




2016 Community Needs Assessment



II. NEEDS ASSESSMENT OF SUBURBAN COOK COUNTY

Key Findings

-  Suburban Cook County is getting poorer. Poverty in Suburban Cook County is growing faster than the population. Suburbs all around the country have seen marked increases in poverty in recent decades, and Cook County, Illinois is no exception. In fact, the transformation of suburbs from affluence and stability to modest-income has been more pronounced in Cook County than in most of the country. Several trends contribute to this shift: Low-income residents migrating from the Chicago urban center to the suburbs; jobs and higher-wage earners moving out of Cook County to the collar counties; sectors of the economy unable to recover to pre-recession levels resulting in less than full employment; job growth primarily in low-wage sectors; stagnant wages. Between 2005 and 2013, the number of people in Suburban Cook County declined 0.4 percent. At the same time number of people in poverty in Suburban Cook County increased 48.5 percent.¹
-  Poverty in Suburban Cook County results from an inability to find full-time permanent employment at a living wage. In Suburban Cook County, being in poverty correlates to not being able to find affordable housing or access dependable transportation. People living in poverty wish to improve their ability to budget and management money. They seek support for job training and education to improve their earning ability and they require some financial assistance with utility bills and emergencies while they try to stabilize their financial situation. CEDA surveyed 2,174 residents of low-income communities in 2016 and hosted community forums in several neighborhoods to reach these key findings. These results are discussed elsewhere in this document. Complete response data from surveys and forums is contained in the appendixes of the document.
-  Poverty emanates from disadvantaged communities and is exacerbated by significant disparity across the county. Different suburban communities have hugely different opportunities. Generally, the North suburbs and Southwest suburbs are more affluent. In

¹ Source U.S. Census American Community Survey 1 year estimates, 2005 and 2013, Table S1701.

other parts of the county there are villages with concentrated minority populations and a history of multi-decade high levels of poverty. These communities suffer with high unemployment, under-performing schools and high crime rates. Most of these communities are in the South suburbs. Despite growing diversity in overall population of Suburban Cook County, the history of racial, ethnic, and economic segregation persists in patterns of population distribution across the county. Demographic information from US census documents this observation which was also echoed in the latest Cook County Consolidated Plan.²

➤ New pockets of poverty are emerging in the historically affluent Northwest suburbs. Low-income clusters are small and isolated, and largely invisible to the community at large. Among these are immigrant families, often Spanish-speaking with limited English proficiency, who moved in large number to areas of Hanover Park, Palatine, Hoffman Estates and other suburbs. They found housing outside of established high-cost neighborhoods, in buildings converted from other use. They are often very transient, making it difficult for schools, villages, and human service providers to anticipate or respond to their needs.

➤ The inability of the State of Illinois to pass a budget for FY 2016 has had negative consequences for providers in Suburban Cook County as it has across the state. According to an issue brief released by Illinois Voices for Children in March 2016, lack of state funding has resulted in layoffs and program reductions or closures impacting Cook County³. These lost or reduced services include Adult Education and Literacy programs, Substance Abuse and Prevention programs, Mental Health Counseling, Services for Domestic Violence and Sexual Assault victims, Services for Disabled and for Homeless Youth. Lutheran Social Services, one of Suburban Cook's largest social service organizations, has curtailed Suburban Cook programming of In-Home Support Services for Seniors, and Respite Services for Veterans and their Families. Lack of funding for Senior Congregate Meal programs is being felt by participants at CEDA's community forum in Park Forest. As a result of the funding freeze, older adults using Rich Township Senior Center are disconnected, not only from the nutritional and social enrichment offered by the program, but also from regular information and updates about available human services. Since the lunch program ceased with the budget impasse, they no longer benefit from the guest presenters who had previously kept them among the best informed community residents.

➤ Cook County suffers from an insufficient supply of affordable housing. This deficiency is seen nationwide and has increased as the demand for rental units greatly increased following the collapse of US housing markets in 2007. Since the start of the recession triggered by that

² Planning for Progress, Cook County's Consolidated Plan and Comprehensive Economic Development Strategy, 2015-19, page33

³ Budget Impasse Continues to Devastate Illinois Families and Communities, Issue Brief March 2016 Update. Fiscal Policy Center at Voices for Illinois Children.

collapse, wages in Suburban Cook County, and the country as a whole, have not kept pace with rising housing costs. The number and percent of rent-burdened households (having housing costs that exceed 30 percent of household income) has grown in the past decade. The number and percent of severely rent-burdened families (paying more than 50 percent of their income towards rent) has increased for low-income households. The Institute for Housing Studies at DePaul University reported in May 2016, “Since 2007, the share of these low-income renter households experiencing severe rent burden increased from nearly 29 percent to 39 percent. This 10 percentage point increase represents an increase of over 17,000 low-income renter households [in Cook County].”⁴ Housing experts estimate that Suburban Cook County needs an additional 63,000 affordable rental units to meet the present demand.



Utility costs, which are part of the housing cost formula, have outpaced wages in the past decade. Residential electricity prices have risen steadily in the last decade. Residential electricity prices have risen steadily in the last decade. According to the Energy Information Administration, residential electricity rates have increased nationally by around 30% in the last 10 years – from about 9¢ per kilowatt-hour (kWh) in 2005 to about 13¢/kWh in 2014 (an increase of about 0.4¢/year).⁵ Low-income families continue to seek assistance with their utility costs. This was among the top identified needs in surveys throughout Suburban Cook.



Another contributor to the housing burden in Suburban Cook County is property tax rates that have risen tremendously in recent years in some jurisdictions. CEDA research points to the plethora of school districts, especially elementary school districts in Suburban Cook as a contributor to elevated property taxes. The 146 separate school districts in Suburban Cook create a likelihood of duplicated systems, inflated administrative costs, and reduced efficiency. The funding formulas place an increased burden on local property taxes due to cuts in federal and state support to schools. High property taxes have threatened the stability of many communities in Suburban Cook County by contributing to property abandonment and the departure of retail and business.



Crime and violence are a major concern for low-income residents in Suburban Cook County. West and South suburbs appear to be most troubled by crime. There is a great desire for increased sense of safety and security among these residents. The North suburbs are not immune from this threat as demonstrated by survey responses to open-ended questions. Community improvements that would address crime, safety and security were the number 1 category in the South and West Regions, and the number 2 category in the North Region. Community improvements that address violence specifically (separate from

⁴ 2016 State of Rental Housing in Cook County. Institute for Housing Studies at DePaul University. <https://www.housingstudies.org/research-publications/state-of-housing/2016-state-rental-housing-cook-county/>

⁵ EnergySage website: <http://news.energysage.com/residential-electricity-prices-going-up-or-down/>

general crime), were also common. The category of Guns and Violence was number 2 in the West Region.

- Over 76,000 Cook County residents are food insecure; more than 30 percent of them in the suburbs, according to a last year's report from the Cook County Food Access Task Force.⁶ Food access is limited in some South suburbs and has become more limited in other suburbs due to grocery store closings. When people lack access to enough food for an active, healthy lifestyle it leads to poorer health and higher healthcare costs. Poor nutrition threatens the wellbeing of individuals, families and the community as a whole.
- People in low-income communities wish to be informed about services, connected with their neighbors, and empowered to create change. These desires were expressed consistently at community forums and listening opportunities in the spring of 2016. Low-income residents want access to more information about government, faith-based, and non-profit services that can assist them with emergencies and with movement toward self-sufficiency. They want ways to collaborate and to improve their communities. We heard from residents a strongly held belief that progress in solving community problems is possible if people work together; organize; and create a unified front in order to achieve the changes they want. These opportunities are not always present. Communities need help and leadership to create them.

⁶ Cook County Food Access Plan: *A two-year strategy to address food insecurity in Suburban Cook County*. Greater Chicago Food Depository.

Overview of Suburban Cook County

Located in the Northeast section of the state, Cook County is Illinois' most populous county 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. It is defined as the entire Cook County except for the City of Chicago. Suburban Cook County 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. 2,517,670 people or forty-eight percent of Cook County population, reside in Suburban Cook County.⁷

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 defines the service area into three regions delineated by the townships within each Region.

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.

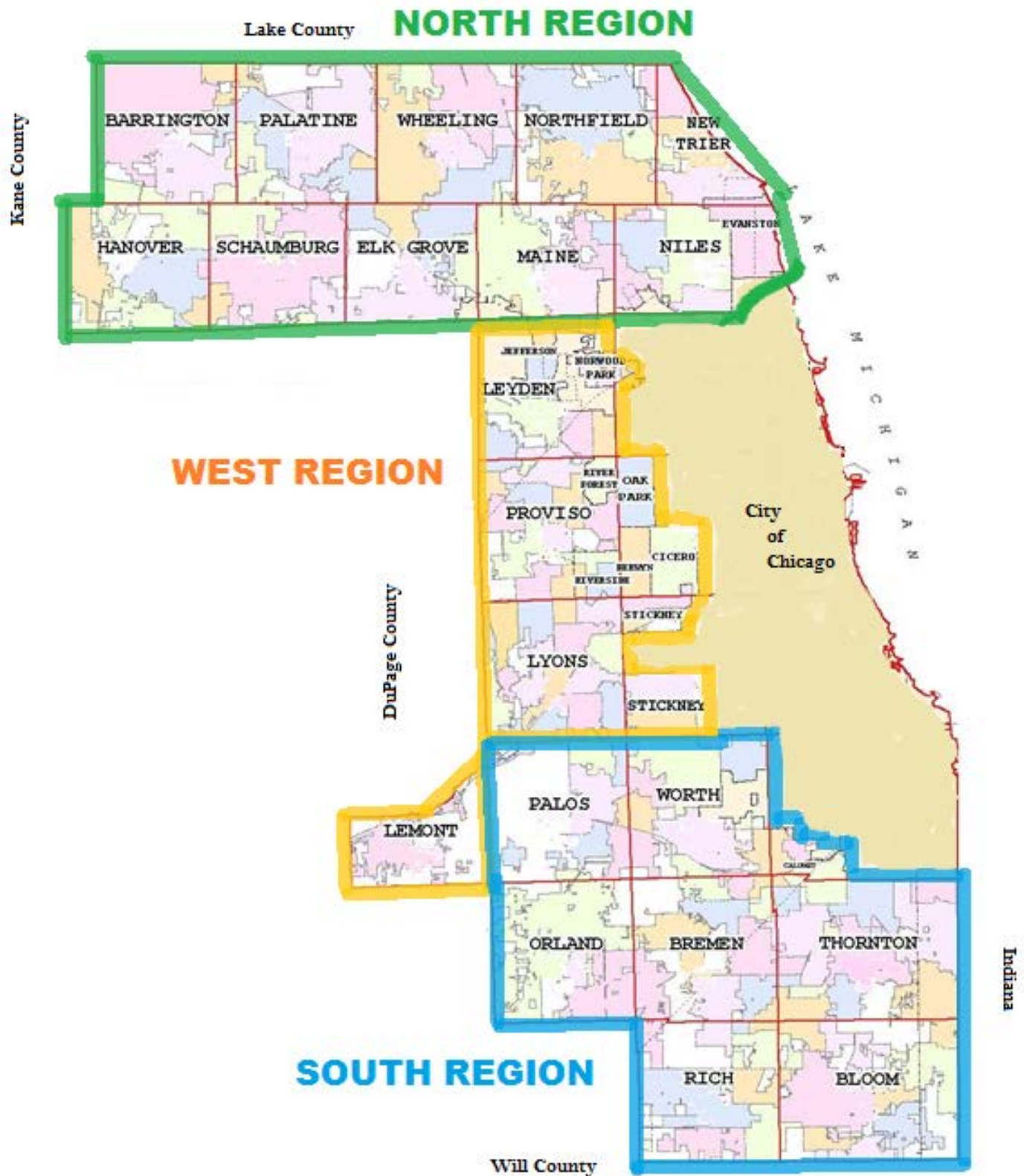
CEDA conceptualizes the planning and service area of Suburban Cook County into Three Regions: North, South, and West. These regions correspond to commonly recognized areas. Planning agencies including CMAP and Cook County Department of Planning and Economic Development, organize data and define characteristics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

CEDA Regions are based on Townships. The following pages contains 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 aggregate data therefore, may deviate somewhat from other aggregate data provided by the US Census.

⁷ US Census, 2015 Population Estimates, Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2015

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 14 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 town	Lyons	Stone Park
Countryside	Maywood	Summit
East Dundee	McCook	Westchester
Elmwood Park	Melrose Park	Western Springs
Forest Park	North Riverside	Willow Spring

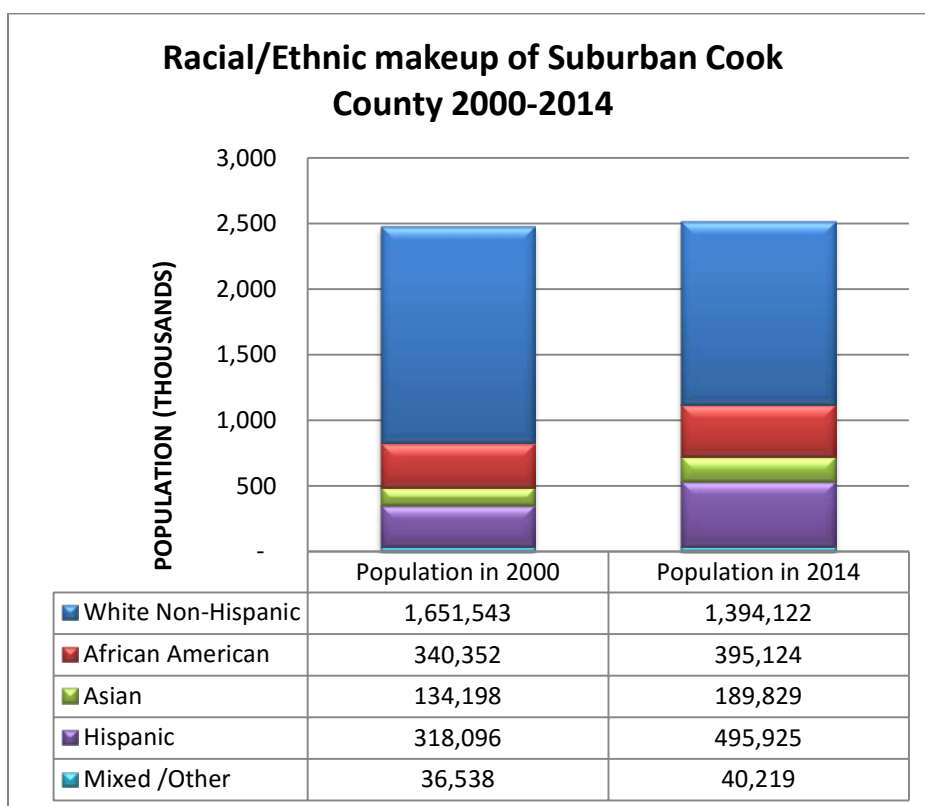
South Region

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	

Over the past 15 years, Suburban Cook population has grown only slightly, by 1.4 percent. But it has seen a larger increase in racial and ethnic diversity over the same period with particularly large increases in Asian and Hispanic demographic groups. Between 2000 and 2015, the Asian population of Suburban Cook grew by about 56,000 members, for a 42 percent increase. The Hispanic population surged by 56 percent, with 178,000 more Hispanics now in Suburban Cook than 15 years ago. The Black or African American population increased by 54,700 more for a 16 percent increase, while the white population shrank by 257,000 residents, a 16 percent decline.



Source: US Census. 2010-2014 American Community Survey 5-Year Estimates and 2000 Demographic Profile Summary.

(See Appendix 1 for data on population change by race and ethnicity by Township)

Growing Suburban Poverty

Not only is Suburban Cook County becoming more racially diverse, it is also growing poorer. Suburban Cook County has an overall poverty rate of 12.0 percent, meaning that 12 out every 100 residents live below the Federal Poverty Guideline⁸.

Consistent with trends across the country, Cook County has seen suburban poverty increasing in recent decades. The chart below shows how this trend played out between 2005 and 2013. While the

⁸ Source data US Census 2013 American Community Survey.

population of suburban Cook County declined by 10,400 residents between 2005 and 2013, the number of suburbanites in poverty increased by an estimated 98,670 people.

COOK COUNTY POVERTY DATA²⁶								
	Cook County, 2005	Cook County, 2013	Chicago, 2005	Chicago, 2013	% change Chicago, '05-'13	Suburban Cook, 2005	Suburban Cook, 2013	% change in Suburban Cook, '05-'13
Total population	5,191,891	5,150,356	2,692,618 (51.9% of Cook County total)	2,661,511 (51.7% of Cook County total)	-1.2%	2,499,273 (48.1% of Cook County total)	2,488,845 (48.3% of Cook County total)	-0.4%
Number of people in poverty	777,089	913,990	573,486 (73.8% of Cook County total)	611,717 (66.9% of Cook County total)	6.7%	203,603 (26.2% of Cook County total)	302,273 (33.1% of Cook County total)	48.5%
Percentage of people in poverty	15.0%	17.7%	21.3%	23.0%		8.1%	12.1%	

Source U.S. Census American Community Survey 1 year estimates, 2005 and 2013, 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 2006, this had grown only slightly to 31.6 percent. But by 2013, the students eligible for free or reduced lunches made up 55.4 percent of Suburban school students.⁹

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. An estimated 380,300 people living in Suburban Cook County are below this income threshold. 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 2014	# Below 125% Pov in 2014	Low Income % 2014	Change in number of Low-Income 2000-14	% Change in Number of Low-income residents
NORTH	1,031,199	62,962	6%	1,055,378	119,718	11%	56,756	90%
SOUTH	760,565	82,194	11%	769,507	145,893	19%	63,699	77%
WEST	654,357	69,603	11%	660,242	114,690	17%	45,087	65%
TOTAL	2,446,121	214,759	9%	2,485,127	380,301	15%	165,542	77%

⁹ Illinois Board of Education, *Free Lunch FY13-Eligibility*. Spreadsheet downloaded from State Board of Education website.

The number and percent of low-income people has increased dramatically in each of CEDA's three Regions between 2000 and 2014¹⁰. During those 15 years when the North Region gained 24,000 in total population, the number of low-income suburbanites in the North swelled by almost 57,000. In the South Region, total population showed modest growth of 9,000 but low-income number increased more than 63,000. And in the West Region, there were 45,000 more low-income people between 2000 and 2014, while the total population grew by less than 6,000. (See Appendix 2 for table of change in low-income population 2000-2014 by Township).

Poverty is no longer confined to the city center, but has become a real and growing part of the suburban landscape. Policy makers 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 decade Suburban Cook County went from having one quarter of the county's low-income residents to have one third. This is an enormous shift in the burden of providing services and supports. Government funding that is distributed by demographic formulas generally lags the reality of the population changes by a couple year.

The City of Chicago has a long history of charitable and social-justice organizations that focus on the city and its high-risk communities. Going back in time some 120 years, to before the turn of the 20th Century, sociologists and progressives studied and worked in Chicago's poor communities. For generations, Chicago has been a focus of social research and experimentation for dealing with poverty and social justice issues. When this national and global attention on the city started, most of the Cook County suburbs were not yet incorporated. During the 1960's and 70's as the suburbs flourished, anti-poverty initiatives focused on urban poverty. As poverty has been migrating to the suburbs throughout the last of the Twentieth and start of the Twenty-first century, most large charities and foundations did not re-direct their attention and resources to follow. Although the census data shows the growth in suburban poverty; while researchers and academics point out this "new" phenomenon, public perception and policy have yet to catch up. Within CEDA's service area there are some suburbs that have not recognized their own changing environment. At community forums, CEDA heard from residents who feel their municipal government denies it has low-income residents. These suburbs (generally more upper-income in the past) do not want to sully their reputation as an attractive village by admitting there are poor people living there. As a result, low-income residents are more 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 Chicago. It is difficult to create public awareness for any suburban issue in Cook County. Coexisting in one media market with the giant city of Chicago, the 135 towns and villages of suburban Cook only seem to be able to draw media attention if there is a scandal within their village. Otherwise the media stories seem to be Chicago-centric. In the universe of Cook County, Chicago is the

¹⁰ CEDA analysis of US Census data QT-P34: Poverty Status in 1999 of Individuals: 2000 and S1703: Selected Characteristics Of People At Specified Levels Of Poverty In The Past 12 Months ACS 2010-2014 5-year estimates.

supermassive body. Its size and density creates a gravitational pull exponentially greater than any neighboring world. Like a black hole, nothing not even light, seems able to escape its gravity. It requires an enormous thrust against the forces of this gravity to maintain an even orbit. 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.

