	16,796	4.9%	974
Lyons	10,446	11.8%	2,009
Maywood	23,377	15.9%	4,629
McCook	279	4.3%	12
Melrose Park	25,495	17.2%	6,852
Norridge	14,299	4.6%	1,116
North Riverside	6,604	5.8%	571
Northlake	12,069	16.3%	2,969
Oak Park	51,839	7.7%	5,202
River Forest	10,068	3.6%	609
River Grove	10,076	10.2%	1,548
Riverside	8,759	4.6%	454
Rosemont	4,255	10.0%	645
Schiller Park	11,604	15.9%	2,180
Stickney	6,634	8.1%	897
Stone Park	4,894	14.4%	1,283
Summit	11,217	17.3%	3,088
Westchester	16,258	4.9%	1,106
Western Springs	13,272	3.9%	669
Willow Springs	5,604	4.1%	427

APPENDIX 2 - HEALTH INSURANCE STATUS BY CEDA REGION, SELECTED CHARACTERISTICS

Health insurance status by Age Group	CIVILIAN NON-INSTITUTIONALIZED POPULATION	UNDER 6 YEARS	UNDER 19 YEARS	19 TO 64 YEARS	65 YEARS AND OLDER	75 YEARS AND OLDER
North	1054627	77273	251880	623070	179677	79754
Insured	980214	75652	244167	558373	177674	79248
Uninsured	74413	1621	7713	64697	2003	506
% Insured	92.9%	97.9%	96.9%	89.6%	98.9%	99.4%
% Uninsured	7.1%	2.1%	3.1%	10.4%	1.1%	0.6%
South	760928	52545	187772	453127	120029	49625
Insured	703098	50926	180293	403831	118974	49412
Uninsured	57830	1619	7479	49296	1055	213
% Insured	92.4%	96.9%	96.0%	89.1%	99.1%	99.6%
% Uninsured	7.6%	3.1%	4.0%	10.9%	0.9%	0.4%
West	652867	50034	168760	393194	90913	37956
Insured	590825	48861	163427	337393	90005	37738
Uninsured	62042	1173	5333	55801	908	218
% Insured	90.5%	97.7%	96.8%	85.8%	99.0%	99.4%
% Uninsured	9.5%	2.3%	3.2%	14.2%	1.0%	0.6%
Health insurance status by SEX	CIVILIAN NONINSTITUTIONALIZED POPULATION TOTAL	MALE	FEMALE			
North	1054627	514530	540097			
Insured	980214	474059	506155			
Uninsured	74413	40471	33942			
% Insured	92.9%	92.1%	93.7%			
% Uninsured	7.1%	7.9%	6.3%			
South	760928	361059	399869			
Insured	703098	329623	373475			
Uninsured	57830	31436	26394			
% Insured	92.4%	91.3%	93.4%			
% Uninsured	7.6%	8.7%	6.6%			
West	652867	320207	332660			
Insured	590825	285925	304900			
Uninsured	62042	34282	27760			
% Insured	90.5%	89.3%	91.7%			
% Uninsured	9.5%	10.7%	8.3%			

Health insurance status by RACE	CIVILIAN NONINSTITUTIONALIZED POPULATION	WHITE ALONE, NOT HISPANIC	BLACK OR AFRICAN AMERICAN ALONE	ASIAN ALONE	HISPANIC OR LATINO
North	1054627	651865	41136	166454	170420
Insured	980214	625231	37386	155537	138573
Uninsured	74413	26634	3750	10917	31847
% Insured	92.9%	95.9%	90.9%	93.4%	81.3%
% Uninsured	7.1%	4.1%	9.1%	6.6%	18.7%
South	760928	331831	290150	15638	112415
Insured	703098	314117	268346	13974	96479
Uninsured	57830	17714	21804	1664	15936
% Insured	92.4%	94.7%	92.5%	89.4%	85.8%
% Uninsured	7.6%	5.3%	7.5%	10.6%	14.2%
West	652867	300218	77770	17400	250382
Insured	590825	283681	71100	16170	213088
Uninsured	62042	16537	6670	1230	37294
% Insured	90.5%	94.5%	91.4%	92.9%	85.1%
% Uninsured	9.5%	5.5%	8.6%	7.1%	14.9%

Health insurance status by NATIVITY & CITIZENSHIP	NATIVE BORN	FOREIGN-BORN NATURALIZED	FOREIGN-BORN NOT A CITIZEN
North	751824	175977	126826
Insured	726082	163729	90403
Uninsured	25742	12248	36423
% Insured	96.6%	93.0%	71.3%
% Uninsured	3.4%	7.0%	28.7%
South	673741	50359	36828
Insured	634242	45659	23197
Uninsured	39499	4700	13631
% Insured	94.1%	90.7%	63.0%
% Uninsured	5.9%	9.3%	37.0%
West	504758	75256	72853
Insured	475789	68471	46565
Uninsured	28969	6785	26288
% Insured	94.3%	91.0%	63.9%
% Uninsured	5.7%	9.0%	36.1%
US % uninsured	7.5%	8.5%	32.1%
ILLINOIS % uninsured	5.5%	8.6%	31.3%

Health insurance status by EDUCATIONAL ATTAINMENT	LESS THAN HIGH SCHOOL GRADUATE	HIGH SCHOOL GRADUATE (INCLUDES EQUIVALENCY)	SOME COLLEGE OR ASSOCIATE DEGREE	BACHELOR'S DEGREE OR HIGHER
North	62519	132796	168368	364718
Insured	47067	116830	155516	351534
Uninsured	15452	15966	12852	13184
% Insured	75.3%	88.0%	92.4%	96.4%
% Uninsured	24.7%	12.0%	7.6%	3.6%
South	49179	142372	174831	139217
Insured	41462	127446	162159	133445
Uninsured	7717	14926	12672	5772
% Insured	84.3%	89.5%	92.8%	95.9%
% Uninsured	15.7%	10.5%	7.2%	4.1%
West	65335	116468	112066	133447
Insured	51419	99044	102078	127360
Uninsured	13916	17424	9988	6087
% Insured	78.7%	85.0%	91.1%	95.4%
% Uninsured	21.3%	15.0%	8.9%	4.6%
US % uninsured	22.0%	12.6%	8.7%	4.0%
ILLINOIS % uninsured	19.2%	10.3%	7.4%	3.7%

Health insurance status by WORK STATUS	EMPLOYED	UNEMPLOYED	NOT IN LABOR FORCE
North	489299	17823	115948
Insured	442586	14239	101548
Uninsured	46713	3584	14400
% Insured	90.5%	79.9%	87.6%
% Uninsured	9.5%	20.1%	12.4%
South	323226	31661	98240
Insured	296073	23960	83798
Uninsured	27153	7701	14442
% Insured	91.6%	75.7%	85.3%
% Uninsured	8.4%	24.3%	14.7%
West	298322	16291	78581
Insured	260115	12502	64776
Uninsured	38207	3789	13805
% Insured	87.2%	76.7%	82.4%
% Uninsured	12.8%	23.3%	17.6%
US % uninsured	15.1%	28.3%	11.5%
ILLINOIS % uninsured	13.0%	22.3%	9.2%

Health insurance status by POVERTY LEVEL	BELOW 138 % OF POVERTY	138 TO 399 % OF POVERTY	AT OR ABOVE 400 % OF POVERTY	BELOW 100 % OF POVERTY
North	120893	349175	577957	76635
Insured	99965	311839	562171	63739
Uninsured	20928	37336	15786	12896
% Insured	82.7%	89.3%	97.3%	83.2%
% Uninsured	17.3%	10.7%	2.7%	16.8%
South	151613	316909	290161	102185
Insured	131939	288357	280576	88327
Uninsured	19674	28552	9585	13858
% Insured	87.0%	91.0%	96.7%	86.4%
% Uninsured	13.0%	9.0%	3.3%	13.6%
West	113496	270529	266416	67433
Insured	93421	238623	256454	55888
Uninsured	20075	31906	9962	11545
% Insured	82.3%	88.2%	96.3%	82.9%
% Uninsured	17.7%	11.8%	3.7%	17.1%
US % uninsured	15.9%	11.7%	3.9%	16.0%
ILLINOIS % uninsured	12.9%	10.1%	3.2%	12.4%

APPENDIX 3 – INTERNET ACCESS BY MUNICIPALITY

Municipality	Total Households	Computer but No Internet	No computer	% No Computer or No internet
Alsip	7,488	730	1,023	23.4%
Arlington Heights	30,838	1,478	1,993	11.3%
Barrington	3,906	283	200	12.4%
Barrington Hills	1,463	44	81	8.5%
Bartlett	13,726	541	774	9.6%
Bedford Park	208	88	24	53.8%
Bellwood	6,221	678	772	23.3%
Berkeley	1,781	171	235	22.8%
Berwyn	17,869	1,529	1,401	16.4%
Blue Island	7,864	1,381	1,156	32.3%
Bridgeview	5,548	545	843	25.0%
Broadview	2,942	346	433	26.5%
Brookfield	7,038	472	591	15.1%
Burbank	9,225	537	1,198	18.8%
Burnham	1,450	82	153	16.2%
Burr Ridge	4,244	144	126	6.4%
Calumet City	13,788	1,213	2,088	23.9%
Calumet Park	3,260	330	376	21.7%
Chicago Heights	9,939	796	2,073	28.9%
Chicago Ridge	5,237	378	926	24.9%
Cicero	22,346	2,328	3,145	24.5%
Country Club Hills	5,882	393	561	16.2%
Countryside	2,524	166	341	20.1%
Crestwood	4,882	275	614	18.2%
Des Plaines	22,327	1,729	2,064	17.0%
Dixmoor	1,191	111	228	28.5%
Dolton	7,860	852	775	20.7%
East Hazel Crest	584	83	73	26.7%
Elgin	36,903	2,779	2,627	14.6%
Elk Grove Village	13,261	753	1,081	13.8%
Elmwood Park	9,017	829	892	19.1%
Evanston	28,352	1,624	1,548	11.2%
Evergreen Park	6,981	780	549	19.0%
Flossmoor	3,460	194	80	7.9%
Ford Heights	948	112	185	31.3%
Forest Park	6,996	563	737	18.6%
Forest View	305	8	37	14.8%
Franklin Park	6,072	535	799	22.0%
Glencoe	3,212	24	162	5.8%
Glenview	17,630	682	1,431	12.0%
Glenwood	2,848	170	170	11.9%
Golf	139	3	-	2.2%
Hanover Park	11,301	728	347	9.5%
Harvey	8,271	1,049	1,441	30.1%
Harwood Heights	3,367	426	454	26.1%