Poverty characteristics of Suburban Cook County

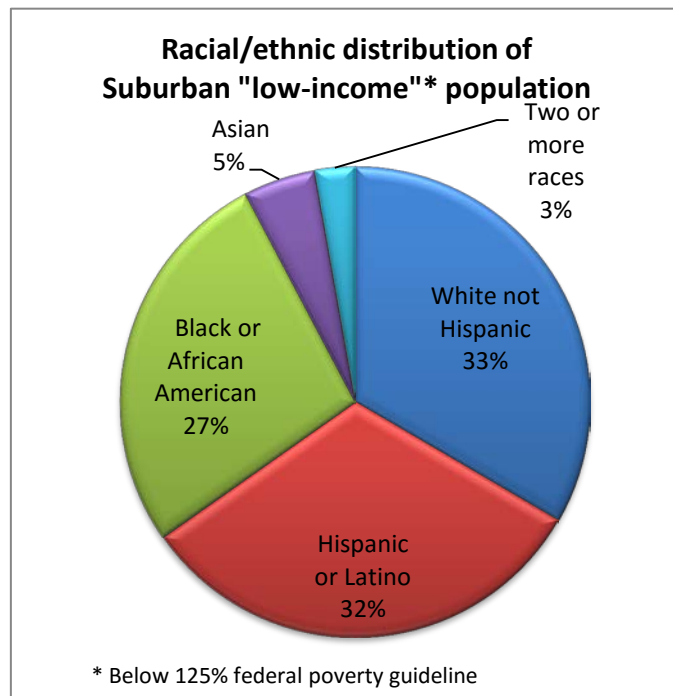
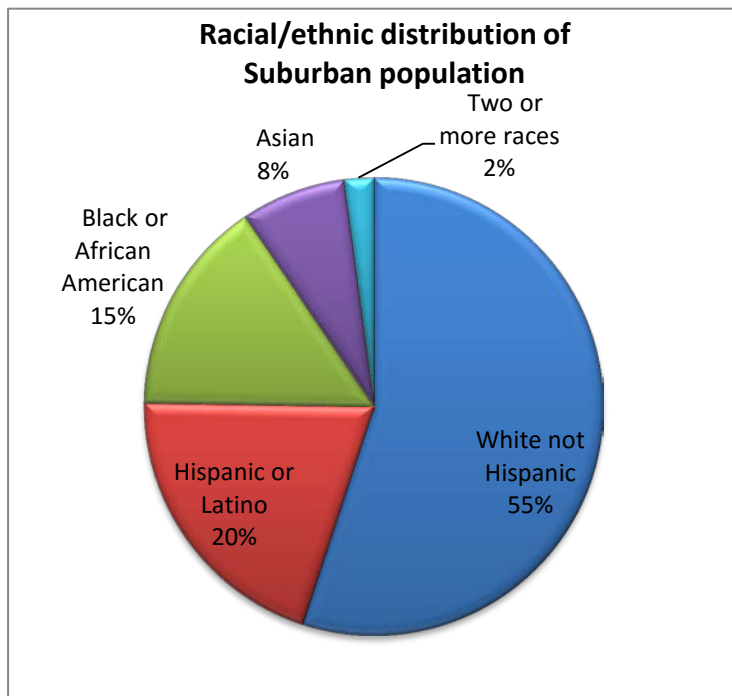
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The face of poverty in Suburban Cook County reflects poverty across the rest of America: It is disproportionately a face of color, female, or a child.

16.1 percent of the population of Suburban Cook County is below 125% of the Federal Poverty Guideline. These 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, those below 125% of the federal poverty guideline, as "Low-Income." The total number of "low-income" people in Suburban Cook is almost 400,000, of which 136,000 are children under 18 years of age. This is 23 percent of all suburban children.

While the "low-income" rate is 16.1 percent overall in Cook County suburbs, among those in single female households the rate is 30.4 percent. By contrast, those living in married-couple families have a "low-income" rate of 9.6 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.

And if you are African American in Suburban Cook you are nearly three times more likely to be "low-income" than a Non-Hispanic White suburban resident. The poverty rate among white residents is 9 percent versus 26 percent for African Americans.



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, without high-paying jobs. What these communities frequently have in abundance is unemployment, crime, blight, and according to community leaders, government corruption.

Corresponding with state and national trends which have been well documented over generations, the likelihood of being low-income is greater for Suburban Cook residents from a racial or ethnic minority. Only 9 percent of the White non-Hispanic population is low income. All non-white racial and ethnic groups in Suburban Cook County show a higher percent of low-income. While, when compared to the white population, the Asian population is more frequently (12 percent) low-income, they are half as likely to be low-income as other minority groups. Of all Black or African American suburban residents, 26 percent are low-income and 24 percent of all Hispanic residents are low-income.

The total racial distribution of Suburban Cook County low-income residents: 128,026 or 33.7 percent are Whites non-Hispanic; 100,900, or 26.5 percent are Black or African American; 119,987 or 31.6 percent are Hispanic; 23,304 or 6.1 percent are Asian; and 8,084 or 2.1 percent are multi-race or other race.¹¹ The largest racial group of Suburban Cook is White non-Hispanic. Although by a much smaller

¹¹ Low-income population numbers are estimates based on analysis of US Census 2010-2014 American Community Survey 5-Year Estimates

margin as explained above, Whites also make up the largest racial group of Suburban Cook County low-income population.

The likelihood of being low-income is greater for Suburban Cook residents who live in a household headed by a single female. This finding again follows well-documented pattern across the nation. 32 percent of all single female households are low-income in Suburban Cook County. That is contrast to married couple households where less than 10 percent are low-income.

Among Suburban Cook County low-income residents: 37.4 percent are in Married Couple Households; 33.7 percent are in household with Single Female Householder; 8.2 percent are in Single Male Households; and 23.5 percent are in Other Living Arrangements.¹² The most common household type of Suburban Cook low-income population is married couple.

It is a commonly understood fact of poverty that lack of high school education statistically reduces life-time earning potential and therefore is linked to poverty. This fact is evident also in Cook County data. The likelihood of being low-income is greater for Suburban Cook residents who lack education. Of all adults with less than a high school education, 26 percent are low-income. For those who are high school graduates, the low-income rate drops to 16 percent. And for those with a bachelor's or higher degree, less than 6 percent are low-income.

Among Suburban Cook County low-income adults over 25 years of age: 50,400, or 24 percent have Less than High School; 68,070 or 32 percent have High School or equivalent; 56,523 or 27 percent have Some College or Associate's Degree; and 33,825 or 16 percent have Bachelor's Degree or Higher.¹³ It is evident from these figures that education alone does not protect one from being low-income since 43 percent of the low-income residents of Suburban Cook have had at least some college. The most common educational attainment level among Suburban Cook's low-income residents is high school graduate.

The likelihood of being low-income is greater for Suburban Cook residents who are children. 22 percent of all children under age 18 in Suburban Cook County are low-income, compared to 14 percent of those 18 to 64 years of age, and 11 percent of those aged 65 and over. Among Suburban Cook County low-income residents: 131,487 or 35 percent are Under 18 years of age; 209,917 or 55 percent are between 18 and 64 years of age; and 38,534 or 10 percent are Age 65 and over. Of low-income Suburban Cook County residents of all age groups, 12 percent have a Disability and 88 percent are not disabled.¹⁴

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 high concentrations of low-income communities, primarily minority communities, in the south and west suburbs. North and southwest suburban areas are predominately higher-income, majority white areas. The maps on the following pages show that geographic concentrations of minority residents coincide with geographic concentrations of poverty. The data contained in Appendix 2 "Change in Population by Race by

¹² Based on CEDA analysis of US Census 2010-2014 American Community Survey 5-Year Estimates

¹³ *ibid*

¹⁴ *ibid*

Township: 2000 to 2014”, supports the observation below, quoted from the county *Planning for Progress* report.

While the County is diverse, changing in a fashion similar to the region and the nation in aggregate, such high level analysis hides important geographic variations. ... While the region undoubtedly witnessed an overall increase in racial and ethnic diversity between 1980 and 2010, geographic patterns of racial and ethnic segregation remained virtually unchanged, except for high growth in the Latino and Asian populations throughout the county. The concentrations of Latinos who live in western suburban Cook County and African Americans living in southern and western suburban Cook reflect this fact.

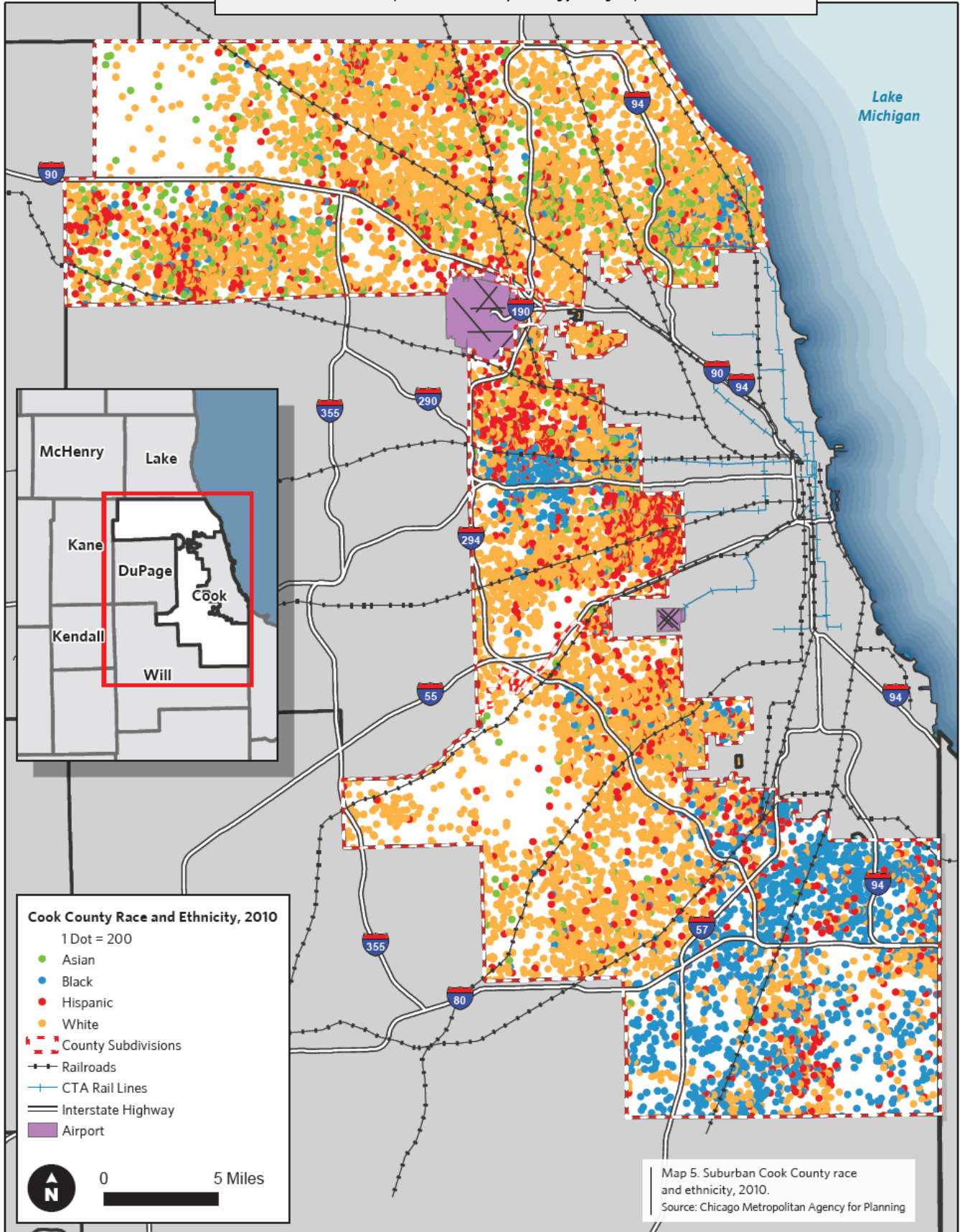
-from Planning for Progress: Cook County’s Consolidated Plan and Comprehensive Economic Development Strategy, 2015-19, Page 33

The Chicago Metropolitan Agency for Planning (CMAP) conducted an assessment of housing inequities in and around Cook County in 2013. The assessment found region-wide trends in housing affordability, poverty, and race that create negative economic consequences. CMAP details the mismatch between the location of jobs and the location of affordable housing, which other planning documents have found as well. Emerging suburban job centers, primarily in the collar counties, lack public transit access, creating a barrier to job access and increasing the cost of living for the predominantly low-income residents who often lack cars. CMAP also identified several racially concentrated areas of poverty.¹⁵

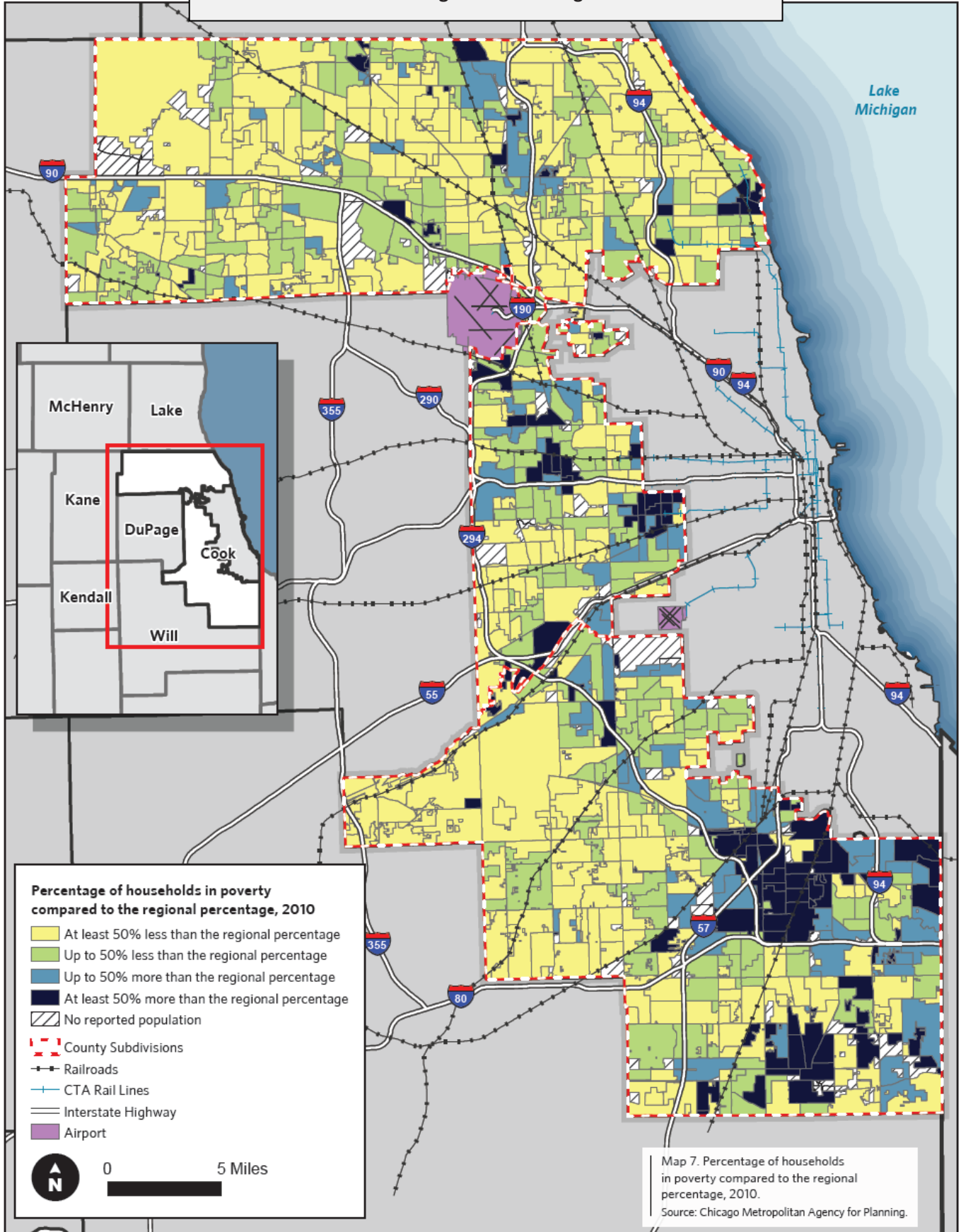
¹⁵ “Racially concentrated poverty” is defined as spatially concentrated areas with extremely high poverty and a majority non-white population.

Suburban Cook County Race and Ethnicity

(Source: Cook County Planning for Progress)



Percentage of Suburban Cook Households In Poverty Compared To The Regional Percentage



As verified by a number of demographic measures, the Chicago region is one of the most racially segregated regions in the nation.¹⁶ Segregation in the Chicago region 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 isolation of regional assets that are within areas of concentrated poverty, and an overall diminished capacity for economic growth. Within the CMAP report, opportunity areas are 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. The report finds that these opportunity areas very rarely include communities that are primarily African American or Latino.¹⁷

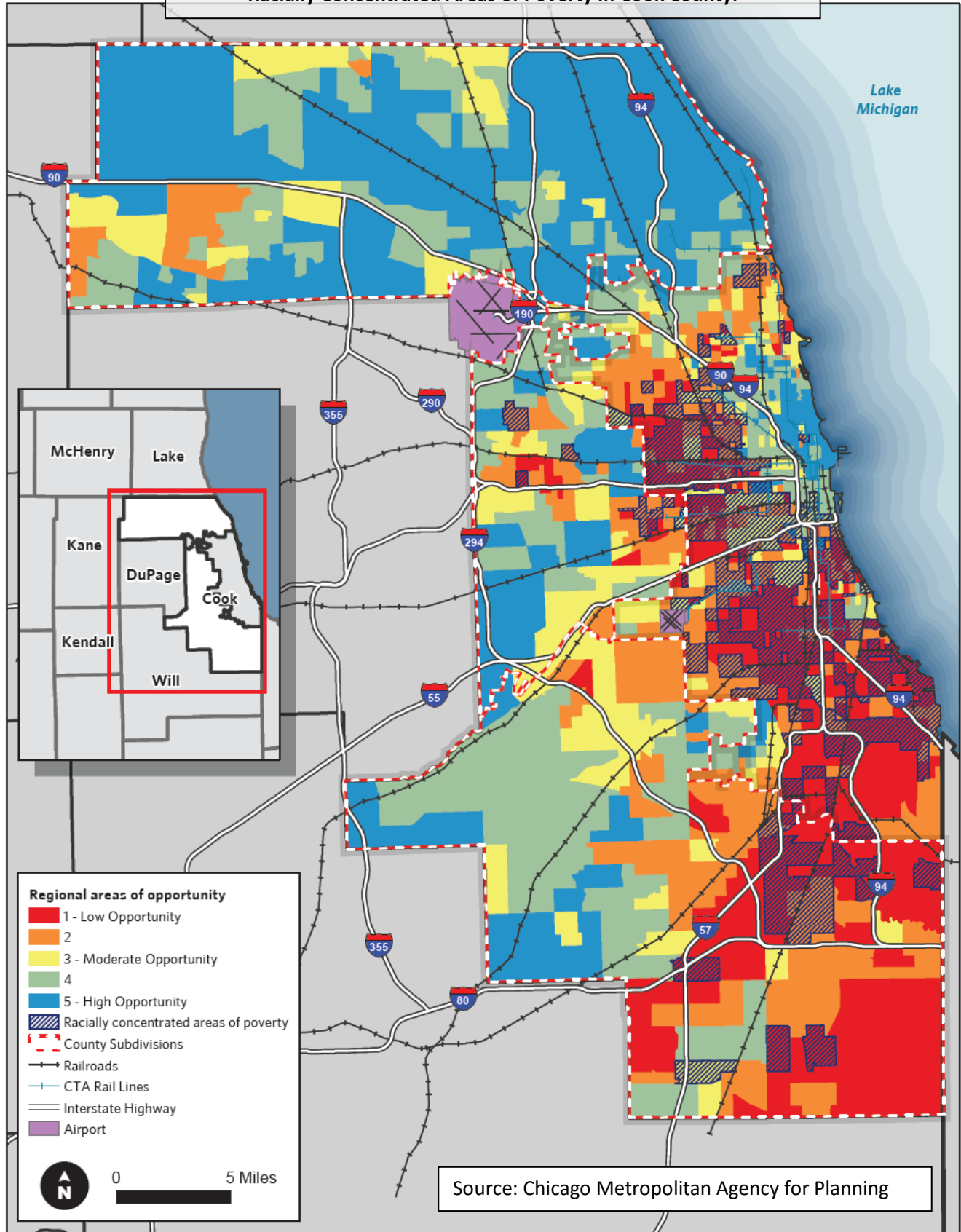
The CMAP analysis of areas of opportunity, mapped in the figure on the following page, is based on HUD's Housing Stability Index, School Proficiency Index, Job Access Index, and Transit Access Index, as well as median home values, post-high school degree attainment, unemployment rate, poverty rate, mean travel time to work, and property values. The map below shows how High Opportunity areas fall primarily in the North and Southwest suburbs. These are areas of Suburban Cook County that also tend to have a lower percentage of minority residents and a higher median household income than the county average.

The map shows that the South suburbs have an overall low opportunity index. The largest spatial areas with racially concentrated areas of poverty are in the south suburbs. By contrast, the West suburbs have far more moderate and high opportunity communities interspersed with low opportunity communities. This close physical proximity of high opportunity communities and low opportunity communities provides greater possibility for moving and sharing between these communities. Even the racially concentrated areas of poverty in the West suburbs usually lie within a few miles of high opportunity areas.

¹⁶ The term "segregation" is used to simply mean separation by race. It carries a historical connotation of meaning deliberate separation by race, but this is not how it is used in the CMAP assessment, in *Planning for Progress*, or in this document.

¹⁷ *Planning for Progress*, Cook County Department of Planning and Economic Development.

**CMAP Identified Opportunity Areas and
Racially Concentrated Areas of Poverty In Cook County.**



Cook County's historic division of racial, ethnic, and economic groups means that CEDA's three Regions will each be addressing different types of low-income residents.

Region	NORTH	SOUTH	WEST
Number of residents below 125% of poverty	119,718	145,893	114,690
DEMOGRAPHIC PROFILE OF LOW-INCOME POPULATION BY REGION			
Under 18 years	31%	37%	35%
18 to 64 years	56%	54%	55%
65 years and over	13%	9%	9%
White non-Hispanic	44%	28%	30%
Black or African American	7%	50%	16%
Asian	15%	1%	3%
Hispanic	30%	19%	49%
Other	3%	2%	2%
In married-couple family	40%	30%	32%
In Single Female head family	21%	39%	29%
Less than high school	21%	22%	30%
High school graduate	28%	35%	34%
Some college or associate's degree	24%	32%	24%
Bachelor's degree or higher	26%	11%	12%
Foreign born, Non-citizen	23%	7%	17%
Disabled	12%	13%	10%
Worked full-time, year-round	16%	11%	15%
Worked less than full-time, year-round	36%	30%	34%
Did not work	49%	59%	52%

Source: CEDA analysis of US Census data 2010-2014 ACS 5-yr estimates

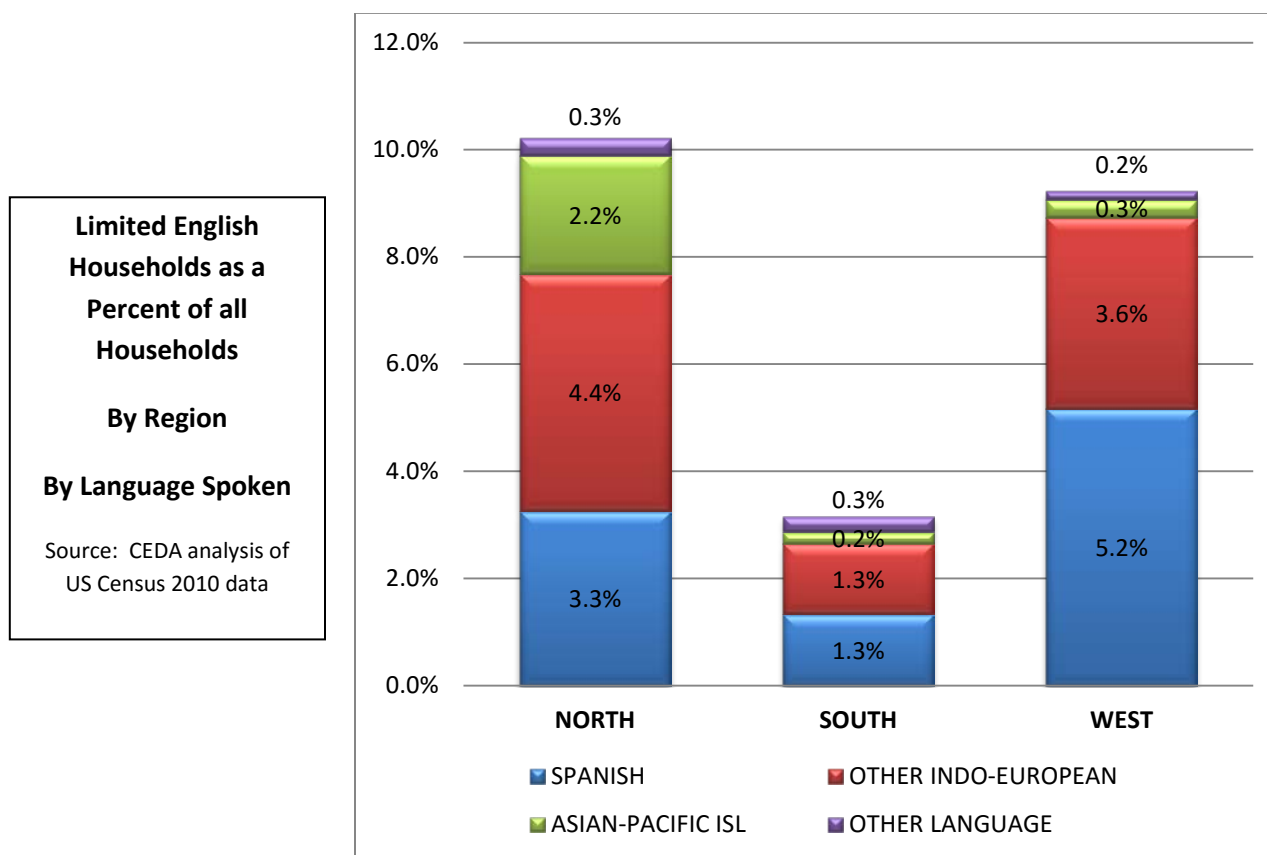
The typical low-income resident of the North Region will be white (44 percent) and from a married-couple household (40 percent). They likely would have worked at least part of the year (52 percent). The low-income population of the North Region is older than in the other regions, with 13 percent over age 65. The South Region statistics show the typical low-income person as Black (50 percent) from a single-female headed household (39 percent). More of them are children than in the other regions, with 37 percent being under 18 years old. In the West Region, the low-income resident is most commonly of

Hispanic or Latino ethnicity (49 percent). They are far more likely than in other regions to have less than high school level education (30 percent)

The overall education attainment levels of the North Region residents results in a low-income population that defies the national norms. A low-income person from North Cook suburbs is more likely to have a Bachelor's degree (26 percent) than to be a high school dropout (21 percent).

The West Region is generally considered to have large immigrant population. Cook County's west suburbs are home to high concentrations of Hispanic (primarily Mexican) immigrants. Cicero, the largest of the western suburbs, has an 87 percent Hispanic population and nearly 40 percent with limited English. There are high numbers of Spanish-speaking households in the whole West Region with limited English proficiency.

But recent population trends have nudged the West Region out of top place for immigrants in Suburban Cook County. The North Region has significantly larger number of foreign-born non-citizens than the West Region. Asians make up a large portion of these, but they also come from Latin American, Arab, and European countries. Asians make up 15 percent of the North Region low-income population. One in five low-income residents in the North Region is a foreign-born non-citizen. The percentage of limited-English households is greatest in the North Region, with a larger number of languages spoken beyond English and Spanish. This requires CEDA to be flexible and creative to be able to communicate with anyone needing services.



Housing in Suburban Cook County

There is an insufficient supply of affordable housing in the County.

The Housing Authority of Cook County serves all of the suburbs with federally funded subsidized housing programs. HACC owns 2,100 public housing units and 13,000 slots for Housing Choice Voucher formerly known as Section 8 Housing Program. With the ability to house more than 15,000 households, Housing Authority of Cook County is a large-scale housing authority. However, this only scratches the surface of about 200,000 low-income households in Suburban Cook County. The vast majority of low-income people will never have the benefit of subsidized housing. Some have been on housing wait lists for year. Most low-income households have to find affordable housing on the open market, but in Suburban Cook County, that is a nearly impossible dream.

Since the housing market collapse of 2007, the lack of affordable housing in Suburban Cook County has only gotten worse. The trend has been to rentals and away from home-ownership. But the supply of affordable rental units has not kept up with the demand. While earnings fell, rents did not; making it more and more difficult for people to afford housing. The housing cost squeeze has put so much pressure on low-income households that “affordable housing” is the number one need identified by community respondents to CEDA’s Needs Assessment Survey in 2016.

DePaul University’s Institute for Housing Studies issued a report in 2013 that quantified this new reality on *The State of Rental Housing in Cook County*. Among the key findings of the study:

Both the City of Chicago and suburban Cook County saw growth in renter households and declines in owner-occupied households. Between 2007 and 2011, the number of renter households in suburban Cook County increased by 11 percent, while the number of owner-occupied households decreased by 5.9 percent.

The majority of renter households made less than 50 percent of the area median income. In suburban Cook County, 53 percent of renters earned less than 50 percent of AMI.

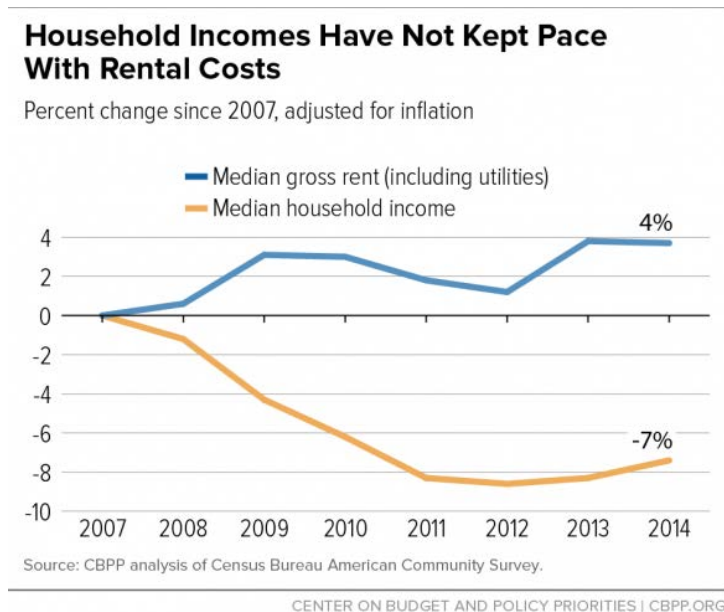
Increases in lower-income renters largely drove the growth in renter households. In suburban Cook County, renters making less than 50 percent of AMI accounted for nearly all new renter households.

Median household income for renters declined in Cook County, but median monthly rent remained at the same levels. In Cook County, renter-household income declined while rents largely remained flat. This shift was greatest in suburban Cook County where renter incomes declined 10 percent between 2007 and 2011 while rents declined by only 1.6 percent.

The supply of rental housing affordable to lower-income households did not keep pace with the growing number of lower-income renters in Cook County. Between 2007 and 2011, the demand for affordable rental outpaced any growth in the supply both in the City of Chicago and in suburban Cook County. Between 2007 and 2011, the gap between the supply of affordable housing and demand for affordable rental housing in the City of Chicago increased by eight percent. In suburban Cook County this affordability gap increased by *over 25 percent* during the same period.

The 2016 update to this report is not yet in print, but researchers have released data that shows these trends continuing.

Although low-cost housing options are available in some communities, rent growth has outpaced wage growth by nearly double in the past five years. This means that many low- and moderate-income households who face stagnant or declining incomes are paying much more than they can afford for housing. The chart below by the Center on Budget and Policy Priorities graphically demonstrates this persistent gap between rent and income:



According to recent data from Institute for Housing Studies, there is still a gap of about 63,000 units between the demand for affordable housing and the supply of units in suburban Cook County.¹⁸

According to analysis by Cook County Planning Department and Chicago Metropolitan Agency for Planning, “the conversion of many rental units to homeownership and redevelopment has decreased housing options in Cook County.”¹⁹ This only exacerbates the national and regional trends away from homeownership as described in the 2013 report by the Institute for Housing Studies cited above.

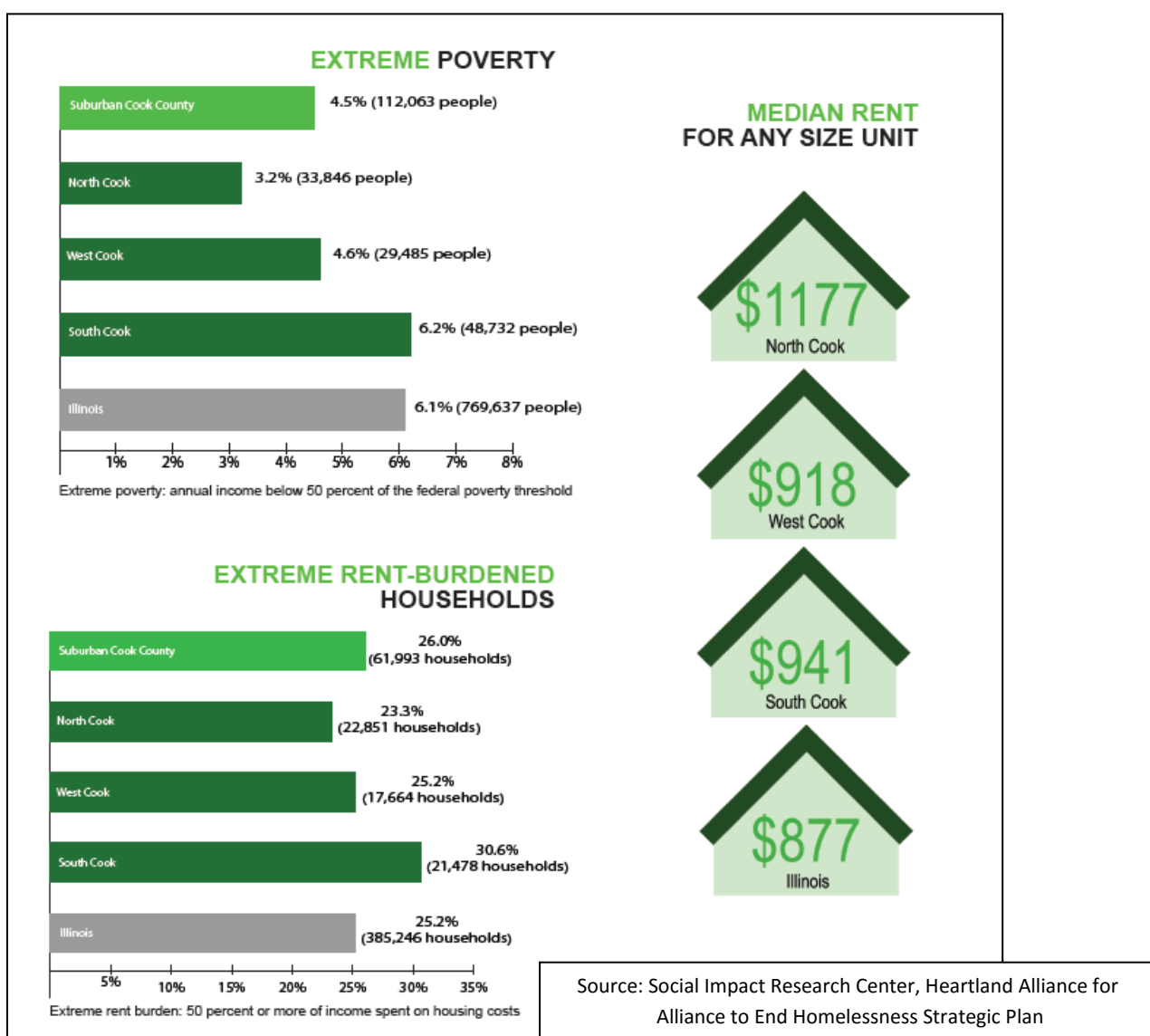
The County Planning Department’s *Planning for Progress* report further explains that the remaining units are often located in communities with high concentrations of lower-income, minority residents. Many housing market indicators mirror the County’s persistent racial, ethnic, and economic divides, including home values, rents, foreclosures, the number of cost-burdened households, and purchase trends. Of the suburban regions, long term vacancy rate in the economically-challenged South Cook where 3.7 percent of properties have been vacant more than 24 months. This is more than double the

¹⁸ See the Institute for Housing Studies interactive map at https://instituteforhousingstudies.carto.com/viz/5498ddd8-0d76-11e6-9af5-0e3a376473ab/embed_map.

¹⁹ Cook County Department of Planning and Economic Development. *Planning for Progress: Cook County’s Consolidated Plan and Comprehensive Economic Development Strategy, 2015-19*

long-term vacancy rate in the North, Northwest, or Southwest regions at 1.6 percent share each. It is also far higher than the West region which has a 2.1 percent long-term vacancy share.²⁰

The strongest housing markets are in northern and southwestern Cook County while the weakest markets are in the west and south.²¹ The strength of these markets also translates into high costs. Median rent in the Northern Region is \$1177, compared to \$918 in the West Region. The South Region, including the stronger Southwestern markets, has a median rent of \$941.²² (See Figure Below)



²⁰ Figures are from 4th Quarter 2014. Source : Institute for Housing Studies, De Paul University. Analysis of HUD/USPS data. <https://www.housingstudies.org/dataportal/long-term-vacancy/share-addresses-vacant-24-or-more-months/cook-county-regions/2010/2014/>

²¹ *Planning for Progress: Cook County's Consolidated Plan and Comprehensive Economic Development Strategy, 2015-19*

²² *Alliance to End Homelessness in Suburban Cook County, 2014-2017 Strategic Plan*. Prepared by Social Impact Research Center, Heartland Alliance

Homelessness is a persistent issue in Suburban Cook. In recent years there have been increased counts of school children in Suburban Cook County, well over 5,000, classified as homeless or doubled-up.²³ The Alliance to End Homelessness in Suburban Cook County Point in Time Count from January 28, 2015 showed that Suburban Cook County providers were housing 2,025 homeless persons in transitional housing, shelter, or permanent supportive housing.²⁴

Influx of Subsidized Households from Chicago

After Chicago Housing Authority announced plans to close and demolish high-rise public housing projects with its “Plan for Transformation” announced in 2000, there was a 30 percent increase in subsidized household in Suburban Cook and the collar counties. The South suburbs, including Burnham, Park Forest, Calumet City, Dolton, Lansing, University Park, Country Club Hills and South Holland saw some of the biggest gains.

The migration has come as the suburbs, in general, have grown more diverse and less affluent. About 19,600 subsidized-housing units are in suburban Cook County, including the 15,000 operated by HACC. Of the 17 Cook County suburbs with more than 400 such households, 11 are in southern Cook County, which has experienced dramatic economic and racial upheavals as white residents, as well as middle-income black families, moved elsewhere, according to an article by Chicago Sun Times and the Better Government Association²⁵, a migration pattern that has evolved, starting with whites who fled the South Side for the south suburbs in the 1960s and 1970s. Blacks followed years later and now are spreading further out.

Only a fraction of the suburbs’ subsidized-housing population is living in traditional public housing. The vast 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.

Burnham, population 4,225, has seen a 55 percent increase in subsidized households since 2000. Over the same time, Burnham’s white population plunged 50 percent, while the number of black residents rose 17 percent and the number of Hispanic residents shot up 44 percent. Last year, the suburb had 231 residents living in 87 households using housing vouchers.²⁶

There has been an even greater influx of subsidized-housing residents over the past 15 years in larger suburbs in South Cook County. Calumet City had 3,150 subsidized-housing residents in 2015 — the highest number in Cook County outside Chicago and a 20 percent increase since 2000. Subsidized households comprise 8 percent of Calumet City. Once predominantly white, Calumet City now has the state’s fourth-highest black population.²⁷ Lansing, which has about 28,500 residents, saw its subsidized-housing population double, to 1,032, between 2000 and 2015. The same has happened in Dolton,

²³ Chicago Tribune (2013, November 7) *Homeless a Growing Challenge in Illinois School*.

²⁴ Alliance to End Homelessness. Point in Time Summary <http://www.suburbancook.org/counts>

²⁵ *Public Housing Families Flee to Suburbs*, Chris Fusco, C. ,Tim Novak, T., Dumke, M & Chase, B. <http://www.bettergov.org/news/public-housing-families-flee-to-suburbs>

²⁶ Ibid

²⁷ Ibid

where 20 percent of residents last year lived in homes or apartments rented with vouchers. Park Forest gained 515 subsidized households between 2000 and 2015, the largest increase in Suburban Cook County.

Not all south suburbs have seen increases. Harvey saw a decline of 574 subsidized households between 2000 and 2015 though it still had 1,896 residents on housing assistance last year. The financially depressed suburb's population also shrank 16 percent since 2000. Chicago Heights, population 30,410, saw a decline of 418 subsidized-housing households since 2000, but it still has 2,495 people living in HACC-owned public-housing, homes rented with housing choice vouchers or in privately owned apartment complexes with HUD project-based vouchers.

The dramatic growth in the number of poor people in the south suburbs is “an enormous problem and something we’ve been dealing with for 30 years,” says Edward Paesel, executive director of the South Suburban Mayors and Managers Association. “The demolition of the CHA high-rises exacerbated the problems.”²⁸

This influx of low-income residents has coincided with a period of job loss and general economic downturn for the South Suburbs that it impacted. It has put a strain on available resources, including townships, faith-based and nonprofit organizations that have attempted to fill some of the service gaps. Middle-income black residents are angered and frustrated by the changes it has brought to their communities. CEDA researchers heard this expressed in Community Forums in the South Suburbs. Some residents wish that housing authorities would provide better counseling to their tenants and better prepare tenants who moving into the suburbs. Implied in that comment is desire that CHA urged their tenants to take their housing voucher somewhere other than the South suburbs.²⁹

Employment in Suburban Cook County

Previous sections of this document demonstrated the correlation between disadvantaged communities and the access to employment. Other previous sections of this report discussed services that were reduced or eliminated due lack of released funding from the state. There is no question that the state budget impasse has resulted in the layoffs of numerous employees in the non-profit sector. It is unclear how these job losses have impacted the overall unemployment picture of Suburban Cook County. In the past 12 months, Suburban Cook averaged a 0.4 increase in the unemployment rate from 6.0 percent average in April 2015 to 6.4 percent average in April 2016. This is a reversal of progress that suburban

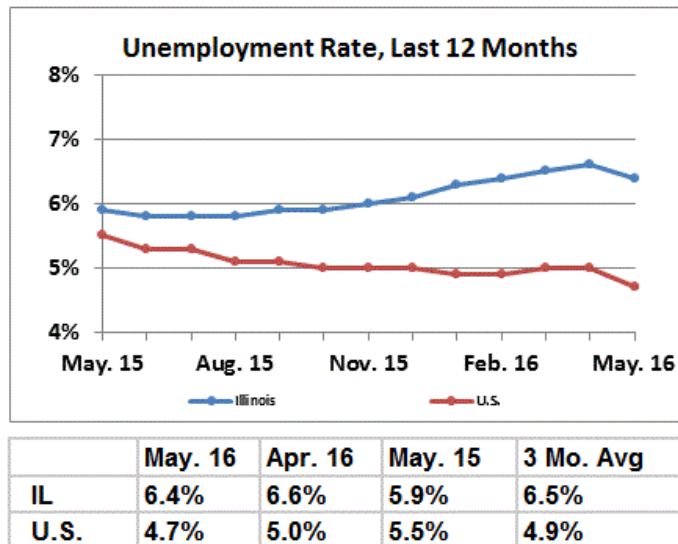
²⁸ *ibid*

²⁹ These comments were made during roundtable discussion at a community meeting in South Holland on April 26, 2016. The meeting was organized by Cook County Planning Department. Comments were made by two or more African American male community members who were among those identified as residents of South Holland, Thornton, or Calumet City.