Source: US Census ACS 2019, Table B28003

Municipality	Total Households	Computer but No Internet	No computer	% No Computer or No internet
Hazel Crest	4,977	430	523	19.1%
Hickory Hills	4,959	280	460	14.9%
Hillside	2,663	367	211	21.7%
Hodgkins	650	84	178	40.3%
Hoffman Estates	17,717	731	598	7.5%
Hometown	1,697	179	190	21.7%
Homewood	7,394	227	551	10.5%
Indian Head Park	1,681	48	121	10.1%
Justice	4,600	316	610	20.1%
Kenilworth	777	7	17	3.1%
La Grange	5,352	188	270	8.6%
La Grange Park	5,028	217	492	14.1%
Lake Forest	7,005	168	273	6.3%
Lansing	10,873	810	1,056	17.2%
Lemont	6,051	377	445	13.6%
Lincolnwood	4,298	211	650	20.0%
Lynwood	3,245	128	374	15.5%
Lyons	3,777	256	542	21.1%
Markham	4,146	239	592	20.0%
Matteson	7,309	517	466	13.4%
Maywood	7,795	1,409	1,007	31.0%
McCook	97	6	16	22.7%
Melrose Park	7,888	1,421	1,009	30.8%
Merrionette Park	880	88	162	28.4%
Midlothian	5,403	400	449	15.7%
Morton Grove	8,394	323	885	14.4%
Mount Prospect	20,795	1,321	1,849	15.2%
Niles	10,925	585	1,699	20.9%
Norridge	5,477	522	1,047	28.6%
North Riverside	2,685	103	436	20.1%
Northbrook	13,056	471	561	7.9%
Northfield	2,274	32	79	4.9%
Northlake	4,014	420	499	22.9%
Oak Forest	10,275	470	895	13.3%
Oak Lawn	21,248	1,867	2,823	22.1%
Oak Park	21,603	1,406	1,267	12.4%
Olympia Fields	1,818	74	177	13.8%
Orland Hills	2,396	56	116	7.2%
Orland Park	22,218	1,224	1,645	12.9%
Palatine	26,866	1,197	1,446	9.8%
Palos Heights	4,706	164	509	14.3%
Palos Hills	6,725	410	854	18.8%
Palos Park	1,955	49	329	19.3%
Park Forest	8,590	732	721	16.9%
Park Ridge	14,197	507	903	9.9%

Source: US Census ACS 2019, Table B28003

Municipality	Total Households	Computer but No Internet	No computer	% No Computer or No internet
Phoenix	709	81	182	37.1%
Posen	1,973	124	173	15.1%
Prospect Heights	5,694	571	433	17.6%
Richton Park	4,837	433	501	19.3%
River Forest	3,971	114	174	7.3%
Riverdale	4,868	630	629	25.9%
Riverside	3,163	135	203	10.7%
Robbins	1,548	306	357	42.8%
Rolling Meadows	8,702	462	689	13.2%
Roselle	8,511	214	409	7.3%
Rosemont	1,574	241	159	25.4%
Sauk Village	3,270	236	314	16.8%
Schaumburg	29,705	1,145	1,465	8.8%
Schiller Park	4,304	528	677	28.0%
Skokie	22,366	1,106	1,859	13.3%
South Barrington	1,571	64	107	10.9%
South Chicago Heights	1,467	174	403	39.3%
South Holland	7,080	339	710	14.8%
Steger	4,127	371	417	19.1%
Stickney	2,251	163	239	17.9%
Stone Park	1,281	171	127	23.3%
Streamwood	13,125	583	688	9.7%
Summit	3,326	477	373	25.6%
Thornton	1,078	42	158	18.6%
Tinley Park	21,270	854	1,312	10.2%
University Park	2,455	190	268	18.7%
Westchester	6,478	400	458	13.2%
Western Springs	4,331	115	217	7.7%
Wheeling	14,441	1,233	727	13.6%
Willow Springs	2,211	72	164	10.7%
Wilmette	9,717	252	364	6.3%
Winnetka	4,107	-	86	2.1%
Worth	4,026	374	315	17.1%
SUBURBAN COOK	926,710	62,199	82,166	15.6%

Source: US Census ACS 2019, Table B28003

APPENDIX 4 – ELEMENTARY SCHOOL DISTRICT STATISTICS

Sorted Highest to lowest Overall Proficiency			Green=Highest Red=Lowest				Green=Lowest	Red=Highest
Elementary District	City	CEDA REGION	Overall Proficiency (Average of % All Subjects)	% ELA Proficiency	% Math Proficiency	% Science Proficiency	% Low Income	% Black or Hispanic
Northbrook/Glenview SD 30	Northbrook	North	79.4	77.2	79.0	81.9	1.3	3.4
Kenilworth SD 38	Kenilworth	North	79.1	72.9	73.7	90.8	0	4.1
Northbrook ESD 27	Northbrook	North	79.1	80.6	73.3	83.4	2.7	5.1
Western Springs SD 101	Western Springs	West	78.0	76.8	74.7	82.6	0	3.6
Avoca SD 37-Wilmette	Wilmette	North	77.7	77.6	71.7	83.8	5.9	9.6
Sunset Ridge SD 29-Northfield	Northfield	North	76.0	71.7	72.3	83.9	1	2.9
Winnetka SD 36	Winnetka	North	73.4	71.9	72.2	76.1	0.2	3.1
LaGrange Highlands SD 106	La Grange Highlands	West	71.6	69.8	62.8	82.2	4.4	13.4
Wilmette SD 39	Wilmette	North	70.5	65.4	62.7	83.3	3	6.5
Northbrook SD 28	Northbrook	North	70.1	67.4	65.3	77.5	2.6	5.1
Riverside SD 96	Riverside	West	70.1	72.6	57.9	79.7	21.9	34.1
River Forest SD 90	River Forest	West	69.7	68.7	62.4	78.1	4.8	17.5
Glencoe SD 35	Glencoe	North	68.1	63.0	68.3	73.0	0	6.3
Palos CCSD 118	Palos Park	South	65.6	63.7	53.6	79.4	27.6	14.6
Fairview SD 72-Skokie	Skokie	North	65.4	69.3	48.5	78.5	25.5	15.1
La Grange SD 102	La Grange Park	West	64.7	65.5	55.8	72.9	16.3	23.6
North Palos SD 117	Hickory Hills	South	64.1	64.6	60.5	67.2	62.1	19.9
Arlington Heights SD 25	Arlington Heights	North	63.6	59.8	54.9	76.1	7.2	9.5
Pleasantdale SD 107-Burr Ridge	Burr Ridge	West	63.5	60.2	58.1	72.3	10.2	15.5
Park Ridge CCSD 64	Niles	North	63.2	59.1	55.5	75.1	3.5	8.5
Glenview CCSD 34	Glenview	North	62.6	57.5	54.6	75.7	23.7	15.5
West Northfield SD 31	Northbrook	North	60.9	60.0	55.0	67.7	20.6	13.3
Mount Prospect SD 57	Mt Prospect	North	60.8	50.7	51.6	80.0	7.3	7.6
Niles ESD 71	Niles	North	60.2	61.6	48.0	71.1	47.4	21.3
Schaumburg CCSD 54	Schaumburg	North	59.8	56.2	54.2	69.0	17.7	29.6
Skokie SD 73-5	Skokie	North	59.7	56.7	51.5	71.0	33.8	20.7
East Prairie SD 73	Skokie	North	59.6	59.3	46.7	72.7	29.1	20.5
Golf ESD 67	Morton Grove	North	58.6	53.7	54.4	67.7	28.1	10.8
Lemont-Bromberek CSD 113A	Lemont	West	58.6	53.2	50.6	72.0	14.3	8.2
Brookfield Lagrange Park SD 9	Brookfield	West	58.0	61.1	38.4	74.6	17.8	33.1
Kirby SD 140-Tinley Park	Tinley Park	South	57.4	52.9	45.7	73.7	13.1	11.9
Union Ridge SD 86-Harwood Heights	Harwood Heights	North	57.4	66.1	41.7	64.4	37.3	23.9
Pennoyer SD 79-Norridge	Norridge	West	56.6	48.8	42.8	78.3	35.2	13.6
Palos Heights SD 128	Palos Heights	South	56.5	58.3	48.7	62.5	9.7	18.2
Lincolnwood SD 74	Lincolnwood	North	55.8	57.0	43.6	66.7	15.5	8.6
CCSD 62-Des Plaines	Des Plaines	North	54.9	56.9	43.9	64.0	47.9	46.1
Prospect Heights SD 23	Prospect Heights	North	54.7	48.0	44.9	71.3	34.3	21.3
Morton Grove SD 70	Morton Grove	North	54.4	52.3	49.2	61.6	28.2	17.8
La Grange SD 105 South	La Grange	West	53.7	55.6	45.5	59.9	40.2	42.1
River Trails SD 26-Mt Prospect	Mount Prospect	North	53.1	45.7	45.5	68.0	29.4	22.8
Rosemont ESD 78	Rosemont	West	53.0	42.2	46.1	70.8	25.6	37
Orland SD 135	Orland Park	South	52.8	54.0	40.0	64.5	17	19.5
Norridge SD 80	Norridge	West	52.6	47.5	38.4	71.8	31.8	17
Evanston CCSD 65	Evanston	North	50.1	43.5	44.9	61.9	37.7	43.4
Oak Park ESD 97	Oak Park	West	49.0	41.9	42.7	62.4	17.2	30.2
Palatine CCSD 15	Rolling Meadows	North	48.5	42.2	43.4	59.9	38.1	38.9
Franklin Park SD 84	Franklin Park	West	47.2	44.4	39.8	57.4	58.7	67.6
Evergreen Park ESD 124	Evergreen Park	South	45.2	42.9	32.0	60.6	43.1	53.7
East Maine SD 63-Niles	Niles	North	45.0	39.9	37.0	58.0	51.6	28.2
CCSD 146- Tinley Park	Tinley Park	South	44.9	45.5	34.2	55.1	33.6	24
Komarek SD 94-N Riverside	North Riverside	West	44.1	47.8	30.1	54.5	40.2	60.4
Flossmoor SD 161	Flossmoor	South	44.0	41.2	33.2	57.6	43.3	79
Skokie SD 68	Skokie	North	43.6	36.7	34.3	59.7	50.1	25.6
Central Stickney SD 110	Stickney	West	42.5	34.9	29.1	63.4	64	75.9
Indian Springs SD 109	Justice	West	41.9	45.4	33.5	46.9	69.6	38.5
Schiller Park SD 81	Schiller Park	West	41.4	38.7	31.6	53.9	61.1	42.7
Oak Lawn-Hometown SD 123	Oak Lawn	South	41.3	39.9	34.0	50.1	44.1	43.7
River Grove SD 85-5	River Grove	West	41.2	45.1	27.1	51.4	68.8	51.9
Skokie SD 69	Skokie	North	41.1	34.2	33.8	55.2	51.1	28

Source: Export of 2019 Report Card Data Set.
Illinois State Board of Education School Report Card.