Cook County saw between June 2014 and June 2015 when the unemployment rate showed a 1.1 percent decline.³⁰

The cities with the highest unemployment rate are Harvey (12.8 percent); Dolton (9.8 percent) and Maywood (9.6 percent). Overall, Cook County's 5.7 percent unemployment as of April 2016 is just slightly higher than the statewide rate of 5.6 percent. The statewide Illinois jobless picture is worse than that of Cook County, as illustrated by the table below.

Figure 1. Illinois Unemployment



Source: Illinois Department of Employment Security website:

<http://www.ides.illinois.gov/LMI/Pages/LocalAreaUnemploymentStatistics.aspx>

Unemployment figures are fluid. They are taken as a snapshot in time to measure the economic health of a community, a region, or an industry. However within Suburban Cook County are communities with alarmingly high unemployment rates which never seem to fall within the regional average. Harvey is the most extreme of these with a persistent double-digit unemployment rate. The table below shows the April 2016 unemployment rates for all Suburban Cook County with gradients from green (lowest or best) to red (highest or worst).

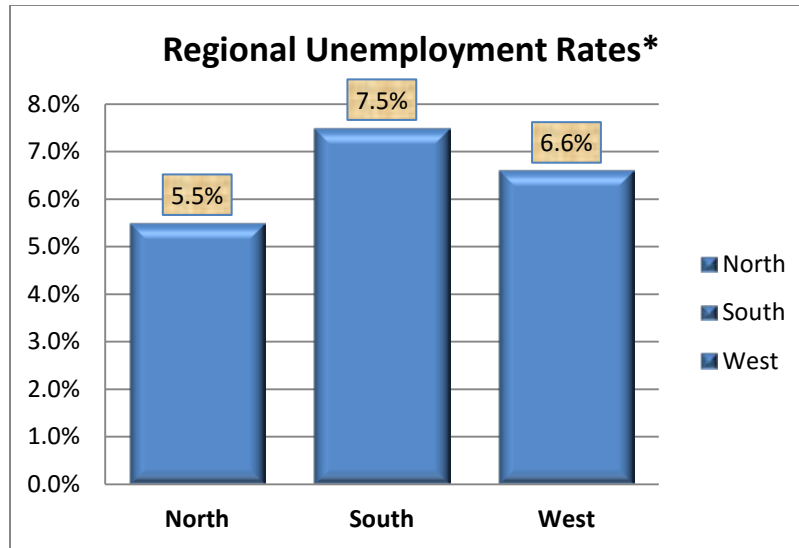
Lower unemployment rates are found in municipal area of the North, Northwest, and Southwest suburbs. Higher unemployment rates are found in the South and West suburbs. The unemployment data continues to paint the picture of Suburban Cook County's economic strong spots and weak spots.

³⁰ *Monthly Unemployment Rate Report Not Seasonally Adjusted, April 2016.* Illinois Department of Employment Security. www.ides.illinois.gov.

Unemployment Rates by City

UNEMPLOYMENT RATES FOR THE STATE, METRO AREAS, COUNTIES, AND CITIES							
NOT SEASONALLY ADJUSTED							
CHICAGO CITY	6.9	7.0	6.3	-0.1	0.6	-1.0	
CITIES	Apr-2016	Mar-2016	Apr-2015	Change over the Month	Change over the Year	Change over the Year 2014-15	Region
ARLINGTON HEIGHTS VILLAGE	5.0	5.0	4.3	0.00	0.7	-1.2	N
BARTLETT VILLAGE, COOK COUNTY PART	5.2	5.8	4.5	-0.60	0.6	-1.2	N
BERWYN CITY	6.8	7.2	6.2	-0.40	0.9	-1.3	W
BUFFALO GROVE VILLAGE, COOK COUNTY PART	5.1	5.4	4.6	-0.30	0.5	-1.7	N
BURBANK CITY	6.7	7.2	6.1	-0.50	0.6	-1.7	W
CALUMET CITY	9.6	9.5	9.0	0.10	0.6	-1.4	S
CHICAGO HEIGHTS CITY	9.2	10.9	9.1	-1.70	0.2	-0.9	S
CICERO TOWN	7.1	8.4	6.3	-1.30	0.8	-1.5	W
DES PLAINES CITY	5.6	5.1	6.2	0.50	-1.0	-1.0	N
DOLTON VILLAGE	9.8	9.0	9.8	0.80	0.0	-1.7	S
ELGIN CITY, COOK COUNTY PART	7.4	10.2	6.9	-2.80	1.1	-0.9	N
ELK GROVE VILLAGE	5.3	5.1	5.9	0.20	-0.6	-0.6	N
ELMWOOD PARK VILLAGE	5.6	5.7	5.4	-0.10	0.2	-0.9	W
EVANSTON CITY	5.0	5.2	4.8	-0.20	0.3	-0.9	N
EVERGREEN PARK VILLAGE	7.1	7.5	6.4	-0.40	0.7	-0.7	S
HANOVER PARK VILLAGE, COOK COUNTY PART	7.2	9.8	5.9	-2.60	1.3	-0.9	N
HARVEY CITY	12.2	12.5	11.3	-0.30	1.0	-2.7	S
HOFFMAN ESTATES VILLAGE	5.2	5.2	4.4	0.00	0.8	-0.8	N
LANSING VILLAGE	7.0	7.2	7.0	-0.20	-1.5	-1.5	S
MAYWOOD VILLAGE	9.6	9.4	10.0	0.20	-0.4	-0.3	W
MELROSE PARK VILLAGE	6.9	7.8	6.5	-0.93	0.3	-0.1	W
MORTON GROVE VILLAGE	5.1	5.2	5.0	-0.10	0.1	-0.5	N
MOUNT PROSPECT VILLAGE	4.8	5.0	4.2	-0.20	0.6	-1.1	N
NILES VILLAGE	5.6	6.0	5.2	-0.40	0.4	-1.2	N
NORTHBROOK VILLAGE	5.0	4.9	4.2	0.10	0.8	-0.9	N
OAK FOREST CITY	6.1	6.4	5.6	-0.30	0.5	-1.0	S
OAK LAWN VILLAGE	6.2	6.4	5.5	-0.20	0.7	-1.2	S
OAK PARK VILLAGE	5.0	4.9	4.7	0.10	0.8	-0.6	W
ORLAND PARK VILLAGE	5.2	5.6	4.8	-0.40	0.4	-0.9	S
PALATINE VILLAGE	5.5	6.0	4.8	-0.50	0.7	-0.8	N
PARK FOREST VILLAGE, COOK COUNTY PART	8.6	8.9	8.1	-0.30	0.7	-0.6	S
PARK RIDGE CITY	5.2	5.2	4.3	0.00	0.9	-1.1	W
SCHAUMBURG VILLAGE	5.1	5.0	4.4	0.10	0.7	-1.0	N
SKOKIE VILLAGE	5.3	5.5	4.8	-0.20	0.5	-0.9	N
SOUTH HOLLAND VILLAGE	8.6	8.3	8.7	0.30	-0.1	-1.4	S
STREAMWOOD VILLAGE	5.7	6.6	5.1	-0.90	0.6	-1.1	N
TINLEY PARK VILLAGE, COOK COUNTY PART	5.3	5.4	4.8	-0.10	0.6	-1.3	S
WHEELING VILLAGE	5.2	5.9	4.7	-0.70	0.5	-1.0	N
WILMETTE VILLAGE	4.7	4.7	4.1	0.00	0.6	-1.1	N
Average	6.4	6.8	6.0	-0.4	0.4	-1.1	

Regionally, South Cook has the greatest challenges in employment and North region has the strongest employment picture as graphed below.



* Calculated rates are an average of the Municipal reporting districts within each Region.

Data from CEDA needs surveys and community forums demonstrate that there is insufficient availability of living-wage jobs. More than 900 of the respondents to CEDA’s Community Needs Assessment Survey³¹ indicated a need for “Finding a permanent full-time job that will support me or my family.” This was the third most frequently selected need in these surveys. At almost every Community Forum, low-income residents of Suburban Cook County indicated that their communities needed more jobs.³² Only in the CEDA Forum in Hoffman Estates did this need not become a topic of conversation, correlating with the stronger employment picture in the suburbs around Hoffman Estates.

Youth Employment

Jobs for young people are in short supply throughout Cook County, according to the data gathered by CEDA. Jobs for Youth were a stated need in the Forums, even in Hoffman Estates. CEDA’s stakeholder survey responses identified *Finding Employment* as the top need for young people ages 12 to 17. In all community forums, small group conversations around the problems of low income communities either touched on or focused on youth. There is a sense of aimlessness in the youth of distressed communities. Lack of employment is the primary contributor to a growing number of idle youth. Adults in the community describe them as “kids hanging out.” They unsettle adult residents, especially the older adults. They contribute to a feeling of being unsafe and feeling threatened. There is also evidence that the lack of employment contributes to higher rates of crime, drug use, and violence.

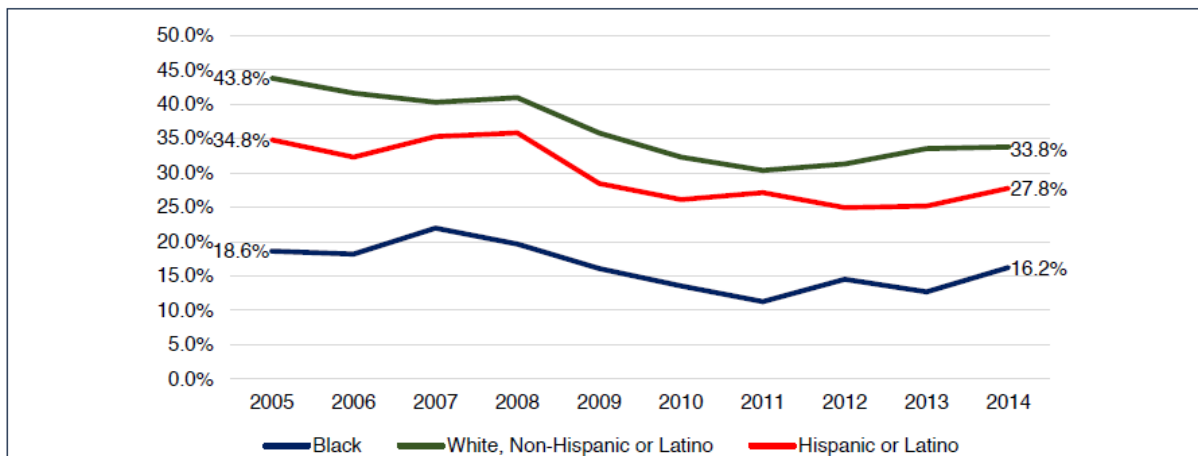
A 2016 report by UIC Great Cities Institute provided data for Chicago, Illinois and the US. Although no similar analysis could be found for Suburban Cook County, it is understood that the problem and needs of youth in distressed communities do not stop at the city limits.

³¹ See Appendix 6, 7, and 8 for a copy of all the survey instruments used and a summary of all response data.

³² See Appendix 10 for detailed report from community forums conducted or attended by CEDA in 2016.

“Two years ago, we listened intently, as young people shared their stories [before a panel of elected and appointed officials]. Clear in our memories is the statement of a young woman who said, “My friend would be alive today if he had had a job.” Several others made similar comments, making connections between employment and other conditions they are facing in their schools and neighborhoods. Teens and young adults stated they want to work; they value work experience, including summer employment.³³

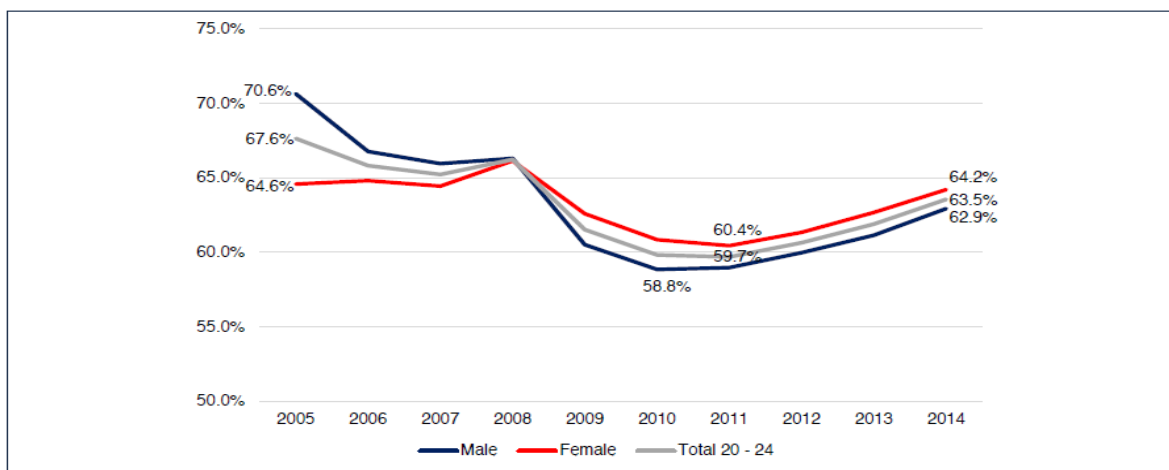
Since 2005, employment has declined for 16 to 19 year olds. Employment rates for Black youth are far lower than Hispanic youth, which is lower than for White youth.



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

Source: 2005-2014 American Community Survey (ACS), U.S. Census Bureau.

A national trend is revealed among 20 to 24 year olds where males have had less success in employment than have females in recent years. This is a significant change from 2005 when 70.6 percent of males age 20 to 24 were employed. In 2014, only 62.9 percent of 20 to 24 year old males were employed.



Employment-Population Ratio of 20 to 24 Year Olds by Gender in the U.S., 2005-2014

Source: 2005 - 2014 American Community Survey (ACS), U.S. Census Bureau.

³³ *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.

Health in Suburban Cook County

As of 2014 US Census American Community Survey, 14.1 percent of Cook County residents were uninsured. Current data specifically for Suburban Cook County was not available. However, CEDA is finding that many more of the low-income residents of suburban Cook County have their health care needs covered by the expanded Medicaid program called CountyCare which was rolled out with the first phases of the Affordable Health Care Act. CEDA observed that most residents served by CEDA's core programs also qualify for CountyCare. However, since Medicaid for adults also requires having citizenship for 5 or more years with legal resident status, CEDA has seen the largest gap in health care coverage among its immigrant communities, and particularly among its undocumented immigrant clientele.

Cook County Health Systems has been working to enroll eligible residents in CountyCare since it was established in January 2013. Word and acceptance of the program has been spreading in Suburban Cook low-income communities. It is CEDA's observation that the number and percent of uninsured low-income residents is declining.

After cutting 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 stop-gap dental care assistance from other sources. The available benefits under Medicaid still do not cover all dental procedures for low-income adults. Also seniors and disabled residents, who rely on Medicare as their primary or sole health insurance, still do not have any dental benefits. CEDA finds there to be a sizable population of seniors and disabled 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.

Of the 146 Federally Qualified Health Centers in Cook County, 118 are located in the City of Chicago. Only 28, or 19 percent, are located in Suburban Cook County. While Suburban Cook County is home to roughly 33 percent of the County's low-income households, it has received only 19 percent of this important health resource. It is likely that this disparity contributes to the problems with access to healthcare that the suburbs experience. CEDA received comments from residents at Community Forums saying they cannot find health or dental providers who accept Medicaid. And when they can find providers, those providers are located in other communities. The low-income residents cannot get to their offices because there is no public transportation available in the suburbs.

The Cook County Department of Public Health published some good news and some bad news with the *WePLAN 2015- Suburban Cook County Community Health Assessment and Plan*.

Key finding of this report include positive indicators:

- Coronary heart disease mortality decrease by 20 percent in suburban Cook County
- Cerebrovascular mortality (stroke) decreased by 18 percent in suburban Cook County

- Teen birth rates among 15-19 year olds decreased by 8 percent in suburban Cook County

Negative Key findings of the report include indicators related to teenagers and sexually-transmitted disease: Chlamydia incidence rate increased 56 percent and Gonorrhea incidence rate increased 26 percent among teens (age 15-19) in suburban Cook County.

Other troubling findings of the report show racial-ethnic health disparity in suburban Cook County has persisted or worsened.

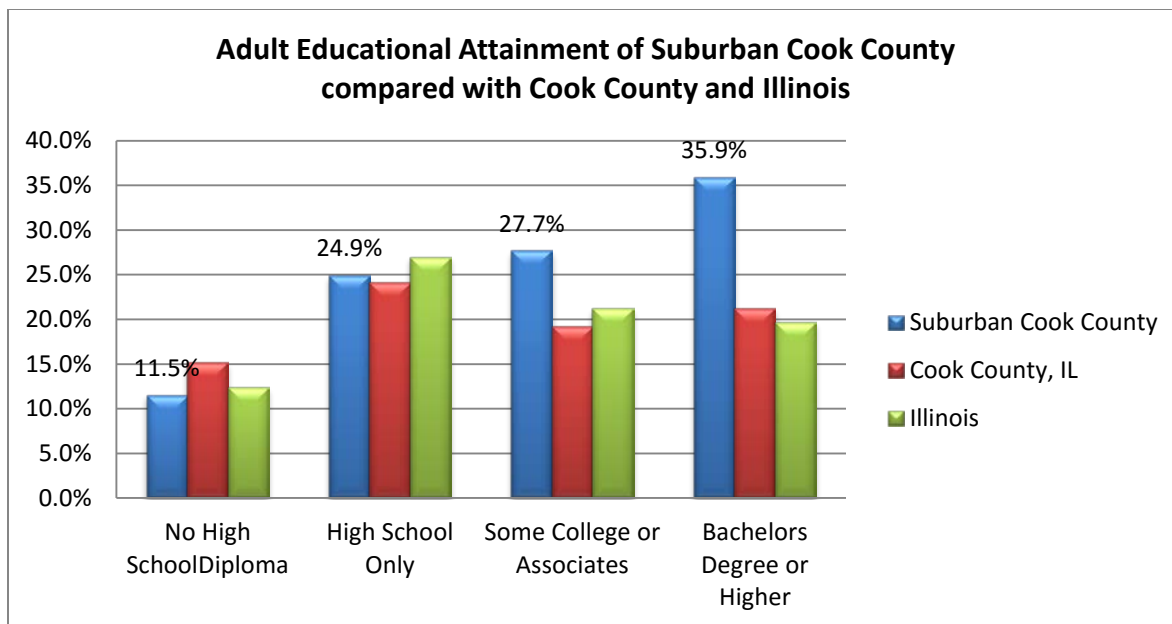
- Coronary heart disease mortality rate increased for African American in suburban Cook County and the same time that it decreased among Whites. The African American mortality rate was almost 1.8 times higher than the White mortality rate.
- Diabetes-related mortality rate for African Americans increased 14 percent. The mortality rate at the time of the study was nearly 2.5 times higher among African Americans than among Whites in suburban Cook County.
- Homicide rate among African Americans in suburban Cook County increased 12.8 percent and exceeds the national rate.
- Teen birth rate among Hispanics was almost 10 times greater than the rate among Whites. The teen birth rate among African Americans was more than seven times higher than the rate among Whites.

The trends discussed in previous section of this report also impact the health of suburban Cook residents. County health planners noted the increase in poverty in Suburban Cook County, and the decrease in income of white men and women with previously high incomes. These trends are significant because obesity and smoking, the leading causes of cardiovascular disease, are higher among the poor, less educated, and minorities. County health planners recognize that many of the major health issues were preventable, and could be addressed through changes in all populations having access to resources before they get sick. This further emphasizes the need for coordination and system-wide strategies to promote health equity in Suburban Cook County.³⁴

Education in Suburban Cook County

The population of Suburban Cook County has a higher educational achievement level than that of the state as a whole. Nearly 36 percent of the adult population has attained a bachelor's degree or higher. Less than 20 percent of all Illinois adult residents have bachelor's degrees or better. Suburban Cook has a smaller percentage than the state of adults with less than a high school education. The chart and table below show educational attainment of adults over age 25.

³⁴ Cook County Department of Public Health (2012), *WePLAN 2015- Suburban Cook County Community Health Assessment and Plan*.



Source data US Census American Community Survey 2009-2014 Five Year Estimates

Area	No High School Diploma	High School Only	Some College or Associates	Bachelor's Degree or Higher
Suburban Cook County	11.5%	24.9%	27.7%	35.9%
Cook County, IL	15.2%	24.1%	19.2%	21.2%
Illinois	12.4%	27.0%	21.2%	19.7%
United States*	13.7%	28.0%	21.2%	18.3%
*Not included in graph above				

Public Schools

In 2015, there were 774,536 public school students in Cook County. Of those, 51 percent were enrolled under one school district, the Chicago Public Schools. The other 49 percent, 376,700 students, were 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. Each of these has its own elected school board, a superintendent and central office staff, as well as the authority to levy taxes on business and homeowners in the district. Suburban Cook County school districts range in enrollment size from 203 students (Burnham) to 12,857 (Cicero). There are 12 school districts in Cook County with fewer than 500 enrolled students. Thirty-one of these districts oversee only one school.

The quality of public education in Suburban Cook County varies greatly and has strong regional delineations. Analysis of data from the Illinois Report Card database³⁵ reveals how the variance in school achievement, which years of national data has statistically associated with minority and low-

³⁵ Illinois State Board of Education *Illinois Report Card 2014-2015*. <https://www.illinoisreportcard.com>

income students, aligns with the racially segregated population distribution in Suburban Cook County. The data also reveals some alarming divergence in school spending.

High School Districts

High school performance can be assessed by the graduation rate and by the percent “ready for college coursework.” Illinois defines a student who achieved a combined score of at least 21 on the ACT as being ready for college coursework. Elementary school performance can be assessed by the percent ready for the next grade level. Illinois defines this as a student who meets or exceeds expectations using the PARCC assessments.³⁶

The tables below list key data points for all high school districts in Suburban Cook County. The districts are grouped according to the CEDA Region in which they are located. For districts whose name does not identify the location of the district, we have added the name of the village where the district office is located. To aid readers in visually interpreting the data presented in these tables, the “% Ready for College” column of the tables has 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.

³⁶ PARCC: The Partnership for Assessment of Readiness for College and Careers (PARCC) is a group of states working together to develop a set of assessments that measure whether students are on track to be successful in college and their careers. These high quality K–12 assessments in Mathematics and English Language Arts/Literacy give teachers, schools, students, and parents better information whether students are on track in their learning and for success after high school, and tools to help teachers customize learning to meet student needs. Level 1 Dark Orange - did not yet meet expectations; Level 2 Light Orange - partially met expectations; Level 3 Yellow - approached expectations; Level 4 Light Green - met expectations; Level 5 Dark Green - exceeded expectations
Students who met or exceeded expectations are likely to be on track for the next grade level and ultimately for college and career readiness.

NORTH REGION HS DISTRICTS	Total Enrollment	No. of schools	% Low-Income ³⁷	% Minority ³⁸	% Limited-English ³⁹	4-Yr Grad Rate ⁴⁰	% Ready for College ⁴¹
Evanston HSD 202	3,230	1	43%	56%	3%	89%	65%
New Trier Twp. HSD 203 (Winnetka)	4,206	2	4%	15%	0.3%	98%	92%
Township HSD 207 (Park Ridge)	6,307	3	29%	41%	5%	89%	59%
Township HSD 211 (Palatine)	12,183	5	35%	46%	4%	93%	62%
Township HSD 214 (Arlington Heights)	11,974	6	29%	41%	5%	92%	66%
Niles Twp. CHSD 219 (Skokie)	4,752	2	32%	55%	5%	93%	57%
Barrington CUSD 220* * Also serves Lake County	3,084	1	21%	31%	2%	96%	76%
Northfield Twp. HSD 225 (Glenview)	4,965	2	16%	30%	3%	97%	86%
North Region Totals	50,701	22	28%	41%	4%	93%	68%

SOUTH REGION HS DISTRICTS	Total Enrollment	No. of schools	% Low-Income	% Minority	% Limited-English	4-Yr Grad Rate	% Ready for College
Thornton Twp. HSD 205 (South Holland)	5,079	3	85%	99%	5%	82%	12%
Bloom Twp. HSD 206 (Chicago Heights)	3,249	2	87%	88%	4%	71%	17%
Thornton Fractional Twp HSD 215 (Calumet City)	3,482	2	73%	90%	2%	89%	20%
CHSD 218 (Oak Lawn)	5,508	3	63%	61%	5%	82%	30%
Rich Twp. HSD 227 (Matteson)	3,303	3	80%	97%	6%	84%	21%
Bremen CHSD 228 (Midlothian)	5,196	4	46%	63%	2%	85%	30%
Oak Lawn CHSD 229	1,842	1	41%	29%	5%	90%	37%
Cons HSD 230 (Orland Park)	7,786	3	26%	22%	3%	94%	55%
Evergreen Park CHSD 231	856	1	34%	49%	1%	85%	48%
Homewood-Flossmoor CHSD 233	2,800	1	24%	79%	0.3%	96%	48%
South Region Totals	39,101	23	56%	66%	3%	86%	30%

³⁷ Low-income students come from families receiving public aid; live in institutions for neglected or delinquent children; are supported in foster homes with public funds; or are eligible to receive free or reduced-priced lunches.

³⁸ Minority students are those of American Indian, Asian, Black, Native Hawaiian/Pacific Islander, Hispanic, or Two or More Races.

³⁹ Limited-English proficient students are those students eligible for transitional bilingual programs.

⁴⁰ A graduate is a student who graduated with a regular high school diploma in 4 years with the group of students he or she started with in the beginning of 9th grade.

⁴¹ Illinois defines a student who achieved a combined score of at least 21 on the ACT as being ready for college coursework.

WEST REGION HS DISTRICTS	Total Enrollment	No. of schools	% Low-Income	% Minority	% Limited -English	4-Yr Grad Rate	% Ready for College
Oak Park-River Forest SD 200	3,294	1	22%	46%	1%	94%	68%
JS Morton HSD 201 (Cicero)	8,266	3	89%	94%	12%	66%	17%
Lyons Twp. HSD 204 (LaGrange)	4,032	1	16%	26%	3%	92%	74%
Riverside-Brookfield SD 208	1,584	1	18%	41%	4%	94%	69%
Proviso Twp. HSD 209 (Forest Park)	4,605	3	65%	97%	11%	74%	24%
Lemont Twp. HSD 210	1,405	1	15%	16%	1%	95%	63%
Leyden CHSD 212 (Northlake)	3,425	2	56%	70%	7%	86%	38%
Argo CHSD 217 (Summit)	1,862	1	65%	63%	6%	85%	32%
Reavis HSD 220 (Burbank)	1,866	1	59%	44%	8%	88%	33%
Ridgewood CHSD 232 (Norridge)	828	1	32%	26%	5%	90%	49%
West Region Totals	30,339	15	55%	67%	7%	84%	41%
Suburban Cook County Totals	120,141	60	44%	55%	5%	88%	49%
Illinois State Average	Grades 9-12 619,733	Public High schools 1,188	54% *	51% *	10% *	86%	46%

* Illinois student enrollment All Grades

With this green-to-red color formatting it is clearly visible 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 Ready for College rates well above the county average. Of all students in public high schools in the North Region of Suburban Cook County, 68 percent are finishing high school ready for college level coursework, compared to 46 percent of all Illinois being students ready for college upon leaving high school. In the ready-for-college measure, even the poorest performing district in the North Region (Niles Township High School District) outperforms the state average by 11 percentage points. An impressive 92 percent of students completing a New Trier Township High School experience are ready for college. This is 46 percentage points higher, or twice the state average. Equally impressive is that New Trier graduates 98 percent of its students within their four-year enrollment period, compared to a state average of 86 percent.

Admittedly, the region's top performing New Trier Township High School is located in one of the most affluent school districts in the country, where the median household income is \$147,750, more than 2½ times 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 post graduate degrees. The students feeding into this top-performing high school are entering with enormous socioeconomic advantage. With such a student body, it is difficult to know if the New Trier High School District really is performing well or if it is just coasting to its comparative success on the advantages that their students bring with them.

Upon examining other data in the table one can see that the North Region has the lowest rates among the three Regions in two of the three statistical barriers to educational success: low-income, minority, and limited-English. The North Region students are 28 percent low-income, 41 percent minority and 4 percent limited-English. The graduation rate in the North Region is 93 percent, 7 points higher than the state average.

But not every family in the North Region enjoys the advantages of affluence. Even in New Trier Township, there are 3,744 people with incomes below 125% of poverty, about a third of them under 18 years old. In the whole North Region, there are nearly 120,000 low-income people living below this threshold. North Region high schools have lower rates of low-income and minority students than the other two regions, but there are still significant numbers of low-income, minority, and limited-English students enrolled in these schools. There are likely other factors contributing to the huge regional disparity in school performance that is evident. Our analysis shows that, overall, the public school systems of the North Region are very strong.

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 three meet or exceed the state average of 46 percent ready for college. Region-wide, 56 percent of the enrollment is low-income, with a range from 24 percent in Homewood-Flossmoor to 87 percent in Bloom Township. The minority student percentage of the region is 66 percent, with Thornton Township schools having a 99 percent minority student body. Only one of the ten districts meets or exceeds the Suburban Cook average of 49 percent. Consolidated High School District 230 serves the Palos and Orland communities, the more affluent and economically stable communities of the South Region. That district has a 94 percent graduation rate. But even while facing fewer statistical challenges (low-income and minority students) than other South Region districts, District 230 only prepares 55 percent of its students to be ready for college level coursework. The best performing high school district in the South Region falls short of the results of the worst performing high school district in the North Region.

Our analysis shows that South Suburban school districts continue to struggle to meet the educational needs of the community. Additional efforts to assist communities and leaders to work for school improvement could have a major impact benefiting these suburbs.

The West Region contains a wider variety of under and over performers, relative to county and state averages, among its 10 school districts. In the West Region, 55 percent of the enrollment is low-income, with district rates that vary from 16 percent in Lemont Township HS to 94 percent Cicero's JS Morton schools. The graduation rate is 84 percent in the West Region. However, district rates vary significantly, from 94 percent in Oak Park-River Forest District 200, and Riverside-Brookfield District 208 and Lemont

Township District 94 to a dismal 66 percent at JS Morton District. The percentage of high-school graduates ready for college is 41 percent with significant variation among school districts. The performance of West Region school systems as pertains to the ultimate goal of graduating students ready for college ranges from a low of 17 percent in JS Morton District 201 to a high of 74 percent in Lyons Township.

It is apparent that West region high schools vary greatly by community. Some Western suburbs have high schools that are performing well above state averages for graduation and preparing their graduates for college level work. But other suburbs do not. Particularly the Cicero community (JS Morton) and Proviso Township community are not getting the educational results needed to change the trajectory of poverty in those communities.

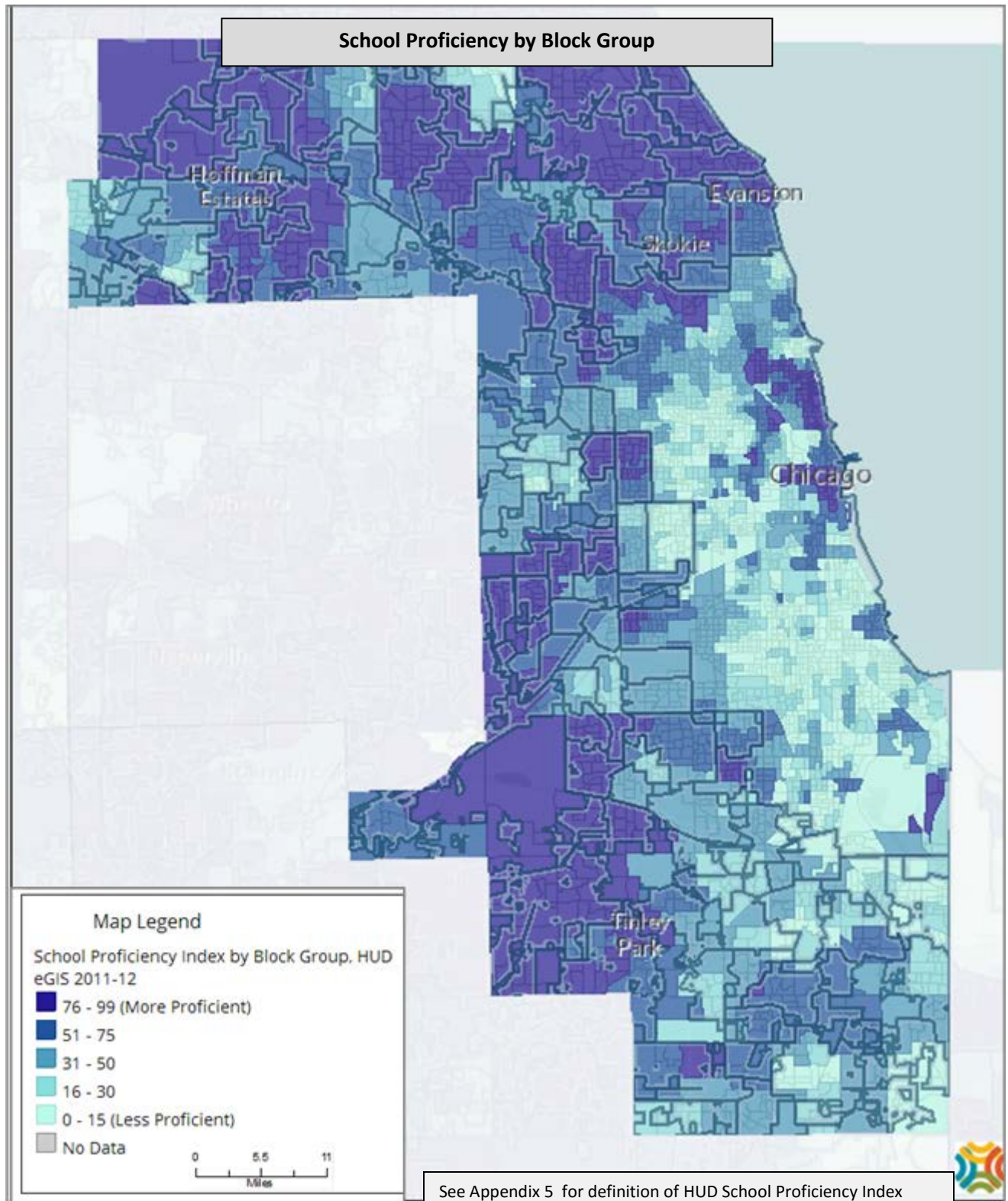
Elementary Districts

On the whole elementary school districts in Suburban Cook County outperform the state averages, but as with the high school district performance, it is the North Region schools that are raising the whole pack above the waterline. The state average for percent of students “Ready for next grade level” (meeting or exceeding PARCC assessment standard) is 33 percent. In the North Region 51 percent of the aggregated elementary students – enrolled in 32 different districts – is ready for next grade level; 36 percent are low-income students; 48 percent are minorities; and 20 percent are limited-English, which is double the statewide average.

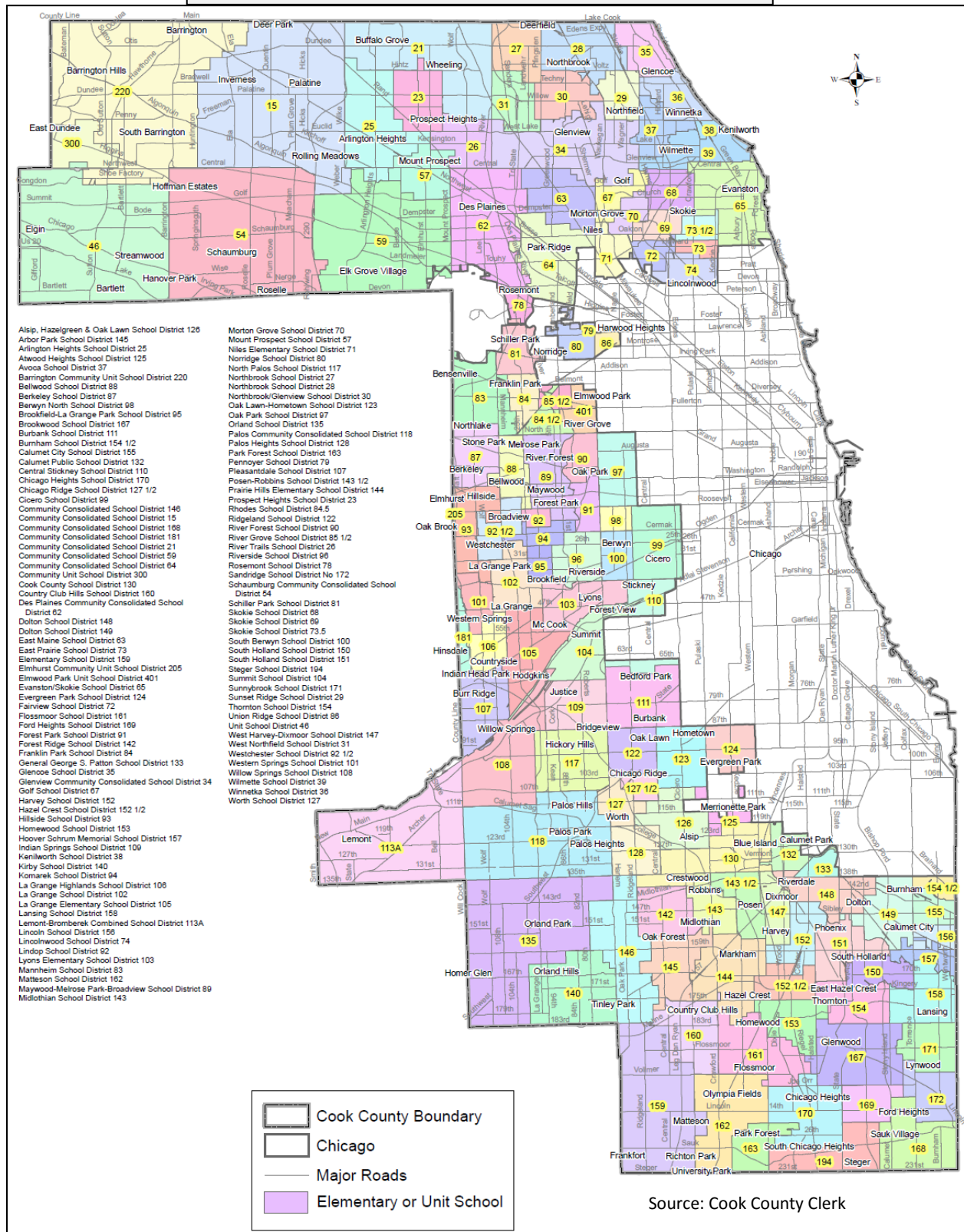
Only 26 percent of South Region elementary students are considered ready for the next grade level. This figure is well below the county and state averages, and almost half of the North Region results. Overall, 65 percent of South Region grade school students are low-income and 67 percent are minority students. There are 46 different elementary districts in the South Region. Twenty of them serve a totally (95 to 100 percent) minority student body. Fourteen districts have enrollments with more than 90 percent low-income. A handful of South Region elementary school districts have English learners making up more than 20 percent of their enrollment. Most of these are located in suburbs with larger Hispanic populations and in the Palos Hills school district, which has a large immigrant population from Arab and Middle Eastern countries. Four of the districts have less than 10 percent of their students demonstrating ready for next grade level. These lowest-performing districts are in Sauk Village, Ford Heights, Dolton, and Riverdale.

As was the case with the High School districts examined above, the Elementary school districts in the West Region demonstrate a wide range of performance and a diversity of characteristic that the more homogeneous North and South Regions do not display. The 35 elementary districts of the West Region average 30 percent of students ready for next grade level, below the state and county averages. Achievement of individual districts runs the gamut from 11 percent in Bellwood and Cicero – communities with more low-income and more minority students – to 68, 69, and 74 percent in La Grange, River Forest, and Western Spring respectively. It is not surprising, based on known statistical indicators, that the districts with the best educational results are located in the most affluent communities (those with the smallest percentage of low-income students) in the Region. Two maps of

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



Suburban Elementary School Districts Cook County, IL



Quality schools require adequate resources. However, with so many different districts – each of them with their own elected school board, their own taxing authority, their own superintendent, and their own central office staff – there appears to be much redundancy and inefficiency in Suburban Cook system of public education. 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 cost make up 3.5 percent of budgets.⁴² It is likely that consolidation of districts could reduce overall administrative costs across the county. If suburban districts reduced administrative cost percentage to match the Chicago Public Schools’ 2.2 percent, the savings to suburban taxpayers would be around \$65.5 million annually.

The mechanisms for funding education not only perpetuate the socioeconomic divergence in the county, it may likely compound it. Spending per student is generally highest in the more affluent communities. Suburbs with fewer resources generally spend less per student. The 2015 Illinois Report Card data revealed a surprising exception. Among the two school districts with the largest per-pupil spending in Cook County is in Ford Heights, the county’s poorest village.

The dichotomy between the household income levels and the school spending in the village of Ford Heights is striking. Ford Heights School District 169 has only 460 students in two schools. In the 2013-14 school year, it had an operating budget of \$11,139,592 or \$27,882 per pupil, the highest in the county. This sounds like wonderful news for Ford Heights children: that they have a school district with such abundant resources. The goods news fades away when one examines how these resources are used. The instructional spending per pupil is \$6,450. This puts Ford Heights is in the bottom third of the county for instructional spending per pupil.

Suburban Cook elementary school districts as a whole use 58 percent of their operational budget for instructional spending. Statewide average is about 60 percent of operating expenses on instructional spending and the City of Chicago spends 65 percent on instructional spending. Ford Heights SD 167 uses only 27 percent of its operating budget for instructional spending. In 2014-15 this school district in Cook County’s poorest community taxed and spent \$24,306 per each pupil (OEPP⁴³), but used only \$6,450 for each pupil (reported Instructional Spending per pupil).