Sorted Highest to lowest Overall Proficiency

Green=Highest Red=Lowest

Green=Lowest

Red=Highest

Elementary District	City	CEDA REGION	Overall Proficiency (Average of % All Subjects)	% ELA Proficiency	% Math Proficiency	% Science Proficiency	% Low Income	% Black or Hispanic
Berwyn North SD 98	Berwyn	West	40.4	43.4	24.8	52.9	87.8	92.5
Alsip-Hazlgrn-Oaklwn SD 126	Alsip	South	40.1	38.7	25.9	55.8	56.7	53.2
Ridgeland SD 122-Oak Lawn	Oak Lawn	South	40.1	36.3	28.9	55.0	62.9	32.3
Forest Ridge SD 142-Oak Fore	Oak Forest	South	39.7	43.0	30.1	46.1	36.2	30.8
Westchester SD 92-5	Westchester	West	39.6	37.5	27.8	53.6	37.2	61
Thornton SD 154	Thornton	South	39.4	38.5	23.8	56.0	51.4	61.1
Atwood Heights SD 125	Alsip	South	38.9	37.8	22.0	56.9	53.6	59.2
Willow Springs SD 108	Willow Springs	West	38.2	38.0	27.2	49.4	66	43.6
Worth SD 127	Worth	South	38.1	36.2	26.0	52.0	57.6	17.6
Elmwood Park CUSD 401	Elmwood Park	West	36.7	40.2	28.6	41.3	48.2	55.9
Wheeling CCSD 21	Buffalo Grove	North	36.2	28.8	29.7	50.0	47.6	55.4
Arbor Park SD 145- Oak Fores	Oak Forest	South	36.0	35.5	23.1	49.3	36.1	37.6
Homewood SD 153	Homewood	South	35.8	36.4	24.4	46.7	31.3	65
Rhodes SD 84-5-River Grove	River Grove	West	35.6	34.1	18.6	54.2	75.8	82.2
Burbank SD 111	Burbank	West	34.5	32.0	25.3	46.3	51.3	53.5
Sunnybrook SD 171- Lansing	Lansing	South	34.4	44.7	16.3	42.3	72.7	89.8
Forest Park SD 91	Forest Park	West	34.4	33.5	22.0	47.7	49.9	60.4
Matteson ESD 162	Matteson	South	34.1	38.4	25.8	38.2	80.2	95.9
Lyons SD 103	Stickney	West	33.9	28.2	18.2	55.2	74	76
Comm Cons SD 59- Elk Grove	Elk Grove Village	North	33.6	30.2	20.6	50.0	56.4	45.9
Mannheim SD 83-Melrose Pa	Melrose Park	West	33.2	31.0	18.4	50.2	61.1	84.9
ESD 159- Matteson	Matteson	South	32.9	32.4	17.1	49.2	71.8	93
Berwyn South SD 100	Berwyn	West	32.8	30.2	23.6	44.5	80.7	87.6
Summit SD 104	Summit	West	32.6	27.9	19.3	50.5	85.3	87.5
Hillside SD 93	Hillside	West	32.0	39.4	17.2	39.4	62.2	92.3
Lansing SD 158	Lansing	South	29.0	29.8	17.9	39.3	67.8	72.1
Cook County SD 130- Blue Isla	Blue Island	South	28.6	28.1	14.9	42.7	76.6	82.8
Lindop SD 92-Broadview	Broadview	West	27.8	27.5	19.3	36.5	45.3	95.4
South Holland SD 150	South Holland	South	26.7	28.8	19.6	31.8	71.7	97.8
Chicago Ridge SD 127-5	Chicago Ridge	South	26.0	21.4	15.3	41.2	61.8	28.9
Cicero SD 99	Cicero	West	25.7	21.3	15.4	40.5	94.5	98.2
Maywood-Melrose Park-Broa	Maywood	West	25.6	20.2	13.6	42.9	42.8	89
Posen-Robbins ESD 143-5	Robbins	South	25.4	22.4	14.4	39.3	86	95.3
Lincoln ESD 156- Calumet City	Calumet City	South	25.3	26.4	14.6	34.9	84.2	97.1
Park Forest SD 163	Park Forest	South	25.2	28.0	15.5	32.1	83.5	92.4
Berkeley SD 87	Berkeley	West	25.1	24.2	14.8	36.2	83.8	92.5
Steger SD 194	Steger	South	25.0	23.1	14.1	37.9	76.4	59.2
Brookwood SD 167-Glenwood	Glenwood	South	23.5	26.2	12.2	32.1	57.4	91.9
Prairie-Hills ESD 144-Markham	Markham	South	23.5	23.6	16.0	30.8	95.2	95.7
Sandridge SD 172-Lynwood	Lynwood	South	22.8	16.9	14.2	37.3	73.7	77.9
Ford Heights SD 169	Ford Heights	South	21.6	15.8	21.1	28.0	94.8	100
Calumet Public SD 132	Calumet Park	South	21.5	21.9	9.6	33.0	63.8	94.7
Midlothian SD 143	Midlothian	South	21.2	17.0	11.7	35.0	60.2	64.4
Chicago Heights SD 170	Chicago Heights	South	20.7	22.0	11.1	28.9	98.7	94.1
Bellwood SD 88	Bellwood	West	19.3	14.4	9.8	33.8	99.3	97.7
South Holland SD 151	Phoenix	South	19.3	13.7	13.3	30.8	99.6	96.6
Country Club Hills SD 160	Country Club Hills	South	19.0	20.3	10.6	26.1	71.7	93.1
Harvey SD 152	Harvey	South	18.6	18.5	11.9	25.3	99.4	96.3
Calumet City SD 155	Calumet City	South	18.4	12.9	10.2	32.1	91.5	96.4
Hoover-Schrum Memorial SD	Calumet City	South	15.4	17.7	4.5	24.1	94.5	96.3
Burnham SD 154-5	Burnham	South	14.8	13.3	7.8	23.3	98.5	96.5
Dolton SD 149	Calumet City	South	14.2	13.0	5.0	24.7	99.5	98.7
Hazel Crest SD 152-5	Markham	South	13.6	12.8	6.0	22.1	99	99.5
Dolton SD 148	Dolton	South	12.2	10.2	4.9	21.5	90.5	98.7
W Harvey-Dixmoor PSD 147	Dixmoor	South	11.3	9.3	5.3	19.2	99.1	98.8
Gen Geo Patton SD 133-River	Riverdale	South	10.5	15.8	4.8	11.0	58.7	67.6
CCSD 168-Sauk Village	Sauk Village	South	8.8	9.1	2.3	15.1	68.9	91.3
Statewide			39.2	37.4	32.0	48.3	48.8	43.1

Source: Export of 2019 Report Card Data Set.
Illinois State Board of Education School Report Card.

APPENDIX 5 –CRIME STATISTICS 2019 BY MUNICIPALITY

Municipality	Region	Population	Violent Crime Rate per 1,000 residents	Property Crime Rate per 1,000 residents
Alsip	South	18,947	2.89	25.98
Arlington Heights	North	74,764	0.44	8.32
Barrington	North	10,067	0.20	8.61
Barrington Hills	North	4,053	0.24	6.36
Bedford Park	West	613	2.46	23.04
Bellwood	West	18,812	6.80	23.51
Berkeley	West	5,106	1.19	12.88
Berwyn	West	54,973	2.10	11.23
Blue Island	South	22,523	5.55	14.67
Bridgeview	West	15,545	2.61	19.88
Broadview	West	7,755	2.63	45.29
Brookfield	West	18,621	0.60	11.31
Burbank	West	28,475	1.91	8.91
Burnham	South	3,890	2.45	20.55
Calumet City	South	36,438	5.18	29.27
Calumet Park	South	8,208	2.10	9.73
Chicago Heights	South	29,467	7.78	20.16
Chicago Ridge	South	13,638	1.22	25.13
Cicero	West	81,472	3.19	19.89
Country Club Hills	South	16,640	2.67	33.86
Countryside	West	5,956	1.52	30.68
Crestwood	South	10,285	1.49	10.46
Des Plaines	North	57,613	0.95	11.32
Dixmoor	South	3,604	3.65	14.03
Dolton	South	22,364	2.46	11.63
East Hazel Crest	South	1,586	1.34	35.40
Elk Grove Village	North	32,720	0.93	14.26
Elmwood Park	West	24,271	2.70	11.41
Evanston	North	67,734	1.57	26.66
Evergreen Park	South	19,260	3.24	44.29
Flossmoor	South	9,472	1.53	23.48
Ford Heights	South	2,731	7.83	18.27
Forest Park	West	13,717	4.38	41.96
Forest View	West	943	6.01	45.05
Franklin Park	West	17,943	2.33	10.67
Glencoe	North	8,888	0.23	7.48
Glenview	North	46,690	1.06	8.60
Glenwood	South	8,413	1.72	11.47
Golf	North	481	0.00	4.03
Harvey	South	24,132	11.88	34.99
Harwood Heights	West	8,487	3.96	12.84
Hazel Crest	South	13,497	4.50	36.56
Hickory Hills	South	13,712	1.53	14.37
Hillside	West	7,723	3.66	25.59
Hodgkins	West	1,743	3.55	130.39
Hoffman Estates	North	50,648	1.28	8.78
Hometown	South	4,272	0.72	3.83
Homewood	South	18,780	1.87	43.42
Indian Head Park	West	3,522	0.27	8.02

Source: FBI Uniform Crime Reporting 2019

Municipality	Region	Population	Violent Crime Rate per 1,000 residents	Property Crime Rate per 1,000 residents
Inverness	North	7,524	0.00	2.42
Justice	West	12,800	0.32	5.00
Kenilworth	North	2,460	0.00	14.83
La Grange	West	15,117	0.65	10.90
La Grange Park	West	13,227	0.46	6.45
Lansing	South	27,636	3.80	54.85
Lemont	West	16,796	0.98	9.14
Lincolnwood	North	12,371	1.14	16.90
Lynwood	South	9,256	1.96	9.79
Lyons	West	10,446	1.54	9.93
Markham	South	12,482	2.11	9.50
Matteson	South	19,127	13.01	28.38
Maywood	West	23,377	5.83	20.60
McCook	West	279	9.09	54.55
Melrose Park	West	25,495	3.00	13.12
Merrionette Park	South	2,033	1.61	19.38
Midlothian	South	14,420	1.46	20.91
Morton Grove	North	22,924	0.83	8.82
Mount Prospect	North	54,525	0.54	8.94
Niles	North	28,206	1.24	21.87
Norridge	West	14,299	0.92	28.69
North Riverside	West	6,604	5.76	16.80
Northbrook	North	32,729	0.27	14.87
Northfield	North	5,534	0.37	11.51
Northlake	West	12,069	1.64	23.11
Oak Forest	South	27,553	1.88	10.71
Oak Lawn	South	55,440	1.51	15.30
Oak Park	West	51,839	2.98	30.74
Olympia Fields	South	4,723	2.71	102.51
Orland Hills	South	7,124	0.14	3.84
Orland Park	South	58,063	0.45	16.68
Palatine	North	68,146	0.62	4.88
Palos Heights	South	11,815	0.40	8.47
Palos Hills	South	17,179	1.11	7.27
Palos Park	South	4,747	0.21	3.59
Park Forest	South	21,474	4.01	15.46
Park Ridge	North	37,007	0.30	8.28
Phoenix	South	1,870	6.25	25.53
Posen	South	6,076	2.91	12.17
Prospect Heights	North	15,924	1.07	5.29
Richton Park	South	13,326	4.51	22.49
River Forest	West	10,068	1.11	21.82
River Grove	West	10,076	3.34	17.81
Riverdale	South	12,785	8.72	27.38
Riverside	West	8,759	1.05	10.74
Robbins	South	4,938	9.01	11.95
Rolling Meadows	North	23,018	0.81	11.05
Rosemont	West	4,255	8.79	123.11
Sauk Village	South	10,370	55.24	22.55

Source: FBI Uniform Crime Reporting 2019

Municipality	Region	Population	Violent Crime Rate per 1,000 residents	Property Crime Rate per 1,000 residents
Schaumburg	North	73,707	1.00	21.72
Schiller Park	West	11,604	2.28	17.19
Skokie	North	63,262	2.39	30.11
South Barrington	North	4,923	0.24	6.36
South Chicago Heights	South	3,968	4.50	40.97
South Holland	South	21,126	3.62	27.61
Steger	South	9,333	4.12	24.73
Stickney	West	6,634	0.61	7.92
Stone Park	West	4,894	4.76	11.38
Streamwood	North	39,565	1.53	10.89
Summit	West	11,217	4.86	16.10
Thornton	South	2,545	1.65	14.03
Tinley Park	South	56,459	0.39	13.03
Westchester	West	16,258	1.18	9.49
Western Springs	West	13,272	0.22	10.11
Wheeling	North	37,904	0.75	11.10
Willow Springs	South	5,604	0.36	9.61
Wilmette	North	27,142	0.33	8.42
Winnetka	North	12,401	0.08	6.74
Worth	South	10,579	2.96	7.07

Source: FBI Uniform Crime Reporting 2019

APPENDIX 6 – RESIDENT SURVEY: ENGLISH & SPANISH



Community and Economic Development Association of Cook County Community Resident Needs Assessment Survey

CEDA would like to understand the challenges and needs of Cook County residents like you. The information collected will be used to ensure services are available in the future to residents' needs.

INSTRUCTIONS: Please answer each question by checking the appropriate box (or boxes) or providing a written response. After completing the survey, please return it where you received it.

All surveys will be kept confidential. Thank you for participating.

1. What is your zip code? _____

2. In the past 12 months, what is the single greatest challenge you and your household have experienced? (SELECT ONE)

- | | | |
|---------------------------------------|--|---|
| <input type="checkbox"/> Housing | <input type="checkbox"/> Child development | <input type="checkbox"/> Returning citizens/recently incarcerated |
| <input type="checkbox"/> Childcare | <input type="checkbox"/> Food/nutrition | <input type="checkbox"/> Have not had any challenges |
| <input type="checkbox"/> Employment | <input type="checkbox"/> Financial issues | <input type="checkbox"/> Other/comment: _____ |
| <input type="checkbox"/> Health | <input type="checkbox"/> Transportation | |
| <input type="checkbox"/> Legal issues | <input type="checkbox"/> Basic needs, such as clothing, shoes, diapers | |
| <input type="checkbox"/> Education | | |
| <input type="checkbox"/> Parenting | | |

3. Has this challenge been caused by the COVID-19 Pandemic?

- ☐ Yes ☐ No
- ☐ Other/comment: _____

4. EMPLOYMENT: Which employment needs could you use help with? (SELECT TOP 3)

- | | |
|---|---|
| <input type="checkbox"/> Getting training for the job that I want. | <input type="checkbox"/> Learning computer skills for a job. |
| <input type="checkbox"/> Getting an education for the job that I want. | <input type="checkbox"/> Getting appropriate clothing for my job. |
| <input type="checkbox"/> Finding a full-time job. | <input type="checkbox"/> Getting equipment (e.g. tools) for my job. |
| <input type="checkbox"/> Knowing what jobs are available. | <input type="checkbox"/> None. |
| <input type="checkbox"/> Learning how to write a resume; fill out applications; and/or interview for a job. | <input type="checkbox"/> Other/comment: _____ |
| <input type="checkbox"/> Knowing how to be professional in a work environment. | |

5. EDUCATION: Which education needs could you or a family member use help with? (SELECT TOP 3)

- | | |
|---|---|
| <input type="checkbox"/> Getting a high school diploma or GED/HSED. | <input type="checkbox"/> Learning English (as a second language). |
| <input type="checkbox"/> Getting a two-year college degree. | <input type="checkbox"/> Getting financial assistance to complete my education. |
| <input type="checkbox"/> Getting a four-year college or university degree. | <input type="checkbox"/> Completing college aid forms (including FAFSA forms). |
| <input type="checkbox"/> Getting a technical or vocational credential. | <input type="checkbox"/> None. |
| <input type="checkbox"/> Learning how to use a computer/ how to do remote learning. | <input type="checkbox"/> Other/comment: _____ |
| <input type="checkbox"/> Improving communication or language skills. | |

6. FINANCIAL AND LEGAL ISSUES: Which financial and/or legal needs could you or your family use help with? (SELECT TOP 3)

- | | |
|---|---|
| <input type="checkbox"/> Budgeting and managing money. | <input type="checkbox"/> Divorce or child custody problems. |
| <input type="checkbox"/> Opening a checking or savings account. | <input type="checkbox"/> Child support problems. |
| <input type="checkbox"/> Filling out tax forms. | <input type="checkbox"/> Domestic violence or restraining order problems. |
| <input type="checkbox"/> Help building my credit. | <input type="checkbox"/> Legal help with deportation or immigration issues. |
| <input type="checkbox"/> Problems with a credit card or loan company. | <input type="checkbox"/> Legal help when denied services/benefits. |
| <input type="checkbox"/> Problems with utility or phone company. | <input type="checkbox"/> None. |
| <input type="checkbox"/> Solving problems with payday loans. | <input type="checkbox"/> Other/comment: _____ |
| <input type="checkbox"/> Bank foreclosure/bankruptcy/repossession problems. | |

7. HOUSING: Which housing needs could you or your family use help with? (SELECT TOP 3)

- | | |
|---|--|
| <input type="checkbox"/> Finding affordable housing that fits my family's needs. | <input type="checkbox"/> Help paying for major home repairs and maintenance. |
| <input type="checkbox"/> Help paying a down payment or closing costs to buy a home. | <input type="checkbox"/> Making my home more energy efficient. |
| <input type="checkbox"/> Qualifying for a loan to buy a home. | <input type="checkbox"/> Making changes to my home for a person with disabilities. |
| <input type="checkbox"/> Home ownership education | <input type="checkbox"/> Getting emergency shelter. |
| <input type="checkbox"/> Renter/tenant rights and responsibilities education | <input type="checkbox"/> None |
| <input type="checkbox"/> Learning skills for basic home repair and maintenance | <input type="checkbox"/> Other/comment: _____ |
| <input type="checkbox"/> Help paying rent payments or rent deposits. | _____ |

8. FOOD AND NUTRITION: Which food and nutrition needs could you or your family use help with? (SELECT TOP 3)

- | | |
|---|---|
| <input type="checkbox"/> Food from food pantries, food banks. | <input type="checkbox"/> How to model healthy eating for my children. |
| <input type="checkbox"/> Having enough food at home. | <input type="checkbox"/> Nutritious foods during pregnancy. |
| <input type="checkbox"/> How to shop and cook for healthy eating. | <input type="checkbox"/> Breastfeeding education and assistance. |
| <input type="checkbox"/> How to stretch my food dollar. | <input type="checkbox"/> None. |
| <input type="checkbox"/> Being able to afford healthy food. | <input type="checkbox"/> Other/comment: _____ |
| <input type="checkbox"/> Getting meals delivered to my home. | |
| <input type="checkbox"/> Enrolling in SNAP (food stamps). | |

9. Do you have children (under the age of 18) living with you?

- ☐ YES ☐ NO

(IF NO, SKIP QUESTIONS 10 AND 11)

10. CHILD CARE AND CHILD DEVELOPMENT: If you have children (under the age of 18) living with you, which childcare and/or child development needs could you or your family use help with? (SELECT TOP 3)

- | | |
|---|--|
| <input type="checkbox"/> Childcare in a convenient location. | <input type="checkbox"/> Weekend, evening, or nighttime childcare. |
| <input type="checkbox"/> Quality licensed childcare. | <input type="checkbox"/> Quality preschool to get my child ready for Kindergarten. |
| <input type="checkbox"/> Affordable childcare. | <input type="checkbox"/> A before/after school program. |
| <input type="checkbox"/> Childcare for babies. | <input type="checkbox"/> Help paying for childcare costs. |
| <input type="checkbox"/> Childcare for toddlers. | <input type="checkbox"/> Help paying for school or activity supplies and fees. |
| <input type="checkbox"/> Childcare for preschoolers. | <input type="checkbox"/> None. |
| <input type="checkbox"/> Childcare for children with special needs. | <input type="checkbox"/> Other/comment: _____ |