Only 7 percent of students in the Ford Heights District 167 are ready for the next grade level by the PARCC assessment. This is the lowest achievement rate in the county.

A spreadsheet with data from all Cook County Elementary districts can be found in Appendix 3

With reductions in federal and state support to public education, the local share of school funding is increasing. This portion, which comes from property taxes, is 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

⁴² “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>

⁴³ The reported Operating Expense Per Pupil

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 having dozens and dozens of small school districts may well be bring catastrophic results.

Across the county CEDA hears more and more low and moderate income residents complaining about property taxes. The message comes from front-line staff doing family case management; it is reported by CEDA housing counselors; and it echoed through all the community forums held by CEDA in 2016. Efforts to inform residents about this issue may have positive results in increasing awareness and the involvement of low-income residents in their communities.

Crime in Suburban Cook County

CEDA found a heightened level of concern about crime among its low-income customer and community members this year. CEDA analyzed 837 open-ended responses in the Community Needs Assessment survey revealed about the one thing in the community people would want improved. Most frequently, the answer related to *crime, safety and security*. Answers that specifically cited *guns and violence* were grouped separately from those with general crime concerns. Responses specifically about *guns and violence* were the second most frequent answers. Grouped together, these two crime-related categories accounted for nearly a quarter of all responses to the question: "What is the ONE thing you would like to see improved in your neighborhood?"

At community forums in west suburban Melrose Park, conversation constantly circled back to property crime, gangs, violence, and concerns about children being safe in schools and parks. In south suburban Harvey, and Park Forest residents included *Crime* among the greatest challenges facing low-income people.

In the Western suburbs bordering Chicago, CEDA sees communities with growing levels violence. Residents feel a heightened unease about their and their children's safety. Even relatively stable communities such as Oak Park are not immune from this trend of growing violence.

Crime statistics from 2014 showed Harvey and Riverdale in South Cook had the highest violent crime rates of any municipality in Cook County.⁴⁴ The number used in the document are the most recent municipal crime statistics published by FBI's Uniform Crime Reporting program and do not reflect statistical evidence of the increased crime and violence that residents are reporting. From the 2014

⁴⁴ A table compiled by Mason Johnson of CBS Chicago published as "*FBI's Violent Crime Statistics for Every City in America*", <http://chicago.cbslocal.com/2015/10/22/violent-crime-statistics-for-every-city-in-america/>
Cited source data for this table is from FBI *Crime in the United States 2014, Crime by City*. <https://ucr.fbi.gov>

report, eleven Cook County suburbs had violent crime rates (number of crimes per 100,000 residents) above 500. Most were in the South Region: Harvey, Riverdale, Sauk Village, Chicago Heights, Burnham, Phoenix, Calumet City and Hazel Crest. Three of these were in the West Region: Maywood, Bellwood, and Riverside. None of the North Region suburbs had a violent crime rate above 260 (Skokie) during this reporting period.

See Appendix 4 for the 2014 Crime Statistics by City for Suburban Cook County.

Needs Assessment Surveys & Forums

See Appendix 6 for copy of the survey instruments used.

See Appendix 13 for description of the survey methodology.

Key Findings from Surveys and Forums

Needs Survey Results

Top Needs of Residents/Clients

- | | |
|----------------------------------|--|
| 1. Affordable Housing | 7. Education and Training for employment |
| 2. Financial Literacy /Budgeting | 8. Family case management |
| 3. Living-wage Employment | 9. Auto purchase/repair assistance |
| 4. Utility Assistance | 10. Nutrition Education (stretching food budget/Healthy cooking) |
| 5. Affordable Healthcare | |
| 6. Affordable Dental Care | |

Top Needs identified by Stakeholders (including CEDA personnel)

- | | |
|---------------------------|--------------------------|
| 1. Education | 6. Child care |
| 2. Living-wage employment | 7. Budgeting |
| 3. Job Training | 8. Utility Assistance |
| 4. Housing | 9. Health Food Selection |
| 5. Transportation | 10. Dental Care |

Regional Forums: Identified Needs

North

- | | |
|----------------------------------|-----------------------------|
| 1. Transportation | 4. Information and referral |
| 2. Affordable Housing | 5. Community involvement |
| 3. Activities for children/youth | |

South

- | | |
|--------------------------------|-------------------------------|
| 1. Living-wage jobs | 6. Abandoned homes and Blight |
| 2. Job training | 7. Mental health services |
| 3. Quality schools | 8. Information and Referral |
| 4. Transportation | 9. Community Involvement |
| 5. Businesses, Retail, Grocers | |

West

- | | |
|---------------------|-----------------------------|
| 1. Living-wage jobs | 5. Mental health services |
| 2. Job training | 6. Information and Referral |
| 3. Quality schools | 7. Financial literacy |
| 4. Crime | 8. Community Involvement |

Top Areas for Desired Community Improvements

Top categories of analysis of the responses to open-ended questions

Agency and Stakeholders

1. Housing and Homelessness Services
2. Improved Education and Schools
3. More Jobs
4. Youth programs
5. Job training
6. Transportation improvements

Residents and Clients

1. Reduce Crime and Improve Safety and Security
2. Reduce Violence and guns
3. Children's activities
4. Improve Housing affordability
5. More Jobs
6. Improved Education and Schools

Community Resident/Client Survey Results⁴⁵

Demographics

CEDA collected 2174 responses to the survey of Community Residents/Clients. The supermajority, 82 percent of respondents were female, 16 percent were male, and 2 percent unidentified. 14 percent of respondents identified themselves as over 55 years of age. Most, 59 percent indicated that they are single, that is not “married or living with a partner.”

Of the responses, 27 percent were from residents of the North Region; 38 percent South Region; 26 percent West Region; 7 percent from City of Chicago; and 1 percent from bordering collar counties.

Employment income was the source of income indicated most frequently. Almost 45 percent of respondents indicated they have income from employment in their household. Less than 16 percent indicated receiving Social Security or SSI income; about 14 percent receive TANF and/or General assistance; only 5 percent indicated unemployment insurance income. And a full 16 percent report no income. Reporting on the change in household income in the past 12 months, only 7 percent indicated an increase in income; 55 percent indicated no change; and 39 percent indicated a drop in household income.

NEEDS

The survey asked the respondents to select what they and their household needed from 121 specific types of assistance or help in ten (10) distinct sectors:

- Employment
- Education
- Financial/Legal Housing
- Food and Nutrition
- Child Care/Development
- Parenting and Family Supports
- Transportation
- Health
- Basic Needs.

From all of these 121 choices, only four were indicated as a need by 40 percent or more of all respondents. Listed in order below are the needs most frequently selected?

1. Under **HOUSING**:

956 or 44% indicated they or their family could use help with...

“Finding affordable housing that fits my family’s needs”

2. Under **FINANCIAL/LEGAL ISSUES**:

⁴⁵ See Appendix 7 for a data report of Low-Income Resident survey results.

930 or 43% indicate they or their family could use help with...

“Budgeting and management money”

3. Under **EMPLOYMENT:**

913 or 42% indicate they or their family can use help with...

“Finding a permanent full-time job that will support me or my family.”

4. Under **BASIC NEEDS:**

861 or 40% indicate that they or their family can use help with...

“Getting financial assistance with my utility bills (heating, electric, and/or water)”

The next highest %age of responses, completing a top 10 listing, were for:

5. Under **HEALTH:**

765 or 35% indicate they or their family can use help with...

“Having affordable health insurance”

6. Under **EMPLOYMENT:**

748 or 34 % indicate they or their family can use help with...

“Knowing what jobs are available”

7. 723 or 33% indicate they or their family can use help with...

“Getting an education for the job that I want”

8. Under **HEALTH:**

718 or 33% indicate they or their family can use help with...

“Having affordable dental insurance”

9. Under **EMPLOYMENT:**

715 or 33% indicate they or their family can use help with...

“Getting training for the job that I want”

10. Under **PARENTING & FAMILY SUPPORTS:**

Using a calculation of percentage of respondents with minor children only (count of 1538) ...

510 or 33% indicate they or their family can use help with...

“Learning how to set goals and plan for my family”

Restated in common services language, the top identified needs of our survey responses are:

- #1 Safe and affordable housing
- #2 Financial literacy and money management
- #3 Access to living-wage employment
- #4 Utility assistance
- #5 Access to affordable healthcare
- #6 Job search and placement assistance
- #7 Employment training and education
- #8 Access to affordable Dental Care
- #9 Employment training and education
- #10 Family coaching, case management

Financial and Food Insecurity

Respondents indicated that there is significant financial insecurity and some food insecurity in their communities. This is measured by their responses to two questions:

1. *When you think about your adult family, friends, and neighbors, how many of them might say something like "there's too much month at the end of my money!"; or "where am I going to find the money to pay for that?"*
2. *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?*

The results show a far greater level of financial insecurity compared to food insecurity. Only 27 percent of respondents believe most (>66%) of their circle to have difficulty getting enough food for three meals a day. Whereas 42 percent of respondents believe most (>66%) of their circle do not have enough money to meet their monthly needs.

Families of Incarcerated Adults

The survey responses seem to demonstrate that 40 percent of respondents know someone with an incarcerated adult in their family. Their responses indicate that financial assistance and job skills training are the top concerns for such families. These are followed closely by transportation and child care concerns, and the need for stress relief.

Unmet Needs

The survey asks "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?" 470, or 22 percent, of respondents indicated they had encountered difficulties that they could not find assistance to resolve. Some of the key words, phrase, and topics within those responses indicted needs related to:

<u>ISSUE</u>	<u>NUMBER</u>	<u>PERCENT</u>
Bills, money problems	75	16 %
Housing, place to stay, rent/mortgage payments	71	15 %
Car, auto, transportation	55	12 %
Job, work, employment	44	9 %
Food, clothing, diapers	42	9 %
Dental, medical	20	4 %
Education, school	17	4 %
Lawyer, Legal	10	2 %

Desired Community Improvement

A total of 837 surveys contained comments about one or more things that the respondent would like to see improved in their neighborhood. These ranged from fixing potholes to ending violence and everything in between.

An analysis and tabulation of frequency of key words shows some of the priority areas appearing in the responses:

ISSUE	NUMBER	PERCENT
Crime/ Safety/Security	105	13 %
Violence/ guns	77	9 %
Children's activities	67	8 %
Street repairs, lights or signs	63	8 %
Housing quality or affordability	62	8 %
Jobs, Employment	50	6 %
Community activities/Involvement	42	5 %
Cleaner, Less litter	42	5 %
Schools/Education	42	5 %
Abandoned/dilapidated properties	35	4 %
More Resources/Programs	35	4 %
Stores, Grocers, Businesses	28	3 %

Regional Rankings of Needs⁴⁶

In order to determine the Regional priorities, CEDA sorted the responses by the Region of residence of the respondents. Looking at all possible selections available in the survey, CEDA counted the frequency that each possible answer was selected. The frequency (count) was divided by the number of responders from the region (surveys) to yield a percentage. When arriving at a percentage for answers to questions regarding child care and parenting, the count of was divided by the number of respondents with minor children, not by the total number of regional surveys.*

Using this methodology, CEDA was able to examine each Region and rank all responses based on percent of respondents selecting each possible answer. The top ten answers for each region are presented here. Each region has a slightly different ordering of their responses. No two regions share all ten top answers. A side-by-side comparison of the Regional sorting and ranking of the entire list of 121 possible answers to family needs can be found in Appendix 8.

The North Region produced 593 surveys. Of those, 434 indicated a minor child in the home. The top identified needs of North Region respondents were:

NORTH REGION Answers		Count	%
1	Finding affordable housing that fits my family's needs	285	48%
2	Budgeting and managing money	271	46%
3	Having affordable health insurance	264	45%
4	Having affordable dental insurance	245	41%
5	Getting financial assistance with my utility bills (heat, electric, and/or water)	237	40%
6	Learning how to set goals and plan for my family	168	39%
7	Learning how to stretch my food dollar	226	38%
8	Finding a permanent full-time job that will support me or my family	225	38%

⁴⁶ See Appendix 8 for comparison table of survey results by Region.

9	Getting financial assistance with rent payments	206	35%
10	Getting an education for the job that I want	198	33%

The South Region produced 832 surveys. Of those, 559 indicated a minor child in the home. The top identified needs of North Region respondents were:

	SOUTH REGION Answer	Count	%
1	Finding a permanent full-time job that will support me or my family	382	46%
2	Getting financial assistance with my utility bills (heat, electric, and/or water)	368	44%
3	Budgeting and managing money	353	42%
4	Finding affordable housing that fits my family's needs	350	42%
5	Getting financial assistance to complete my education	306	37%
6	Getting training for the job that I want	302	36%
7	Knowing what jobs are available	298	36%
8	Having enough food at home	290	35%
9	Getting an education for the job that I want	268	32%
10	Getting basic furniture , appliances, or housewares	267	32%

The West Region produced 576 surveys. Of those, 423 indicated a minor child in the home. The top identified needs of North Region respondents were:

	WEST REGION Answer	Count	%
1	Finding affordable housing that fits my family's needs	236	41%
2	Budgeting and managing money	233	40%
3	Finding a permanent full-time job that will support me or my family	225	39%
4	Knowing what jobs are available	204	35%
5	Getting an education for the job that I want	196	34%
6	Having affordable health insurance	188	33%
7	Getting training for the job that I want	186	32%
8	Learning how to shop and cook for healthy eating	182	32%
9	Getting financial assistance with my utility bills (heat, electric, and/or water)	180	31%
10	Learning how to set goals and plan for my family	132*	31%

Agency Board and Staff Survey Responses ⁴⁷

The Agency Needs Assessment Survey yielded 273 responses. These came from CEDA board members, regular staff and temp staff. More than half (56 percent) of respondents have held their current position for 5 years or less.

Needs of Low-Income Families and Individuals

⁴⁷ See Appendix 9 for data report of Agency survey results.

The top five (5) challenges facing low-income families and individuals were identified as **Education; Job training; Finding living-wage employment; Child care; and Housing**. Consistent with these, the top five (5) areas with which low-income families need assistance in order to achieve or maintain self-sufficiency were identified as **Employment; Job Training; Child care; Housing; and Literacy/Education**.

Looking specifically at employment, the survey asked why people have problems getting and keeping living-wage employment. To that question, the top five (5) answers were: **Need child care; Need better communication, people/customer job skills; Jobs are not available; Need better technical job skills; and Transportation**. Comparison of the responses to these three questions shows identical responses or strong correlations (i.e. *Education* correlates to *Job Training* and *Job skills*). *Housing* is the only area of need that appeared in the first two lists (“greatest challenges” and “areas where assistance is needed for self-sufficiency”) and not the last (barriers to living-wage employment). This makes sense when it is noted that *lack of housing* was not a choice provided in the employment question. While not among the top challenges or top areas of assistance needed, *Transportation* is cited as among the top barriers to living-wage employment.

Agency respondents were surveyed about whether or not low-income families and individuals need information and guidance with a variety of financial and legal concerns. Those topics with the greatest number of “yes” responses were **Budgeting and Money Management; Home Energy cost issues; Credit repair; Credit card debt; and Checking and Savings Accounts**.

Budgeting and money management is the top response in this question. It should also be noted that, in the open-ended questions at the end of this survey, budgeting and financial management was a frequently cited issue. Several answers to that question mention lack of financial planning and management as contributors to being in poverty. *Home Energy costs* are an expected response with a sizable number CEDA staff working in energy-related job functions.

Why poverty exists and what can be done about it

In the responses to open-ended questions in the survey, CEDA Board and staff provided a wide range of thoughts and suggestions. All responses were read and analyzed. Commonly used terms, phrases, and keywords were identified, with some help provided by the text-analysis algorithm in Survey Monkey. All responses were then tabulated for the number containing these common terms or phrases. That tabulation enabled analysts to identify the prominent answers and thereby aggregate this complex data.

231 agency staff or board members provided an answer to the question “What do you believe causes poverty?” When examining the responses, seven common themes appeared. Among the causes of poverty most frequently cited were (in rank order): **Lack of Education and Training; Lack of Jobs or Employment; and a general Lack of Opportunity**. Other root causes of poverty described by agency personnel included: **High costs combined with Low wages; Systemic and Economic problems; Racism or discrimination; Lack of Budgeting or Money management**. As an anti-poverty agency, CEDA was pleased to see that only 2 agency respondents expressed attitudes that blame poverty on poor people. Their answers of “laziness” or “lack of motivation” show that CEDA has work to do in continuing to educate, not only the public and policy makers, but also ourselves, about the complex and interwoven

causes and conditions of poverty. Most answers demonstrated the belief that poverty has many causes. Because of this one response may be counted in several categories of the tabulation.

Below are sample answer provided by CEDA staff and board when expressing what causes poverty.

- *All of these contribute to poverty and make it difficult for people to break out of the poverty cycle, Lack of opportunity (higher level education, living wage jobs), lack of sufficient early education, low literacy, poor living conditions, lack of positive role models among family/friends, language barriers, gangs, unsafe communities, teen pregnancy.*
- *When people do not have the tools or knowledge to advocate for themselves, have not learned to provide for themselves financially nor how to save/budget, have barriers such as health and education that keep them from being able to work and earn income.*
- *The deterioration of the family unit, uninterested politicians, the inability for communities to unite, school systems that fail the children they serve, the lack of compassion and action of those not effected by poverty.*

These variations of language and thematic content within these samples demonstrate the challenges CEDA analysts faced in trying to aggregate the data from open-ended responses. This report contains shortlists of tabulated topics for each of the open-ended questions in the survey. These tabulated lists are, by necessity, oversimplified.

A second open-ended question asked “*What community improvement initiative would you like your community to address?*” CEDA used the same process that is described above for analyzing and tabulating the 219 answers that were gathered. The majority of answers contained more than one area of concern. Multi-topic responses were counted in each category that applied. Nine recurring topics were identified in the analysis of these responses. The most frequently cited areas for a community improvement initiative were (in rank order): ***Education or schools; Jobs or employment; Housing or homelessness; Child Care and After-school programs.***

A third open-ended question solicited input to the imaginary scenario: “*If you had a million dollars to solve a community issue, what would you solve?*” for which 208 respondents provided answers. Here again the responses were read and analyzed for the topic or focus of the issue. There were ten areas of concern that could be identified in the responses. All of these were repeated by more than one respondent. The areas of concern which respondents focused on most frequently were (in rank order): ***Education or schools; Housing or homelessness; Jobs or employment; Hunger or nutrition.***

Conditions and Resources in the Communities

The CEDA board and staff responding to the survey identified with different sections of the county. 32 percent said they served Chicago; and remainder were about equally divided between North, West, and South suburban regions, or as Agency-wide/Central Administration. The assessment of the communities is reflected here in cumulative responses from all sections.

Job availability: 52 percent of respondents say there are not enough living wage jobs in the communities they serve. Less than 15 percent indicated that there is sufficient availability of living-wage work. One third of those surveyed were unsure. A small number of respondents (3) identified an abundance of living-wage jobs. All of those who indicated an abundance of well-paying jobs were from the North or Northwest suburbs. Census, business, and labor data confirms that this region contains more high-wage employment opportunities compared to other regions of the county.

Nearly half of respondents felt that most homes in their communities are not in good repair.

Only 27 percent of those surveyed say that the *Schools meet the educational needs of the children they serve* in most cases; while almost 60 percent indicate that schools are poor-performing: meeting educational needs only in some case, in few cases, or not at all.

Most respondents see a community deficit in the availability of *child care for low-income families during regular work hours*. *Child care during weekends or evenings* is seen as extremely scarce. Only 4 percent of respondents felt that there are a sufficient number of such programs available to low-income families in their communities. *Pre-school programs* and *Affordable after-school activities* were other areas of community deficiency, according to respondents.

The survey identified other deficiencies in community resources and services. For CEDA board and staff greatest service inadequacies in the communities are in the spheres of Wellness Programs (nutrition, exercise, etc.); Dental Services; and Emergency Shelters. This group evaluated the availability of Public Transportation and the availability of Medical Services the communities as mostly adequate.

Regional differences can be found in these responses. North Region respondents were slightly more favorable about services in their communities. The exception is in regards to public transportation. Only in the North Region does a larger number of agency respondents say public transportation is inadequate versus adequate. And it is just a slightly larger number (46% "Not adequate" compared to 44% "Adequate"). The adequacy of Public Transportation is an issue in which the Agency survey results vary from Stakeholder survey results. Only 40 percent of external Stakeholders believe their communities to be adequately served with public transportation compared to 66 percent of Agency personnel.

Needs of Special Populations

YOUTH -

The top identified need for young people was identified as *Finding employment*. Other topics selected when asked "in which areas do you believe youth (ages 12-17) need information, education, guidance, and/or assistance?" included: *After-school supervision; Mentoring/Leadership/Volunteering; tutoring; and birth control*.

OLDER ADULTS -

The most cited item needed by the elderly in order to remain in their home was *Home repairs*. The need for Home Repairs was identified by significantly more (77 percent vs 72 percent) than the next most

identified need *Energy/Utility Costs*. Following closely on these two top needs were ***financial assistance; grocery shopping; and housework***.

External Stakeholders Survey Responses

CEDA received survey responses from 104 external Stakeholders. These respondents represent educational institutions, housing agencies, local units of government, health care, faith-based organizations, and community social services providers.

Needs of Low Income Families and Individuals

The Stakeholders share a perception of the low-income community substantially in agreement with the view of Agency staff and board. In identifying the greatest challenges facing low-income families and individuals, Stakeholders returned the top five challenges as ***Education; Living-wage employment; Housing; Job Training; and Transportation***. This list is nearly identical to the Agency results. The difference is that Stakeholders elevated Transportation to the top five, perhaps because they are more engaged outside the central city and recognize the transit deficiencies of the suburbs. ***Child Care***, which had the fifth spot in the Agency results, comes in at sixth place in the Stakeholder responses.

Low-income people sometimes need help to become self-sufficient. The Top 5 kinds of help that Stakeholders identified were ***Employment; Job training; Housing; Transportation; and Child care***. This is similar to the view of Agency personnel, but not the same. External Stakeholders see a greater priority for Housing and Transportation assistance than did Agency personnel.

Stakeholder respondents cited *transportation* as the primary barrier to attaining and maintaining employment. When asked why people have problems getting and keeping living-wage employment, the top five Stakeholder responses were ***Transportation; Jobs are not available; Need better communication, people/customer job skills; Need child care; and Need better technical job skills***. While appearing in a different rank order, these are the identical Top 5 barriers to employment as were cited by Agency personnel.

Stakeholders assessed the benefit of financial and legal counseling for low-income people. Top five answers were ***Budgeting or Money management; Home Energy Cost issues; Credit Repair; Landlord/Tenant issues; and Credit Card debt***.

Community Forum and Focus Group Data⁴⁸

CEDA held forums or focus groups in all three Regions to have face-to-face listening sessions about the concerns of low-income residents. These focus groups demonstrated the variety of the communities that CEDA serves in Suburban Cook County.

In the North Region, CEDA partnered with an established and respected community organization, POC-Partners in Our Communities (Formerly Palatine Opportunity Center) to host an “On-the-Table” event in conjunction with Chicago Community Trust. This event focused listening to the Hoffman Estates community of low to mid income residents of Hispanic origin who have recently been growing in number in the Northwest Suburb.

In the South Region, three different events provided listening opportunities. Another On-the-Table event hosted by Ford Heights Community Center gathered local residents, service providers, and community leaders to discuss the challenges of the Southland. In the far-south village of Park Forest CEDA met with low-income CEDA customers, local senior citizens, and human service providers. This event was hosted in partnership with Rich Township. And in Harvey, CEDA partnered with the Mayor’s office to host focus groups of community residents and CEDA customers.

In the West Region, CEDA and Casa Esperanza, a human services affiliate of Our Lady of Mount Carmel Parish, hosted a forum for the community of Melrose Park. There about 20 couples and parents of this Spanish-language Parish shared their perspectives of life in their heavily Mexican community.

North Region Needs

The needs of the Northwest Suburbs, as articulated by the people gathered in Hoffman Estates, centered on **transportation, housing costs, high cost of programs for children**, lack of **jobs for youth**, and lack of **community connection**.

Transportation barriers can be very challenging due to spotty or non-existent public transportation in that area of the county. In the northwest suburbs, as often found with suburban sprawl, doctor visits, school, shopping, or entertainment all require automobile travel. Residents without a car have to depend on expensive taxi or hired driver (Uber, Lyft) services, or have to pay a friend gas money to provide them rides.

There are few opportunities in the Northwest Suburbs for affordable housing. Rents and home prices across the North Region of the county are higher than in the West and much higher than in the South. Rising property taxes and condo fees have cut into the standard of living for residents. High rents are coupled with poor landlord-tenant communications and relations.

⁴⁸ See Appendix 10 for complete report of Community Forum results.

Limited-Income parents in the Hoffman Estates area complained of the expense of park programs offered for their children. They and their fellow residents also see that there are not enough opportunities for employment for young people.

The Northwest Suburban residents were very interested in seeing more opportunities for their diverse community to come together in social settings. They expressed interest in having cultural or social events for the whole community, in an effort to increase the sense of community and feeling more connected to their neighbors and other residents. This desire for a more engaged community was echoed in all regions.

West Region Needs

In Melrose Park, a very different set of conditions face low-income residents. Their concerns centered on growing ***crime and violence***; ***poor quality schools***; need for ***living-wage employment*** opportunities; ***overcrowded housing***; and ***mistrust of local government***.

In contrast to Northwest suburban residents who said their community was safe and local government was good, Melrose Park residents expressed concern over gangs, drugs and violence. They worry about their children being safe in the parks. They report an increase in graffiti and other property damage. There is a sense of mistrust by residents of their municipal leaders. They don't feel comfortable going to village officials with their concerns. Additionally, many area residents are undocumented immigrants and they will not call the police to report crimes for fear of being reported to immigration authorities.

The Hoffman Estates gathering had nothing but praise for their schools and teachers, but Melrose Park parents said the quality of their schools needed improvement. There are drugs in the schools. School suspension is an overused and ineffective discipline strategy.

The Melrose Park residents are seeking improved ***mental health care*** in their community for depression and anxiety. Trends in Melrose Park include ***rising property taxes and foreclosures***. Working families are struggling as costs keep edging up while wages remain stagnant. They would like ***financial literacy*** classes for adults, more ***English as a Second Language*** instruction for adults, better ***access to banking*** services.

This community is very family-oriented. They cannot seem to get enough of activities that involve the whole family, from children to grandparents. They are also very community-oriented and seek more ***community involvement***. They would like to see the community brought closer together to be educated and informed about local issues. They recommend residents get involved with their church and/or schools. They are interested in organizing their community for action to bring about positive change.

South Region Needs

The communities where CEDA hosted its forums in 2016 provide different perspectives on a common story of economic distress which is the saga of Chicago's South Suburbs. For the village of Park Forest in the far-south Rich Township, economic distress and been creeping in for a many years and have escalated in the past five years. The steady departure of local business has created a cascading effect of higher property taxes for residents, increases in foreclosure and property abandonment, conversion to rental properties, declining community stability. Since 2000, Park Forest white population has declined 42 percent while the African American population has increased 51 percent, making Park Forest a majority minority village. Despite these destabilizing events, the community did not seem as threatened by crime and violence as Melrose Park.

Needs expressed by this community included improved *mental health services*; better *transportation services*, especially for seniors and disabled; ***assistance to seniors for basic needs*** like furniture and clothing; ***jobs for youth and the re-entry population***; and better ***information and referral systems***.

As was the case in all the communities CEDA met with, Park Forest residents wished to have better communication and outreach from social service providers. Providers who were in the forum stated a desire for better information to make informed referrals. Residents would like to see greater *community involvement* by their neighbors. They believe that organizing in the community and getting groups of people to work together could bring about changes. As one participant said, "It is up to the community to push what we want."

The Ford Heights/Chicago Heights community gathering identified the top challenges as lack of access to *transportation*; lack of ***living-wage jobs***; lack of ***job training***. They noted other problems low-income residents face with ***food deserts*** where quality grocers are sparse; and ***access to health care*** challenges since the closure of the area's only trauma center. The problems in the area are generally tied to systemic and regional economic situation. There is not enough business in the region to provide the jobs or the tax base that is needed. The multiple and fragmented units of government in the region create inefficiencies and sap the available resources.

Residents of the Harvey community, among the most distressed in the county, cited the biggest problems being ***lack of jobs***; ***crime***; ***lack of education and training***; ***homelessness***; ***alcohol and drug addiction***; ***substandard and abandoned housing***

The gathering of mostly older adults voiced recommendations to help older residents such as help with ***transportation for seniors***; help with ***cost of prescription medications***; and paid-volunteer opportunities or ***employment for seniors***. Other services suggested for the entire community included ***mental health treatment/counseling*** for depression; ***mentoring for youth***; and ***alternative education opportunities for dropouts***.

As was the case in other forums and focus groups CEDA conducted, the Harvey attendees would like more of their ***community involved*** together in issues and activities. They would also welcome a better ***Information and Referral system*** for learning what programs and services exist to meet their needs.

Forum Summary:

Below are the key points pulled from discussions and table conversations at all community forums, summarized by region

NORTH

1. Transportation – There are almost no public transportation services in the Northwest suburbs. People are dependent on personal vehicles that are costly to own and maintain, placing a major burden on limited-income households.
2. Affordable Housing – There are few subsidized housing units and rents are very high.
3. Activities for children/youth – Although parents appreciate the quality of programs and services offered by towns and park districts, low-income residents cannot afford to enroll their children in these attractive programs.
4. Information and referral – Residents do not know what services are available to them and only learn of them accidentally from friends and neighbors.
5. Community involvement – People would like to have more community events. Social gatherings were of particular interest as a way to connect with their neighbors.

SOUTH

1. Living-wage jobs – Everyone seemed keenly aware that there are not enough good-paying jobs in the south suburbs. Harvey has the highest unemployment rate in the county. Rich Township retail business (notably the Lincoln Mall) has suffered closures and job loss.
2. Job training – The community feels that residents don't have the skills and training for good-paying jobs. They are particularly concern about unskilled youth.
3. Quality schools – Parents are not satisfied with the caliber of education from their public schools. They are very aware that schools in more affluent suburbs are much better.
4. Transportation – Public transportation is not available to connect people to stores, services and jobs.
5. Businesses, Retail, Grocers – Many south suburbs are losing retail and grocery stores.
6. Abandoned homes and Blight - Housing markets are hard-hit in some southland communities. Harvey, in particular, suffers from a large number of abandoned homes, deteriorated building and properties.
7. Mental health services – The need for mental health care is evident in the rise in homeless and street people residents see. Residents also call for more addiction treatment.
8. Information and Referral – Residents and service-providers alike want better information about the programs and services.
9. Community Involvement – Residents feel that they need to come together to make school leaders or municipal leaders responsive to their wishes.

WEST

1. Living-wage jobs –West suburban residents complain of low wages and the inability to earn enough for rising costs.
2. Job training – there were expressed calls for job training, with particular concern about opportunities for young people.
3. Quality schools – parents were not satisfied with the caliber of their schools
4. Crime – neighborhood has seen increases in property crime. There is concern about youth gang and drug activity.
5. Mental health services – the request here was for counseling for depression and anxiety.
6. Information and Referral – Residents want to know what services exist.
7. Financial literacy – there is a desire for budgeting and money-management instruction for families.
8. Community Involvement – the residents want more people involved in their community issues. Would like informational workshops, would like more community-family events, and want their neighbors to have greater civic involvement.

Acronyms

ACF	Administration for Children and Families of HHS
ACS	American Community Survey of the U.S. Census
BGA	Better Government Association
CCDPH	Cook County Department of Public Health
CEDA	Community and Economic Development Association of Cook County, Inc.
CHA	Chicago Housing Authority
CMAP	Chicago Metropolitan Agency for Planning
CSBG	Community Services Block Grant
DCEO	Illinois Department of Commerce and Economic Development
DOE	U.S. Department of Energy
FPG	Federal Poverty Guidelines
HACC	Housing Authority of Cook County
HHS	U.S. Department of Health and Human Services
HUD	U.S. Department of Housing and Urban Development
IHDA	Illinois Housing Development Authority
LIHEAP	Low Income Household Energy Assistance Program
OCS	Office of Community Services of ACF
PIPP	Percentage of Income Payment Plan utility assistance
PLCCA	Proviso Leyden Committee for Community Action
ROMA	Results Oriented Management and Accountability
UIC	University of Illinois at Chicago
U of I	University of Illinois
WIC	Special Supplemental Nutrition Program for Women, Infants, and Children
WIOA	Workforce Innovation and Opportunity Act

Appendixes

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APPENDIX 1 Change in Population by Race by Township: 2000 to 2014

2014								2000						CHANGE					
Township		2014 TOTAL	2014 White	2014 Black	2014 Asian	2014 Hispan	2014 other	2000 TOTAL	2000 White	2000 Black	2000 Asian	2000 Hispan	2000 Other	Change TOTAL	Change White	Change Black	Change Asian	Change Hispan	Change Other
NORTH REGION																			
Barrington	#	15,827	11,726	85	3,026	784	206	14,026	12,121	95	1,279	359	172	1,801	-395	-10	1,747	425	34
Barrington	%	100%	74%	1%	19%	5%	1%	100%	86%	1%	9%	3%	1%	13%	-3%	-11%	137%	118%	20%
Elk Grove	#	93,301	59,931	2,086	10,027	19,554	1,703	94,969	67,159	2,064	9,979	14,426	1,341	-1,668	-7,228	22	48	5,128	362
Elk Grove	%	100%	64%	2%	11%	21%	2%	100%	71%	2%	11%	15%	1%	-2%	-11%	1%	0%	36%	27%
Evanston	#	75,282	45,505	12,920	6,874	7,621	2,362	74,239	46,444	16,704	4,524	4,539	2,028	1,043	-939	-3,784	2,350	3,082	334
Evanston	%	100%	60%	17%	9%	10%	3%	100%	63%	23%	6%	6%	3%	1%	-2%	-23%	52%	68%	16%
Hanover	#	100,472	45,123	2,949	14,807	36,283	1,310	83,471	53,479	3,443	6,529	18,880	1,140	17,001	-8,356	-494	8,278	17,403	170
Hanover	%	100%	45%	3%	15%	36%	1%	100%	64%	4%	8%	23%	1%	20%	-16%	-14%	127%	92%	15%
Maine	#	136,634	90,936	3,230	21,658	19,181	1,629	135,623	102,366	1,956	16,345	12,869	2,087	1,011	-11,430	1,274	5,313	6,312	-458
Maine	%	100%	67%	2%	16%	14%	1%	100%	75%	1%	12%	9%	2%	1%	-11%	65%	33%	49%	-22%
New Trier	#	56,007	47,434	401	4,821	2,247	1,104	56,716	51,516	386	3,256	990	568	-709	-4,082	15	1,565	1,257	536
New Trier	%	100%	85%	1%	9%	4%	2%	100%	91%	1%	6%	2%	1%	-1%	-8%	4%	48%	127%	94%
Niles	#	106,409	61,025	4,983	28,028	9,652	2,721	102,638	71,300	3,030	20,502	5,187	2,619	3,771	-10,275	1,953	7,526	4,465	102
Niles	%	100%	57%	5%	26%	9%	3%	100%	69%	3%	20%	5%	3%	4%	-14%	64%	37%	86%	4%
Northfield	#	85,965	66,749	1,214	11,607	4,772	1,623	82,880	68,851	1,059	8,618	3,412	940	3,085	-2,102	155	2,989	1,360	683
Northfield	%	100%	78%	1%	14%	6%	2%	100%	83%	1%	10%	4%	1%	4%	-3%	15%	35%	40%	73%
Palatine	#	113,776	74,393	3,058	16,633	17,956	1,736	112,740	86,493	2,391	9,507	12,943	1,406	1,036	-12,100	667	7,126	5,013	330
Palatine	%	100%	65%	3%	15%	16%	2%	100%	77%	2%	8%	11%	1%	1%	-14%	28%	75%	39%	23%
Schaumburg	#	132,218	80,079	5,918	25,607	18,400	2,214	134,114	97,389	5,319	17,789	11,360	2,257	-1,896	-17,310	599	7,818	7,040	-43
Schaumburg	%	100%	61%	4%	19%	14%	2%	100%	73%	4%	13%	8%	2%	-1%	-18%	11%	44%	62%	-2%
Wheeling	#	154,804	111,308	1,821	15,454	24,377	1,844	155,834	124,745	1,987	10,030	17,365	1,707	-1,030	-13,437	-166	5,424	7,012	137
Wheeling	%	100%	72%	1%	10%	16%	1%	100%	80%	1%	6%	11%	1%	-1%	-11%	-8%	54%	40%	8%
TOTAL NORTH REGION	#	1,070,695	694,209	38,665	158,542	160,827	18,452	1,047,250	781,863	38,434	108,358	102,330	16,265	23,445	-87,654	231	50,184	58,497	2,187
	%		64.8%	3.6%	14.8%	15.0%	1.7%		74.7%	3.7%	10.3%	9.8%	1.6%	2.2%	-11.2%	0.6%	46.3%	57.2%	13.4%

APPENDIX 1 Change in Population by Race by Township: 2000 to 2014

2014									2000					CHANGE					
Township		2014 TOTAL	2014 White	2014 Black	2014 Asian	2014 Hispan	2014 other	2000 TOTAL	2000 White	2000 Black	2000 Asian	2000 Hispan	2000 Other	Change TOTAL	Change White	Change Black	Change Asian	Change Hispan	Change Other
SOUTH REGION																			
Bloom	#	91,467	29,828	42,467	587	16,485	2,100	93,901	49,347	30,689	743	11,968	1,154	-2,434	-19,519	11,778	-156	4,517	946
Bloom	%	100%	33%	46%	1%	18%	2%	100%	53%	33%	1%	13%	1%	-3%	-40%	38%	-21%	38%	82%
Bremen	#	110,839	56,226	35,232	1,355	16,233	1,793	109,575	67,674	32,271	1,612	6,785	1,233	1,264	-11,448	2,961	-257	9,448	560
Bremen	%	100%	51%	32%	1%	15%	2%	100%	62%	29%	1%	6%	1%	1%	-17%	9%	-16%	139%	45%
Calumet	#	20,898	2,340	12,645	93	5,611	209	22,374	4,008	12,887	45	5,182	252	-1,476	-1,668	-242	48	429	-43
Calumet	%	100%	11%	61%	0%	27%	1%	100%	18%	58%	0%	23%	1%	-7%	-42%	-2%	107%	8%	-17%
Orland	#	98,807	81,684	2,712	5,413	7,464	1,534	91,418	82,669	1,188	2,926	3,482	1,153	7,389	-985	1,524	2,487	3,982	381
Orland	%	100%	83%	3%	5%	8%	2%	100%	90%	1%	3%	4%	1%	8%	-1%	128%	85%	114%	33%
Palos	#	54,919	45,353	1,645	1,750	4,983	1,188	53,419	46,888	1,205	1,333	2,464	1,529	1,500	-1,535	440	417	2,519	-341
Palos	%	100%	83%	3%	3%	9%	2%	100%	88%	2%	2%	5%	3%	3%	-3%	37%	31%	102%	-22%
Rich	#	77,126	18,666	52,150	1,012	3,631	1,667	67,623	29,577	33,561	1,095	2,340	1,050	9,503	-10,911	18,589	-83	1,291	617
Rich	%	100%	24%	68%	1%	5%	2%	100%	44%	50%	2%	3%	2%	14%	-37%	55%	-8%	55%	59%
Thornton	#	170,003	29,980	116,593	924	20,077	2,429	180,802	60,828	104,183	1,020	12,898	1,873	-10,799	-30,848	12,410	-96	7,179	556
Thornton	%	100%	18%	69%	1%	12%	1%	100%	34%	58%	1%	7%	1%	-6%	-51%	12%	-9%	56%	30%
Worth	#	153,368	107,270	13,914	2,379	27,443	2,362	152,239	127,523	7,876	2,141	11,834	2,865	1,129	-20,253	6,038	238	15,609	-503
Worth	%	100%	70%	9%	2%	18%	2%	100%	84%	5%	1%	8%	2%	1%	-16%	77%	11%	132%	-18%
TOTAL SOUTH REGION	#	777,427	371,347	277,358	13,513	101,927	13,282	771,351	468,514	223,860	10,915	56,953	11,109	6,076	(97,167)	53,498	2,598	44,974	2,173
	%		47.8%	35.7%	1.7%	13.1%	1.7%		60.7%	29.0%	1.4%	7.4%	1.4%	0.8%	-20.7%	23.9%	23.8%	79.0%	19.6%