11. PARENTING AND FAMILY SUPPORT: If you have children (under the age of 18) living with you, which parenting and/or family support needs could you or your family use help with? (SELECT TOP 3)

- | | |
|---|--|
| <input type="checkbox"/> Disciplining my children more effectively. | <input type="checkbox"/> Talking to my child about social issues (e.g. racism, police brutality). |
| <input type="checkbox"/> Communicating and dealing with my teenager. | <input type="checkbox"/> Helping my children cope with stress, anger, depression, or emotional issues. |
| <input type="checkbox"/> Dealing with my child who is bullying or violent toward others. | <input type="checkbox"/> Setting goals and planning for my family. |
| <input type="checkbox"/> Dealing with behavior of others who are bullying or violent toward my child. | <input type="checkbox"/> Communicating better with my child's care provider or teachers. |
| <input type="checkbox"/> Talking to my child about drugs and alcohol. | <input type="checkbox"/> None. |
| <input type="checkbox"/> Talking to my child about sex, consent, AIDS, etc. | <input type="checkbox"/> Other/comment: _____ |

12. TRANSPORTATION: Which transportation needs could you or your family use help with? (SELECT TOP 3)

- | | |
|--|---|
| <input type="checkbox"/> Access to public transportation. | <input type="checkbox"/> Help paying for auto registration or license fees. |
| <input type="checkbox"/> Transportation for work, school, or errands. | <input type="checkbox"/> Getting a driver's license. |
| <input type="checkbox"/> Transportation for medical appointments. | <input type="checkbox"/> Dependable Handicapped accessible transportation. |
| <input type="checkbox"/> Financial assistance to buy a dependable car. | <input type="checkbox"/> None. |
| <input type="checkbox"/> Help paying for car repairs. | <input type="checkbox"/> Other/comment: _____ |
| <input type="checkbox"/> Help paying for auto insurance. | |

13. HEALTH: Which health needs could you or a family member use help with? (SELECT TOP 3)

- | | |
|---|---|
| <input type="checkbox"/> Affordable health insurance. | <input type="checkbox"/> Help paying for medicine and prescriptions. |
| <input type="checkbox"/> Affordable dental insurance. | <input type="checkbox"/> Help paying for items such as glasses, hearing aids, wheelchairs, etc. |
| <input type="checkbox"/> Having healthcare available in my community. | <input type="checkbox"/> Help paying for extended care or nursing home. |
| <input type="checkbox"/> Having ER / Hospitals available in my community. | <input type="checkbox"/> Help with family planning or birth control. |
| <input type="checkbox"/> Having access to free COVID testing. | <input type="checkbox"/> Good medical care before my baby is born. |
| <input type="checkbox"/> Having dental care available in my community. | <input type="checkbox"/> Check-ups and physicals and vaccinations for my children. |
| <input type="checkbox"/> Knowing what healthcare benefits I qualify for. | <input type="checkbox"/> Treatment for a drug, alcohol, or mental health problem. |
| <input type="checkbox"/> Finding a doctor who takes Medicaid. | <input type="checkbox"/> Dealing with stress, depression, anxiety. |
| <input type="checkbox"/> Finding a dentist who takes Medicaid. | <input type="checkbox"/> None. |
| <input type="checkbox"/> Help paying for regular medical checkups. | <input type="checkbox"/> Other/comment: _____ |
| <input type="checkbox"/> Help paying for regular dental checkups. | |

14. BASIC NEEDS: Which basic needs could you or your family use help with? (SELECT TOP 3)

- | | |
|---|--|
| <input type="checkbox"/> Basic furniture, appliances, or housewares. | <input type="checkbox"/> Having a reliable phone. |
| <input type="checkbox"/> Personal care items: diapers, soap, toilet paper, etc. | <input type="checkbox"/> Internet access. |
| <input type="checkbox"/> Getting PPE (masks, gloves, sanitizer). | <input type="checkbox"/> Help paying utility bills (heating, electric, water). |
| <input type="checkbox"/> Clothing, shoes, and coats. | <input type="checkbox"/> Help with replacing documents such as birth certificate, Social Security card, or ID. |
| <input type="checkbox"/> Yard work or snow removal. | <input type="checkbox"/> None. |
| <input type="checkbox"/> Housework or laundry. | <input type="checkbox"/> Other/comment: _____ |
| <input type="checkbox"/> Managing medications. | |

15. Are there any problems or needs that you or your family faced within the past year that you could not get help with?

- ☐ YES ☐ NO

(IF YES, PLEASE LIST THOSE PROBLEMS OR NEEDS):

16. How do you find out about various programs and services?

17. What are your sources of Household income? (SELECT ALL THAT APPLY)

- | | | |
|--|--|--|
| <input type="checkbox"/> No income | <input type="checkbox"/> Disability/SSDI | <input type="checkbox"/> Self-employed |
| <input type="checkbox"/> Employment/Work | <input type="checkbox"/> Child support/alimony | <input type="checkbox"/> Pension |
| <input type="checkbox"/> TANF | <input type="checkbox"/> General Assistance | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Social Security | <input type="checkbox"/> VA benefits | |
| <input type="checkbox"/> SSI | <input type="checkbox"/> Unemployment | |

18. Compared to last year, do you now have...?

- ☐ More income ☐ Less income ☐ The same income

19. What things about your neighborhood do you REALLY LIKE?

20. What is the ONE thing you would like to see IMPROVED in your neighborhood?

21. Is a member of your household incarcerated now?

- ☐ Yes ☐ No

22. If YES, what does your household need help with? (SELECT ALL THAT APPLY)

- | | |
|---|--|
| <input type="checkbox"/> Transportation assistance | <input type="checkbox"/> Financial assistance |
| <input type="checkbox"/> Childcare assistance | <input type="checkbox"/> Stress relief |
| <input type="checkbox"/> Job skills training | <input type="checkbox"/> No help needed |
| <input type="checkbox"/> Medical bill assistance | <input type="checkbox"/> Other/comments: _____ |
| <input type="checkbox"/> Mentor or after school programs for children | |

23. Are you, or a member of your household, a formerly-incarcerated returning citizen?

- ☐ Yes ☐ No

24. If YES, does the returning citizen need help with any of these? (SELECT ALL THAT APPLY)

- | | |
|---|--|
| <input type="checkbox"/> Finding job opportunities | <input type="checkbox"/> Job skills training |
| <input type="checkbox"/> Finding affordable housing | <input type="checkbox"/> Counseling or Mental health |
| <input type="checkbox"/> Qualifying for benefits | <input type="checkbox"/> No help needed |
| <input type="checkbox"/> Financial assistance | <input type="checkbox"/> Other/comments: _____ |
| <input type="checkbox"/> Drug/alcohol program | |

25. When you think about your family, friends and neighbors, how many of them might say something like, "My money always runs out before the end of the month!" or "Where am I going to find money to pay for that??" (SELECT ONE)

- | | | |
|---|---|--|
| <input type="checkbox"/> Almost none (0-9%) | <input type="checkbox"/> Quite a few (33-66%) | <input type="checkbox"/> Almost everyone (90-100%) |
| <input type="checkbox"/> Some (10-32%) | <input type="checkbox"/> Most (67-90%) | |

26. When you think about your family, friends and neighbors, how many of them may have difficulties finding or buying enough quality food to provide at least three meals per day? (SELECT ONE)

- | | | |
|---|---|--|
| <input type="checkbox"/> Almost none (0-9%) | <input type="checkbox"/> Quite a few (33-66%) | <input type="checkbox"/> Almost everyone (90-100%) |
| <input type="checkbox"/> Some (10-32%) | <input type="checkbox"/> Most (67-90%) | |

27. What kinds of problems, in your family or neighborhood, worry you the most?

28. If given the opportunity, would you be willing to serve on a local board or committee that represents and makes decisions for families with low incomes?

- ☐ Yes ☐ No ☐ Unsure

(IF YES, PLEASE PROVIDE YOUR CONTACT INFORMATION BELOW):

29. FIRST NAME: _____ LAST NAME: _____

PHONE NUMBER: _____ RECEIVE TEXT MESSAGES? ☐ Yes ☐ No

EMAIL ADDRESS: _____

30. What is your age?

- ☐ Under 18 ☐ 18-24 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65+

31. What is your gender identity?

- ☐ Male ☐ Female ☐ Different identity

32. What is your household type?

- | | |
|--|---|
| <input type="checkbox"/> Live Alone | <input type="checkbox"/> 2 or more Adults with Children |
| <input type="checkbox"/> Single Parent | <input type="checkbox"/> 2 or more Adults, NO Children |

33. CEDA CUSTOMERS. Did your household receive any services from CEDA in the past year?

- ☐ Yes ☐ No

IF YOU ANSWERED "YES", PLEASE CONTINUE BELOW TO # 32.

IF YOU ANSWERED "NO", YOU HAVE FINISHED! THANK YOU FOR COMPLETING THIS SURVEY!

CEDA CUSTOMERS ONLY

34. Which services did you receive? (SELECT ALL THAT APPLY)

- | | | |
|--|---|--|
| <input type="checkbox"/> Auto repair assistance | <input type="checkbox"/> Housing counseling | <input type="checkbox"/> LIHEAP |
| <input type="checkbox"/> Breastfeeding education/support | <input type="checkbox"/> Phone bill assistance | <input type="checkbox"/> Water bill assistance |
| <input type="checkbox"/> Dental or vision assistance | <input type="checkbox"/> Rent or mortgage assistance | <input type="checkbox"/> Weatherization |
| <input type="checkbox"/> Emergency furnace | <input type="checkbox"/> Scholarship for college or trade certification | <input type="checkbox"/> WIC |
| <input type="checkbox"/> Employment service | <input type="checkbox"/> Transitional housing | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Family case management | | |

35. How did you learn about CEDA? (SELECT ALL THAT APPLY)

- | | | |
|--|--|---|
| <input type="checkbox"/> Family or friend | <input type="checkbox"/> Other social service agency | <input type="checkbox"/> Television or Radio |
| <input type="checkbox"/> I'm a current or former CEDA customer | <input type="checkbox"/> Brochure or flyer | <input type="checkbox"/> Social media (Facebook, Twitter, etc.) |
| <input type="checkbox"/> Healthcare provider | <input type="checkbox"/> Websites/Internet | <input type="checkbox"/> Local Church |
| <input type="checkbox"/> A government agency | <input type="checkbox"/> Newspaper | <input type="checkbox"/> Other: _____ |
| | <input type="checkbox"/> A mailing | |

36. What time of day would be best for you to come to CEDA or intake partner offices, when in-person are possible?

(SELECT ONE)

- ☐ Weekday hours of 8:30 am – 5:00 pm
- ☐ Weekday evening hours from 5:00 pm - 7:00 pm
- ☐ Saturday hours from 9:00 am - 12:00 pm
- ☐ I am not able to come to any of your locations and prefer digital communications.

37. What is the best way for CEDA or our Intake partners to contact you, when in-person visits are not possible?

- ☐ Phone ☐ Text ☐ Email ☐ Postal mail

38. CIRCLE FROM 1 TO 5 TO INDICATE IF YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

	Strongly Agree - Agree - Neutral - Disagree - Strongly Disagree				
The agency location/office was convenient, accessible, and welcoming.	5	4	3	2	1
It was easy to speak with someone at CEDA.	5	4	3	2	1
I was helped in a timely manner.	5	4	3	2	1
I was treated with respect.	5	4	3	2	1
The staff was friendly and helpful.	5	4	3	2	1
I got the information and/or services I needed.	5	4	3	2	1
I was informed about other CEDA services or community services.	5	4	3	2	1
The services I received made a significant difference for me.	5	4	3	2	1
I would recommend CEDA to family and friends.	5	4	3	2	1

39. What is ONE thing you would change about the services you received from CEDA?

40. Any additional comments about your needs, your community, or CEDA services.

*** THANK YOU FOR YOUR PARTICIPATION ***



Community and Economic Development Association of Cook County

Evaluación de las necesidades de los residentes de la comunidad

CEDA quiere entender mejor las necesidades y los desafíos de residentes de Cook County como usted. La información colectada será usada para asegurar que los servicios públicos estén disponibles en el futuro para las necesidades de los residentes.

INSTRUCCIONES: Para contestar cada pregunta, marque la casilla o casillas correspondientes, o déjenos su respuesta por escrito. Cuando termine la encuesta, por favor entréguela al mismo lugar que la recibió.

Todas las encuestas son confidenciales. Gracias por participar.

1. ¿Cuál es su código postal? _____
2. En los últimos 12 meses, ¿cuál ha sido el desafío más grande que usted y su hogar han tenido? (MARQUE UNA RESPUESTA)

<input type="checkbox"/> Vivienda	<input type="checkbox"/> Apoyo para padres	<input type="checkbox"/> Necesidades básicas, como ropa, o pañales
<input type="checkbox"/> Cuidado infantil	<input type="checkbox"/> Desarrollo infantil	<input type="checkbox"/> Recientemente encarcelado
<input type="checkbox"/> Empleo	<input type="checkbox"/> Alimentación/Nutrición	<input type="checkbox"/> No he tenido ningún desafío
<input type="checkbox"/> Salud	<input type="checkbox"/> Cuestiones financieras	<input type="checkbox"/> Otro/comentario: _____
<input type="checkbox"/> Cuestiones legales	<input type="checkbox"/> Transporte	
<input type="checkbox"/> Educación		
3. ¿Este desafío fue causado por la pandemia de COVID-19?
☐ Sí ☐ No
☐ Otro/comentario: _____
4. EMPLEO: ¿Con cuáles necesidades laborales quisiera recibir ayuda? (MARQUE HASTA 3 RESPUESTAS)
☐ Recibir entrenamiento para el trabajo que deseo tener
☐ Recibir educación para el trabajo que deseo tener
☐ Encontrar un trabajo fijo de tiempo completo
☐ Saber qué ofertas de trabajo hay disponibles
☐ Aprender cómo escribir un currículo; llenar solicitudes; o entrevistar para un trabajo
☐ Aprender cómo ser profesional en un entorno laboral
☐ Aprender informática para un trabajo
☐ Tener ropa adecuada para mi trabajo
☐ Tener equipamiento (por ejemplo, herramientas) para mi trabajo
☐ Ninguno
☐ Otro/comentario: _____
5. EDUCACIÓN: ¿Con cuáles necesidades educativas quisiera recibir ayuda usted o un miembro de su familia? (MARQUE HASTA 3 RESPUESTAS)
☐ Obtener un título de secundaria o GED/HSED
☐ Obtener un grado universitario de dos años
☐ Obtener un grado universitario de cuatro años
☐ Obtener una certificación técnica o vocacional
☐ Aprender cómo usar una computadora / aprendizaje en línea
☐ Aprender las competencias comunicativas o lingüísticas
☐ Aprender inglés (como segunda lengua)
☐ Obtener ayuda financiera para finalizar mis estudios
☐ Rellenar formularios de becas de estudios (incluidos los formularios FAFSA)
☐ Ninguno
☐ Otro/comentario: _____
6. CUESTIONES FINANCIERAS Y LEGALES: ¿Con cuáles necesidades financieras y/o legales quisiera recibir ayuda usted o su familia? (MARQUE HASTA 3 RESPUESTAS)
☐ Manejar un presupuesto y administrar fondos
☐ Abrir una cuenta corriente o de ahorro
☐ Llenar formularios para los impuestos
☐ Ayudar mejorar mi crédito

Hay más opciones en la página siguiente.

- ☐ Problemas con tarjetas de créditos o compañías de préstamos
- ☐ Problemas con compañías que administran servicios públicos o de teléfono
- ☐ Resolver problemas con préstamos de día de pago
- ☐ Problemas relacionados con ejecuciones hipotecarias/bancarrotas/embargos
- ☐ Problemas de divorcio o custodia de menores
- ☐ Problemas de manutención de los hijos
- ☐ Violencia doméstica o problemas de órdenes de alejamiento
- ☐ Asesoramiento legal en cuestiones de deportación o inmigración
- ☐ Asesoramiento legal en caso de denegación de servicios/beneficios
- ☐ Ninguno
- ☐ Otro/comentario: _____

7. VIVIENDA: ¿Con cuáles necesidades de vivienda quisiera recibir ayuda usted o su familia? (MARQUE HASTA 3 RESPUESTAS)

- ☐ Encontrar una vivienda asequible adaptada a las necesidades de mi familia
- ☐ Ayuda financiera para pagar la entrada o los gastos de cierre de adquisición de una vivienda
- ☐ Reunir los requisitos para contratar un préstamo destinado a adquisición de vivienda
- ☐ Educación para ser propietario de vivienda
- ☐ Educación sobre derechos y responsabilidades de inquilinos/arrendatarios
- ☐ Aprender cómo llevar a cabo tareas básicas de reparación y mantenimiento de una vivienda
- ☐ Ayuda financiera para cumplir los pagos de renta o los depósitos de renta
- ☐ Ayuda financiera para pagar trabajos mayores de reparación y mantenimiento de una vivienda
- ☐ Hacer que mi hogar tenga mayor eficiencia energética
- ☐ Adaptar mi casa a las necesidades especiales de una persona con discapacidad
- ☐ Recibir un refugio de emergencia
- ☐ Ninguno
- ☐ Otro/comentario: _____

8. ALIMENTACIÓN Y NUTRICIÓN: ¿Con cuáles necesidades de alimentación y nutrición quisiera recibir ayuda usted o su familia? (MARQUE HASTA 3 RESPUESTAS)

- ☐ Comida de bancos de alimentos, almacenes de alimentos o comedores de beneficencia
- ☐ Disponer de suficiente comida en casa
- ☐ Cómo comprar y cocinar alimentos y comidas saludables
- ☐ Cómo estirar el presupuesto alimentario sin dejar de comer bien
- ☐ Poder costear alimentos saludables
- ☐ Recibir comidas en casa
- ☐ Registrarme al programa SNAP (cupones para alimentos)
- ☐ Cómo dar un ejemplo de alimentación saludable para mis hijos
- ☐ Alimentos nutritivos durante el embarazo
- ☐ Formación y ayuda en la lactancia
- ☐ Ninguno
- ☐ Otro/comentario: _____

9. ¿Tiene hijos (menores de 18) que vivan con usted?

- ☐ SÍ ☐ NO

(Si la respuesta es NO, omita las preguntas 10 y 11)

10. CUIDADO Y DESARROLLO INFANTIL: Si tiene hijos (menores de 18) que vivan con usted, ¿con cuáles necesidades de cuidado y/o desarrollo infantil vivienda quisiera recibir ayuda usted o su familia? (MARQUE HASTA 3 RESPUESTAS)

- ☐ Servicios de atención infantil con una ubicación conveniente
- ☐ Centros de cuidado infantil autorizados de calidad
- ☐ Centros de cuidado infantil asequibles
- ☐ Servicios de cuidado infantil para bebés menores de un año
- ☐ Servicios de cuidado infantil para niños de entre uno y tres años
- ☐ Servicios de cuidado infantil para niños en edad preescolar
- ☐ Servicios de cuidado infantil para niños con necesidades especiales
- ☐ Servicios de cuidado infantil de fin de semana, tarde o noche
- ☐ Educación preescolar de calidad para que mi hijo esté preparado para el jardín de niños

Hay más opciones en la página siguiente.

- ☐ Un programa para antes/después de la escuela
- ☐ Ayuda financiera para pagar los costos del cuidado infantil
- ☐ Ayuda financiera para pagar los materiales y las tarifas escolares o de otras actividades infantiles
- ☐ Ninguno
- ☐ Otro/comentario: _____

11. APOYO PARA PADRES Y FAMILIAS: Si tiene hijos (menores de 18) que vivan con usted, ¿con cuáles necesidades para padres y/o familia quisiera recibir ayuda usted o su familia? (MARQUE HASTA 3 RESPUESTAS)

- ☐ Disciplinando mejor a mis hijos
- ☐ Comunicarme y tratar con mis adolescentes
- ☐ Tratar con hijos que muestran conductas intimidatorias o comportamientos violentos con otras personas
- ☐ Tratar con otros que intimidan a mis hijos o se comporten violentamente con ellos
- ☐ Hablando con mi hijo sobre temas de drogas y alcohol
- ☐ Hablando con mi hijo sobre temas de sexo, consentimiento, AIDS, STDs, etc.
- ☐ Hablando con mi hijo sobre temas de asuntos sociales (por ejemplo, el racismo, maltrato por la policía)
- ☐ Ayudando a mis hijos a manejar situaciones de estrés, molestia, depresión o problemas emocionales
- ☐ Fijar metas y elaborar planes para mi familia
- ☐ Comunicarme mejor con las personas que cuidan o los maestros/profesores de mis hijos
- ☐ Ninguno
- ☐ Otro/comentario: _____

12. TRANSPORTE: ¿Con cuáles necesidades de transporte quisiera recibir ayuda usted o su familia? (MARQUE HASTA 3 RESPUESTAS)

- ☐ Acceso a transporte público
- ☐ Transporte para el trabajo, la escuela o para atender pendientes
- ☐ Transporte para citas médicas
- ☐ Ayuda financiera para comprar un coche fiable
- ☐ Ayuda financiera para pagar las reparaciones de un coche
- ☐ Ayuda financiera para pagar el seguro de un coche
- ☐ Ayuda financiera para pagar el registro de un coche y las tarifas de obtención de una licencia
- ☐ Obtener una licencia de conducir
- ☐ Transporte accesible y fiable para discapacitados
- ☐ Ninguno
- ☐ Otro/comentario: _____

13. SALUD: ¿Con cuáles necesidades de salud quisiera recibir ayuda usted o su familia? (MARQUE HASTA 3 RESPUESTAS)

- ☐ Un seguro médico asequible
- ☐ Un seguro dental asequible
- ☐ Tener servicios de atención médica disponible en mi comunidad
- ☐ Tener sala de emergencia y Hospital disponible en mi comunidad
- ☐ Tener acceso a exámenes de COVID gratis
- ☐ Tener servicios dentales disponible en mi comunidad
- ☐ Saber a cuáles beneficios de atención médica tengo derecho
- ☐ Encontrar a un médico que reciba pacientes de Medicaid
- ☐ Encontrar a un dentista que reciba pacientes de Medicaid
- ☐ Ayuda financiera para pagar revisiones médicas periódicas
- ☐ Ayuda financiera para pagar revisiones dentales periódicas
- ☐ Ayuda financiera para pagar medicamentos y recetas
- ☐ Ayuda financiera para pagar gafas, audífonos, sillas de ruedas, etc.
- ☐ Ayuda financiera para pagar atención médica ampliada o una clínica particular
- ☐ Ayuda para la planeación familiar o la anticoncepción
- ☐ Atención médica buena antes del nacimiento de mi bebé
- ☐ Revisiones médicas y vacunas para mis hijos
- ☐ Tratamiento para un problema de drogas, o alcohol, o un problema de salud mental
- ☐ Tratar problemas de estrés, depresión o ansiedad
- ☐ Ninguno
- ☐ Otro/comentario: _____

Hay más opciones en la página siguiente.

14. NECESIDADES BÁSICAS: ¿Con cuáles necesidades básicas quisiera recibir ayuda usted o su familia? (MARQUE HASTA 3 RESPUESTAS)

- ☐ Mobiliario básico, electrodomésticos o utensilios de hogar
- ☐ Artículos de cuidado personal como pañales, jabón, papel higiénico, etc.
- ☐ Obtener material proyectivo personal (mascara, guantes, desinfectante)
- ☐ Ropa, calzado y abrigos
- ☐ Trabajos de jardinería o de retirada de nieve
- ☐ Tareas de la casa o la colada (lavandería)
- ☐ Administrar medicamentos
- ☐ Tener un teléfono fiable
- ☐ Acceso a Internet
- ☐ Ayuda financiera para pagar servicios públicos (calefacción, electricidad, y/o agua)
- ☐ Ayuda para reponer documentos como acta de nacimiento, tarjeta de seguro social o identificación
- ☐ Ninguno
- ☐ Otro/comentario: _____

15. ¿Hay algún problema o necesidad al que se haya tenido que enfrentar usted y/o su familia en el último año y para el que no haya conseguido ayuda?

- ☐ SÍ ☐ NO

(SI LA RESPUESTA ES SÍ, ENUMERE LOS PROBLEMAS O LAS NECESIDADES):

16. ¿Cómo se enteró de los distintos programas y servicios?

17. ¿Cuáles son las fuentes de ingresos de su hogar? (MARQUE TODAS LAS RESPUESTAS APLICABLES)

- | | | |
|---|---|--------------------------------------|
| <input type="checkbox"/> Cero ingresos | <input type="checkbox"/> Discapacidad/SSDI | <input type="checkbox"/> Desempleo |
| <input type="checkbox"/> Empleo/trabajo | <input type="checkbox"/> Manutención de los hijos/pensión alimentaria | <input type="checkbox"/> Autoempleo |
| <input type="checkbox"/> TANF | <input type="checkbox"/> Asistencia general | <input type="checkbox"/> Pensión |
| <input type="checkbox"/> Seguro social | <input type="checkbox"/> VA | <input type="checkbox"/> Otro: _____ |
| <input type="checkbox"/> SSI | | |

18. En comparación con el año pasado, tiene...

- ☐ Más ingresos ☐ Menos ingresos ☐ Los mismos ingresos

19. ¿Cuáles son las cosas de su vecindario que VERDADERAMENTE LE GUSTAN?

20. Diga UNA cosa que le gustaría mejorar en su vecindario.

21. ¿Conoce a alguna familia que está en prisión?

- ☐ Sí ☐ No

22. Si la respuesta es SÍ, ¿qué le vendría bien cubrir a su hogar? (MARQUE TODAS LAS RESPUESTAS APLICABLES)

- | | |
|---|---|
| <input type="checkbox"/> Ayuda al transporte | <input type="checkbox"/> Ayuda financiera |
| <input type="checkbox"/> Asistencia para el cuidado de niños | <input type="checkbox"/> Alivio del estrés |
| <input type="checkbox"/> Cursos para adquirir competencias laborales | <input type="checkbox"/> No ayuda es necesario |
| <input type="checkbox"/> Asistencia de facturas médicas | <input type="checkbox"/> Otro/comentario: _____ |
| <input type="checkbox"/> Programas de mentoría o extracurriculares para niños | |

23. ¿Será usted o un miembro de su hogar alguien que fue encarcelado recientemente?

☐ Sí ☐ No

24. ¿Si la respuesta es Sí, pudiera esta persona necesitar ayuda con lo siguiente? (MARQUE TODAS LAS RESPUESTAS APLICABLES)

<input type="checkbox"/> Encontrar oportunidades de trabajo	<input type="checkbox"/> Cursos para adquirir competencias laborales
<input type="checkbox"/> Encontrar vivienda asequible	<input type="checkbox"/> Asesoría jurídica o atención para la salud mental
<input type="checkbox"/> Reunir requisitos para gozar de beneficios	<input type="checkbox"/> No ayuda es necesario
<input type="checkbox"/> Asistencia financiera	<input type="checkbox"/> Otro/comentario: _____
<input type="checkbox"/> Programa contra las drogas o el alcohol	

25. Si piensa en sus familiares, amigos y vecinos adultos, ¿cuántos dicen cosas como “¡Mi dinero siempre se acaba antes de que termine el mes!” o “No sé dónde voy a encontrar el dinero para pagar eso”? (MARQUE UNA RESPUESTA)

<input type="checkbox"/> Casi nadie (0-9%)	<input type="checkbox"/> Bastantes (33-66%)	<input type="checkbox"/> Casi todo el mundo (90-100%)
<input type="checkbox"/> Pocos (10-32%)	<input type="checkbox"/> La mayoría (67-90%)	

26. Si piensa en sus familiares, amigos y vecinos, ¿cuántos tienen dificultades para encontrar o comprar alimentos suficientes para preparar al menos tres comidas de calidad al día? (MARQUE UNA RESPUESTA)

<input type="checkbox"/> Casi nadie (0-9%)	<input type="checkbox"/> Bastantes (33-66%)	<input type="checkbox"/> Casi todo el mundo (90-100%)
<input type="checkbox"/> Pocos (10-32%)	<input type="checkbox"/> La mayoría (67-90%)	

27. ¿Qué tipo de problemas, en su familia o vecindario, le preocupan más?

28. Si tuviera la oportunidad, ¿le gustaría participar en alguna junta o comisión local que represente y tome decisiones para familias con bajo nivel de ingresos?

☐ Sí ☐ No ☐ No estoy seguro

(SI LA RESPUESTA ES SÍ, INCLUE SU INFORMACIÓN DE CONTACTO ABAJO)

29. NOMBRE: _____ APELLIDOS: _____

NÚMERO DE TELÉFONO: _____ ¿RECIBE MENSAJES DE TEXTO? ☐ Sí ☐ No

CORREO ELECTRÓNICO: _____

30. ¿Qué edad tiene?

☐ Menos de 18 ☐ 18-24 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65+

31. ¿Con cuál género identificas?

☐ Masculino ☐ Femenino ☐ Identidad diferente

32. ¿En qué tipo de vivienda vives?

<input type="checkbox"/> Vivo solo/a	<input type="checkbox"/> 2 o más adultos CON niños
<input type="checkbox"/> Padre/madre soltero/a	<input type="checkbox"/> 2 o más adultos SIN niños

33. CLIENTES DE CEDA. ¿Su familia recibió algún servicio de CEDA durante el último año?

☐ Sí ☐ No

SI RESPONDIÓ “SÍ”, FAVOR DE CONTINUAR ABAJO AL NUMERO 32.

SI RESPONDIÓ “NO”, ¡HA TERMINADO! ¡GRACIAS POR CONTESTAR ESTE ESTUDIO!

CLIENTES DE CEDA SOLAMENTE

34. ¿Qué servicios recibió? (MARQUE TODAS LAS RESPUESTAS APLICABLES)

- | | | |
|--|---|--|
| <input type="checkbox"/> Ayuda para reparar el coche | <input type="checkbox"/> Administración de casos familiares | <input type="checkbox"/> Vivienda tradicional |
| <input type="checkbox"/> Educación/asistencia a la lactancia | <input type="checkbox"/> Asesoramiento de vivienda | <input type="checkbox"/> LIHEAP |
| <input type="checkbox"/> Asistencia dental o de visión | <input type="checkbox"/> Ayuda pagando factura de teléfono | <input type="checkbox"/> Ayuda pagando factura de agua |
| <input type="checkbox"/> Horno de emergencia | <input type="checkbox"/> Asesoría en arrendamiento o hipoteca | <input type="checkbox"/> Climatización |
| <input type="checkbox"/> Servicios de empleo | <input type="checkbox"/> Becas (escolares o comerciales) | <input type="checkbox"/> WIC |
| | | <input type="checkbox"/> Otro (especifica): _____ |

35. ¿Cómo ha llegado a conocer a CEDA? (MARQUE TODAS LAS RESPUESTAS APLICABLES)

- | | | |
|--|---|---|
| <input type="checkbox"/> Familia o amigo | <input type="checkbox"/> Otra oficina de servicios para la sociedad | <input type="checkbox"/> Correspondencia |
| <input type="checkbox"/> Soy o he sido cliente de CEDA | <input type="checkbox"/> Folleto | <input type="checkbox"/> Televisión o radio |
| <input type="checkbox"/> Médico | <input type="checkbox"/> Sitios web/Internet | <input type="checkbox"/> Redes sociales (Facebook, Twitter, etc.) |
| <input type="checkbox"/> Una oficina gubernamental | <input type="checkbox"/> Periódico | <input type="checkbox"/> Iglesia local |
| | | <input type="checkbox"/> Otro (especifica): _____ |

36. ¿En qué horario prefiere acercarse a una de nuestras oficinas u oficinas asociado con CEDA para que le prestemos asistencia en persona cuando será posible? (MARQUE UNA RESPUESTA)

- ☐ Horario entre semana de 8:30 am - 5:00 pm
- ☐ Horario de tarde de 5:00 pm - 7:00 pm
- ☐ Horario sabatino de 9:00 am - 12:00 pm
- ☐ No puedo ir a ninguna de sus oficinas y prefiero comunicaciones digitales.

37. ¿Cuál será la forma mejor para que CEDA o unos de nuestros socios podamos contactarlo/a cuando las citas en persona no sean posible?

- ☐ Teléfono ☐ Mensaje de texto ☐ Correo electrónico ☐ Correo postal

38. Encierre los números del 1 al 5 para indicar si está de acuerdo o no está de acuerdo con las siguientes declaraciones:

	Totalmente de acuerdo	De acuerdo	Neutral	En desacuerdo	Totalmente en desacuerdo
La sede/oficina de la agencia es un lugar conveniente, accesible y acogedor.	5	4	3	2	1
Hablando con alguien de CEDA era fácil.	5	4	3	2	1
La ayuda recibida ha sido oportuna.	5	4	3	2	1
El tratamiento que he recibido ha sido respetuoso.	5	4	3	2	1
El personal ha sido amable y servicial.	5	4	3	2	1
He recibido la información y/o servicios que necesitaba.	5	4	3	2	1
He recibido información sobre otros servicios de CEDA u otros servicios comunitarios.	5	4	3	2	1
Los servicios que recibí representaron una diferencia significativa para mí.	5	4	3	2	1
Recomendaría a CEDA a familiares y amigos.	5	4	3	2	1

39. Indique UNA cosa que cambiaría con relación a los servicios que ha recibido de CEDA.

40. Comentarios adicionales sobre sus necesidades, su vecindario, o los servicios de CEDA

*** GRACIAS POR SU PARTICIPACIÓN ***

APPENDIX 7 – STAKEHOLDER SURVEY

Stakeholder Survey 2021 Community Needs Assessment

Our organization is conducting a study of the needs of low-income people. Results from the study will be considered by Illinois' community action agencies for planning, developing, and delivering agency activities, services, and initiatives.

INSTRUCTIONS: Please answer each question by checking the appropriate box(es) or providing a written response. If a question does not apply to you, please leave it blank.

For this assessment, "Community" is defined as suburban Cook County, or the neighborhood and/or city in which your customers/constituents live.

1. What subsection of Cook County do you primarily do business in?
☐ All of Cook County ☐ North/Northwest Suburbs ☐ West/Southwest Suburbs ☐ South/Far South suburbs
☐ Chicago ☐ Not in Cook County
2. What community stakeholder group do you belong to? select the one that best describes your group:

<input type="checkbox"/> County government	<input type="checkbox"/> Health care provider	<input type="checkbox"/> Neighborhood association
<input type="checkbox"/> City/village government	<input type="checkbox"/> Faith-based	<input type="checkbox"/> Police
<input type="checkbox"/> Township government	<input type="checkbox"/> Social service organization	<input type="checkbox"/> Judicial
<input type="checkbox"/> Educational institution	<input type="checkbox"/> Public/private housing	<input type="checkbox"/> For profit business
<input type="checkbox"/> Other: _____		
3. What do you believe are three greatest challenges low-income families and individuals are currently facing? *Rank by importance from one to three with #1 being the most important.*
1 _____
2 _____
3 _____
4. Why do you believe people have problems getting or keeping a full-time, living-wage, quality job? *(select top 3)*

<input type="checkbox"/> Jobs are not available	<input type="checkbox"/> Need better technical job skills	<input type="checkbox"/> Substance abuse issues
<input type="checkbox"/> Physical or mental disabilities	<input type="checkbox"/> Health issues	<input type="checkbox"/> Need childcare
<input type="checkbox"/> Need better communication, people/customer skills	<input type="checkbox"/> Criminal record	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Language barriers	<input type="checkbox"/> Lack of education	<input type="checkbox"/> None of these
	<input type="checkbox"/> Transportation	
5. In which areas do you believe community youth (ages 12 to 17) need information, education, guidance, and/or assistance? *(select top 3)*

<input type="checkbox"/> Affordable school/community activities	<input type="checkbox"/> Gang participation	<input type="checkbox"/> Sex education
<input type="checkbox"/> After school supervision	<input type="checkbox"/> Learning disabilities	<input type="checkbox"/> Substance abuse/tobacco
<input type="checkbox"/> Behavior disorders	<input type="checkbox"/> Mental health	<input type="checkbox"/> Teen parenting
<input type="checkbox"/> Birth control/ reproductive health	<input type="checkbox"/> Mentoring/leadership/ volunteering	<input type="checkbox"/> Tutoring
<input type="checkbox"/> Bullying	<input type="checkbox"/> Obesity/nutrition	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Finding employment	<input type="checkbox"/> Physical health and dental issues	<input type="checkbox"/> None of these
	<input type="checkbox"/> School attendance/truancy	
6. Which of the following areas do you believe the elderly (seniors) in the community need help with in order to remain in their home? *(select top 3)*

<input type="checkbox"/> Access to transportation	<input type="checkbox"/> Home repairs	<input type="checkbox"/> Preparing meals
<input type="checkbox"/> Energy/utility costs	<input type="checkbox"/> Housework/laundry	<input type="checkbox"/> Yard work/snow removal
<input type="checkbox"/> Financial assistance	<input type="checkbox"/> Managing financial or legal issues	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Grocery shopping	<input type="checkbox"/> Managing medications	<input type="checkbox"/> None of these

COMMUNITY CONDITIONS

Mark the number from 1 to 5 to indicate if you disagree or agree with the following statements:	Strongly Agree	- Agree	- Neutral	- Disagree	Strongly Disagree
7. There are sufficient full-time, quality, living-wage <u>job opportunities</u> available in the community.	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>
8. The <u>schools</u> in the community meet the educational needs of the children they serve.	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>
9. There are sufficient <u>childcare programs with traditional hours</u> (daytime M-F) available for low-income families in the community.	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>
10. There are sufficient <u>childcare programs with non-traditional hours</u> (evenings, nights, and weekends) available for low-income families in the community.	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>
11. There are sufficient <u>pre-school programs</u> (including Head Start) available for low-income families in the community.	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>
12. There are sufficient affordable <u>child/youth activities or afterschool programs</u> (ages 5-17) available in the community.	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>
13. The <u>housing stock</u> in the community is generally safe and well-maintained.	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>
14. There is sufficient <u>affordable housing</u> available for low-income people in the community.	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>
15. There are sufficient <u>emergency shelters</u> available in the community.	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>
16. There are sufficient <u>medical services</u> available for low-income people in the community.	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>
17. There are sufficient <u>dental services</u> available for low-income people in the community.	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>
18. There are sufficient resources for <u>emergency food or food assistance</u> available for low-income people in the community.	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>
19. There are sufficient <u>non-medical emergency services</u> (fire, police, disaster response, etc.) available in the community.	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>
20. There are sufficient <u>public transportation</u> options (taxis, buses, trains, etc.) available for low-income people in the community.	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>
21. There are sufficient <u>resources for immigrants</u> in your community.	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>

22. Which of the following areas do you believe low-income families and individuals need help with in order to achieve or maintain self-sufficiency? Check all that apply. For *any item selected*, indicate “Are there existing resources in the community to address this issue?”

CHECK items that low-income people need help with. ↓	Resources existing in the community				
	NONE	FEW	ENOUGH	MANY	DON'T KNOW
<input type="checkbox"/> Bill/utility payment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Childcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Dental care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Domestic and family violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Employment/job availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Family support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Financial literacy/budgeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Food resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Fraud and identity protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Housing/homelessness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Immigrant family support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Internet/web access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Job Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Language barriers/ESL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Legal services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Literacy /basic education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Mental health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Substance abuse treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Technology/digital literacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Women's/reproductive health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23. If you had the power to improve conditions for an individual or family, what would you prioritize? *(Please name one or two)*

24. If you had the power to solve a community issue, what would you solve? *(Please name one or two)*

25. Does your organization meet with other organizations in your community to work on challenges faced by residents?

☐ YES ☐ NO

26. IF YES: How are these meetings scheduled? ☐ Meet on Regular schedule ☐ Meet only as needed /ad hoc

27. IF YES: Who from your organization attends these meeting? (check all that apply)

☐ Executive level

☐ Managers

☐ Front-line staff

28. Do the service providers in your community have a referral process to facilitate access to services for low-income residents? ☐ YES ☐ NO

29. IF YES: How do you make the majority of your referrals?

☐ General referral

☐ Refer customer to specific staff member

☐ Use a formal process (MOU)

☐ Other: _____

30. How do residents find out about services in your community? (check all that apply)

☐ 211 or 311 system

☐ Elected official's office or website

☐ First responders (police, fire/EMT, hospital ERs)

☐ Municipal government office or website

☐ Online resources such as Aunt Bertha's

☐ Public library

☐ Township office or website

☐ Social services agency (provide name) _____

☐ Other (describe) _____

31. How would you rate your organization's relationship with Community and Economic Development Association of Cook County, Inc. (CEDA)?

☐ Excellent

☐ Good

☐ Fair

☐ Poor

☐ No Relationship

What would improve this?

32. Do you believe that CEDA makes a significant difference in the lives of low-income families and individuals?

☐ Excellent

☐ Good

☐ Fair

☐ Poor

☐ Unsure

What would improve this?

*** **THANK YOU FOR YOUR PARTICIPATION** ***

TOGETHER, WE WILL TRANSFORM DISTRESSED COMMUNITIES

Join us as we build back an equitable Chicagoland.

CEDA

567 West Lake Street, Suite 1200
Chicago, IL 60661