APPENDIX 1 Change in Population by Race by Township: 2000 to 2014

2014								2000						CHANGE					
Township		2014 TOTAL	2014 White	2014 Black	2014 Asian	2014 Hispan	2014 other	2000 TOTAL	2000 White	2000 Black	2000 Asian	2000 Hispan	2000 Other	Change TOTAL	Change White	Change Black	Change e Asian	Change Hispan	Chg Other
WEST REGION																			
Berwyn	#	56,762	16,988	4,060	1,395	33,572	747	54,016	30,476	702	1,400	20,543	895	2,746	-13,488	3,358	-5	13,029	-148
Berwyn	%	100%	30%	7%	2%	59%	1%	100%	56%	1%	3%	38%	2%	5%	-44%	478%	0%	63%	-17%
Cicero	#	84,423	6,999	2,928	317	74,018	161	85,616	16,787	956	828	66,299	746	-1,193	-9,788	1,972	-511	7,719	-585
Cicero	%	100%	8%	3%	0%	88%	0%	100%	20%	1%	1%	77%	1%	-1%	-58%	206%	-62%	12%	-78%
Lemont	#	21,429	19,037	228	229	1,558	377	18,002	17,142	55	175	510	120	3,427	1,895	173	54	1,048	257
Lemont	%	100%	89%	1%	1%	7%	2%	100%	95%	0%	1%	3%	1%	19%	11%	315%	31%	205%	214%
Leyden	#	93,257	54,491	1,597	3,976	31,954	1,239	94,685	67,754	1,297	2,855	21,520	1,259	-1,428	-13,263	300	1,121	10,434	-20
Leyden	%	100%	58%	2%	4%	34%	1%	100%	72%	1%	3%	23%	1%	-2%	-20%	23%	39%	48%	-2%
Lyons	#	112,706	78,742	6,418	2,767	23,431	1,348	109,264	87,690	5,328	1,805	12,721	1,720	3,442	-8,948	1,090	962	10,710	-372
Lyons	%	100%	70%	6%	2%	21%	1%	100%	80%	5%	2%	12%	2%	3%	-10%	20%	53%	84%	-22%
Norwood Park	#	26,510	22,785	100	1,043	2,519	63	26,176	23,950	41	803	1,157	225	334	-1,165	59	240	1,362	-162
Norwood Park	%	100%	86%	0%	4%	10%	0%	100%	91%	0%	3%	4%	1%	1%	-5%	144%	30%	118%	-72%
Oak Park	#	51,988	32,855	10,796	2,727	3,749	1,861	52,524	34,767	11,788	2,178	2,374	1,417	-536	-1,912	-992	549	1,375	444
Oak Park	%	100%	63%	21%	5%	7%	4%	100%	66%	22%	4%	5%	3%	-1%	-5%	-8%	25%	58%	31%
Proviso	#	152,199	50,711	51,461	3,180	45,157	1,690	155,831	66,561	57,038	3,643	26,959	1,630	-3,632	-15,850	-5,577	-463	18,198	60
Proviso	%	100%	33%	34%	2%	30%	1%	100%	43%	37%	2%	17%	1%	-2%	-24%	-10%	-13%	68%	4%
River Forest	#	11,211	9,066	558	803	521	263	11,635	10,084	560	364	466	161	-424	-1,018	-2	439	55	102
River Forest	%	100%	81%	5%	7%	5%	2%	100%	87%	5%	3%	4%	1%	-4%	-10%	0%	121%	12%	63%
Riverside	#	15,622	11,780	239	208	3,128	267	15,704	14,115	185	257	1,018	129	-82	-2,335	54	-49	2,110	138
Riverside	%	100%	75%	2%	1%	20%	2%	100%	90%	1%	2%	6%	1%	-1%	-17%	29%	-19%	207%	107%
Stickney	#	40,990	25,112	716	1,129	13,564	469	38,673	31,840	108	617	5,246	862	2,317	-6,728	608	512	8,318	-393
Stickney	%	100%	61%	2%	3%	33%	1%	100%	82%	0%	2%	14%	2%	6%	-21%	563%	83%	159%	-46%
TOTAL WEST REGION	#	667,097	328,566	79,101	17,774	233,171	8,485	662,126	401,166	78,058	14,925	158,813	9,164	4,971	(72,600)	1,043	2,849	74,358	(679)
	%		49.3%	11.9%	2.7%	35.0%	1.3%		60.6%	11.8%	2.3%	24.0%	1.4%	0.8%	-18.1%	1.3%	19.1%	46.8%	-7.4%

APPENDIX 2

Change in Low-Income Population by Township: 2000 to 2014

Region	Township	Total Pop 2000	# Below 125% Pov in 2000	Low-Income % 2000	Total Pop 2014	# Below 125% Pov in 2014	Low Income % 2014	Change in number of Low-Income 2000-14	% Change in Number of Low-income residents
North	Barrington	14,013	519	4%	15,673	1,411	9%	892	172%
North	Elk Grove	94,510	6675	7%	92,915	11,521	12%	4,846	73%
North	Evanston	68,020	9206	14%	68,427	11,085	16%	1,879	20%
North	Hanover	82,867	5401	7%	99,807	12,675	13%	7,274	135%
North	Maine	133,486	8514	6%	134,820	15,639	12%	7,125	84%
North	New Trier	56,572	1385	2%	55,879	3,744	7%	2,359	170%
North	Niles	100,541	6866	7%	105,012	14,807	14%	7,941	116%
North	Northfield	81,342	3074	4%	84,578	7,950	9%	4,876	159%
North	Palatine	111,923	7025	6%	113,154	12,900	11%	5,875	84%
North	Schaumburg	133,135	6486	5%	131,440	12,618	10%	6,132	95%
North	Wheeling	154,790	7811	5%	153,673	15,367	10%	7,556	97%
South	Bloom	92,781	13568	15%	90,523	23,445	26%	9,877	73%
South	Bremen	107,831	11065	10%	109,854	20,433	19%	9,368	85%
South	Calumet	22,177	4651	21%	20,897	5,015	24%	364	8%
South	Orland	90,269	3308	4%	98,290	7,961	8%	4,653	141%
South	Palos	52,798	3046	6%	54,384	8,430	16%	5,384	177%
South	Rich	66,386	4961	7%	76,502	11,705	15%	6,744	136%
South	Thornton	178,324	27886	16%	168,116	45,055	27%	17,169	62%
South	Worth	149,999	13709	9%	150,941	23,849	16%	10,140	74%
West	Berwyn	53,667	5853	11%	56,584	11,430	20%	5,577	95%
West	Cicero	84,971	18676	22%	83,616	25,837	31%	7,161	38%
West	Lemont	17,620	675	4%	21,081	1,729	8%	1,054	156%
West	Leyden	93,928	9067	10%	92,524	14,619	16%	5,552	61%
West	Lyons	107,893	9241	9%	111,329	15,475	14%	6,234	67%
West	Norwood Park	25,709	1363	5%	26,061	3,596	14%	2,233	164%
West	Oak Park	52,230	3682	7%	51,594	6,604	13%	2,922	79%
West	Proviso	153,983	16515	11%	150,991	26,574	18%	10,059	61%
West	River Forest	10,749	373	3%	10,324	847	8%	474	127%
West	Riverside	15,146	765	5%	15,446	1,591	10%	826	108%
West	Stickney	38,461	3393	9%	40,692	6,389	16%	2,996	88%

Source: CEDA analysis of US Census data QT-P34: Poverty Status in 1999 of Individuals: 2000 and S1703: Selected Characteristics Of People At Specified Levels Of Poverty In The Past 12 Months ACS 2010-2014 5-year estimates.

Suburban Cook County Elementary/Middle School Districts	Total Enrollment	# Public Elementary/Middle Schools	% Low-Income Students	% Minority Students	% Limited-English Proficient Students	% Ready for Next Grade Level	Instructional Spending	Operational Spending	% of Budget for Instruction
North Region									
Arlington Heights SD 25	5,364	9	3%	22%	9%	69%	\$7,564	\$12,604	60%
Avoca SD 37 (Wilmette)	713	2	8%	42%	12%	72%	\$9,943	\$19,299	52%
Comm Consolidated SD 59 (Arlington Heights)	7,010	14	62%	61%	35%	32%	\$9,007	\$15,036	60%
Comm Consolidated SD 62 (Des Plaines)	4,793	11	60%	57%	34%	35%	\$9,792	\$15,938	61%
East Maine SD 63 (Des Plaines)	3,588	7	60%	61%	35%	34%	\$7,046	\$12,647	56%
East Pairie SD 73 (Skokie)	540	1	33%	62%	21%	49%	\$8,003	\$12,816	62%
Evanston SD 65	7,655	15	57%	56%	12%	52%	\$8,358	\$14,471	58%
Fairview SD 72 (Skokie)	678	1	32%	51%	11%	60%	\$9,480	\$15,815	60%
Glencoe SD 35	1,207	3	2%	10%	1%	72%	\$10,368	\$17,858	58%
Glenview CCSD 34	4,887	8	25%	34%	15%	55%	\$7,986	\$12,647	63%
Golf ESD 67 (Morton Grove)	609	2	33%	50%	8%	63%	\$7,541	\$13,159	57%
Kenilworth SD 38	497	1	0%	8%	1%	77%	\$13,187	\$22,289	59%
Lincolnwood SD 74	1,240	3	11%	47%	18%	45%	\$10,416	\$16,651	63%
Morton Grove SD 70	889	1	28%	49%	23%	54%	\$8,197	\$12,919	63%
Mount Prospect SD 57	2,252	4	13%	22%	6%	53%	\$5,961	\$10,370	57%
Niles ESD 71	531	1	45%	42%	10%	51%	\$10,694	\$16,725	64%
Northbrook ESD 27	1,248	3	3%	18%	4%	78%	\$13,144	\$21,196	62%
Northbrook SD 28	1,718	4	8%	20%	5%	62%	\$13,182	\$19,608	67%
Palatine CCSD 15	12,745	19	42%	59%	22%	49%	\$7,430	\$12,363	60%
Park Ridge CCSD 64	4,555	8	9%	14%	6%	53%	\$9,824	\$15,152	65%
Prospect Heights SD 23	1,571	4	36%	34%	23%	47%	\$7,720	\$13,213	58%
River Trails SD 26 (Mount Prospect)	1,433	3	40%	50%	18%	44%	\$9,605	\$16,017	60%
Rosemont ESD 78	262	1	37%	44%	10%	48%	\$10,124	\$15,347	66%
Schaumburg CCSD 54	14,268	27	31%	58%	22%	62%	\$8,797	\$13,278	66%
Skokie SD 68	1,834	4	52%	64%	16%	40%	\$9,468	\$15,504	61%
Skokie SD 69	1,780	3	63%	63%	25%	34%	\$6,778	\$11,763	58%
Skokie SD 73.5 (Skokie)	1,025	3	39%	59%	17%	51%	\$8,034	\$15,000	54%
Sunset Ridge SD 29 (Northfield)	491	2	1%	9%	4%	76%	\$16,091	\$24,453	66%
West Northfield SD 31 (Northbrook)	907	2	23%	52%	23%	50%	\$9,127	\$15,159	60%
Wheeling CCSD 21	6,899	12	62%	66%	38%	29%	\$9,735	\$16,321	60%
Wilmette SD 39	3,703	6	4%	22%	3%	70%	\$8,574	\$14,276	60%
Winnetka SD 36	1,807	5	0%	10%	0%	62%	\$11,102	\$19,774	56%
North Region Totals	98,699	189	36%	48%	20%	51%	\$8,765	\$14,381	61%
Suburban Cook Totals	257,792	541	53%	60%	18%	37%	\$7,302	\$12,664	58%
Illinois State Totals/Averages	1,434,823	2576	54%	51%	10%	33%	\$7,036	\$11,726	60%

Suburban Cook County Elementary/Middle School Districts	Total Enrollment	# Public Elementary/Middle Schools	% Low-Income Students	% Minority Students	% Limited-English Proficient Students	% Ready for Next Grade Level	Instructional Spending	Operational Spending	% of Budget for Instruction
South Region									
Alsip-Hazelgreen-Oak Lawn SD 126 (Alsip)	1,595	5	63%	51%	13%	29%	\$7,159	\$11,859	60%
Arbor Park SD 145 (Oak Forest)	1,454	4	42%	49%	13%	27%	\$5,406	\$10,564	51%
Atwood Heights SD 125 (Alsip)	716	3	54%	60%	4%	25%	\$5,896	\$9,559	62%
Brookwood SD 167 (Glenwood)	1,230	4	68%	95%	10%	17%	\$4,657	\$10,917	43%
Burnham SD 154-5	204	1	95%	93%	14%	13%	\$6,950	\$12,220	57%
Calumet City SD 155	1,219	3	56%	98%	14%	20%	\$6,498	\$14,062	46%
Cook Co SD 130 (Blue Island)	3,861	10	81%	85%	24%	18%	\$6,357	\$11,365	56%
CCSD 146 (Tinley Park)	2,416	5	38%	27%	10%	41%	\$9,105	\$15,272	60%
CCSD 168 (Sauk Village)	1,487	3	69%	94%	4%	7%	\$6,407	\$13,040	49%
Chicago Heights SD 170	3,323	9	94%	96%	24%	14%	\$7,572	\$13,361	57%
Chicago Ridge SD 127-5	1,470	3	76%	31%	29%	26%	\$6,563	\$10,194	64%
Country Club Hills SD 160	1,257	3	76%	99%	1%	19%	\$6,109	\$12,575	49%
Dolton SD 148 (Riverdale)	2,938	9	93%	99.70%	2%	14%	\$7,151	\$13,759	52%
Dolton SD 149 (Calumet City)	2,997	8	99%	99.40%	3%	8%	\$6,113	\$12,949	47%
ESD 159 (Matteson)	1,947	8	68%	97%	5%	29%	\$7,435	\$15,251	49%
Evergreen Park ESD 124	1,758	5	47%	53%	9%	38%	\$7,635	\$13,449	57%
Flossmoor SD 181	2,328	5	47%	81%	4%	33%	\$7,039	\$12,628	56%
Ford Heights SD 169	460	2	95%	100%	0%	7%	\$6,450	\$24,306	27%
Forest Ridge SD 142 (Oak Forest)	1,606	4	45%	30%	7%	45%	\$4,585	\$8,719	53%
General George Patton SD 133 (Riverdale)	317	1	97%	100%	0%	8%	\$8,014	\$17,652	45%
Harvey SD 152	2,266	7	98%	99.80%	10%	11%	\$4,864	\$12,109	40%
Hazel Crest SD 152-5	945	5	99%	99%	0%	10%	\$6,711	\$15,972	42%
Homewood SD 153	1,882	4	40%	65%	2%	33%	\$6,807	\$12,268	55%
Hoover-Schrum Memorial SD 157 (Calumet City)	941	2	92%	98%	11%	15%	\$6,417	\$12,403	52%
Kirby SD 149 (Tinley Park)	3,623	7	15%	19%	3%	41%	\$7,140	\$11,061	65%
Lansing SD 158	2,537	4	74%	81%	3%	17%	\$5,794	\$9,971	58%
Lincoln ESD 156 (Lansing)	1,024	1	95%	98%	18%	16%	\$5,712	\$9,938	57%
Matteson ESD 162	2,902	7	79%	97%	1%	27%	\$5,483	\$12,231	45%
Midlothian SD 143	1,918	4	77%	64%	3%	20%	\$5,786	\$9,879	59%
North Palos SD 117 (Palos Hills)	3,259	5	63%	26%	30%	55%	\$7,005	\$10,932	64%
Oak Lawn-Hometown SD 123 (Oak Lawn)	3,182	6	52%	41%	11%	38%	\$6,975	\$11,563	60%
Orland SD 135 (Orland Park)	4,997	10	14%	26%	8%	47%	\$8,253	\$14,803	56%
Palos CCSD 118 (Palos Park)	1,914	3	30%	19%	7%	55%	\$7,259	\$12,597	58%
Palos Heights SD 128 (Palos Heights)	746	4	10%	12%	6%	56%	\$6,322	\$10,632	59%
Park Forest SD 163	2,052	5	86%	97%	0%	19%	\$5,597	\$12,189	46%
Posen-Robbins ESD 143-5 (Posen)	1,718	6	94%	97%	25%	16%	\$4,972	\$10,106	49%
Prairie-Hills ESD 144 (Markham)	2,586	7	93%	98%	3%	20%	\$5,324	\$11,444	47%
Ridgeland SD 122 (Oak Lawn)	2,424	5	72%	32%	28%	25%	\$6,308	\$12,815	49%
Sandridge SD 172 (Lynwood)	404	1	76%	79%	8%	14%	\$5,561	\$11,163	50%
South Holland SD 150	930	3	44%	99%	1%	30%	\$5,001	\$10,083	50%
South Holland SD 151	1,599	4	98%	99%	20%	11%	\$5,352	\$12,220	44%
Steger SD 194	1,490	4	76%	61%	9%	16%	\$5,999	\$10,570	57%
Sunnybrook SD 171 (Lansing)	1,054	2	79%	95%	13%	20%	\$5,245	\$10,510	50%
Thornton SD 174	230	1	28%	48%	15%	27%	\$8,322	\$13,471	62%
W Harvey-Dixmoor PSD 147 (Harvey)	1,288	4	97%	98%	22%	12%	\$5,414	\$12,247	44%
Worth SD 127	1,139	3	58%	28%	18%	34%	\$5,807	\$9,759	60%
South Region Totals	83,633	209	65%	67%	10%	26%	\$6,420	\$12,051	53%
Suburban Cook Totals	257,792	541	53%	60%	18%	37%	\$7,302	\$12,664	58%
Illinois State Totals/Averages	1,434,823	2576	54%	51%	10%	33%	\$7,036	\$11,726	60%

Suburban Cook County Elementary/Middle School Districts	Total Enrollment	# Public Elementary/Middle Schools	% Low-Income Students	% Minority Students	% Limited-English Proficient Students	% Ready for Next Grade Level	Instructional Spending	Operational Spending	% of Budget for Instruction
West Region									
Bellwood SD 88	2,675	5	80%	99.80%	30%	11%	\$5,056	\$10,857	47%
Berkeley SD 87	2,811	6	85%	95%	33%	20%	\$4,969	\$9,632	52%
Berwyn North SD 98	3,372	4	90%	95%	28%	23%	\$6,405	\$10,266	62%
Berwyn South SD 100	3,917	8	78%	89%	25%	21%	\$6,329	\$10,894	58%
Brookfield LaGrange Park SD 95 (Brookfield)	1,140	2	25%	36%	3%	39%	\$6,101	\$9,940	61%
Burbank SD 211	3,532	8	48%	49%	33%	29%	\$6,219	\$9,695	64%
Central Stickney SD 110	430	1	79%	80%	33%	30%	\$6,318	\$10,852	58%
Cicero SD 99	12,857	15	94%	96%	52%	11%	\$5,195	\$9,506	55%
Forest Park SD 91	780	5	38%	77%	7%	21%	\$10,910	\$18,067	60%
Franklin Park SD 84	1,306	4	60%	68%	27%	28%	\$7,736	\$13,272	58%
Hillside SD 93	545	1	75%	96%	19%	25%	\$6,317	\$12,292	51%
Indian Springs SD 109 (Justice)	2,991	5	50%	39%	24%	23%	\$4,820	\$9,760	49%
Komarek SD 94 (North Riverside)	523	1	42%	55%	11%	39%	\$7,424	\$11,375	65%
La Grange Highlands SD 106 (La Grange Highlands)	844	2	6%	17%	5%	68%	\$10,036	\$14,278	70%
La Grange SD 102	3,154	6	12%	25%	5%	60%	\$7,167	\$11,247	64%
La Grange SD 105 South (La Grange)	1,459	5	49%	49%	18%	47%	\$8,541	\$14,662	58%
Lemont-Bromberek CSD 113A (Lemont)	2,191	3	19%	17%	7%	42%	\$5,321	\$10,489	51%
Lindop SD 92 (Broadview)	452	1	76%	99%	6%	21%	\$6,297	\$11,376	55%
Lyons SD 103	2,543	6	80%	70%	21%	20%	\$7,235	\$11,012	66%
Mannheim SD 83 (Franklin Park)	2,778	4	83%	85%	35%	20%	\$8,708	\$14,398	60%
Maywood-Melrose Park-Broadview 89 (Melrose Park)	5,358	9	85%	99%	27%	15%	\$4,788	\$9,144	52%
Norridge SD 80	1,096	2	40%	23%	11%	44%	\$6,271	\$9,644	65%
Oak Park ESD 97	5,950	10	22%	43%	2%	59%	\$7,512	\$12,963	58%
Pennoyer SD 79 (Norridge)	432	1	28%	26%	14%	42%	\$5,804	\$10,708	54%
Pleasantdale SD 107 (Burr Ridge)	833	2	13%	25%	8%	56%	\$8,798	\$15,157	58%
Rhodes SD 84-5 (River Grove)	727	1	83%	83%	39%	28%	\$9,583	\$16,174	59%
River Forest SD 90	1,355	3	7%	28%	3%	69%	\$9,290	\$14,756	63%
River Grove SD 85-5	678	1	69%	49%	24%	34%	\$4,778	\$9,723	49%
Riverside SD 96	1,687	5	16%	36%	5%	57%	\$7,609	\$12,522	61%
Schiller Park SD 81	1,436	3	72%	51%	28%	28%	\$6,435	\$12,727	51%
Summit SD 194	1,887	5	68%	90%	37%	30%	\$6,257	\$12,034	52%
Union Ridge SD 86 (Harwood Heights)	646	1	48%	33%	31%	50%	\$7,517	\$11,216	67%
Westchester SD 92-5	1,217	3	36%	62%	11%	32%	\$6,039	\$10,561	57%
Western Springs SD 101	1,441	4	0%	6%	0%	74%	\$6,009	\$9,608	63%
Willow Springs SD 108	417	1	72%	43%	10%	26%	\$6,230	\$11,741	53%
West Region Totals	75,460	143	61%	67%	25%	30%	\$6,368	\$11,097	57%
Suburban Cook Totals	257,792	541	53%	60%	18%	37%	\$7,302	\$12,664	58%
Illinois State Totals/Averages	1,434,823	2576	54%	51%	10%	33%	\$7,036	\$11,726	60%

Suburban Cook County Violent Crime Statistics by City Listed in order of Violent Crime Rate, highest to lowest

City	Population	Violent crime (Total Count)	Murder	Rape	Robbery	Aggravated assault	Violent Crime Rate Per 100,000	Murder Rate per 100,000 people	Rape Rate	Robbery Rate	Aggravated Assault Rate
Harvey	25,377	329	7	15	206	101	1,296.45	27.58	59.11	811.76	398.00
Riverdale	13,640	156	4	9	93	50	1,143.70	29.33	65.98	681.82	366.57
Maywood	24,174	213	7	16	82	108	881.11	28.96	66.19	339.21	446.76
Sauk Village	10,558	84	3	14	33	34	795.61	28.41	132.60	312.56	322.03
Chicago Heights	30,456	199	7	33	120	39	653.40	22.98	108.35	394.01	128.05
Burnham	4,236	27	0	1	5	21	637.39	0.00	23.61	118.04	495.75
Bellwood	19,181	115	2	6	22	85	599.55	10.43	31.28	114.70	443.15
Riverside	8,899	51	0	0	2	49	573.10	0.00	0.00	22.47	550.62
Phoenix	1,978	11	0	0	5	6	556.12	0.00	0.00	252.78	303.34
Calumet City	37,281	192	3	27	101	61	515.01	8.05	72.42	270.92	163.62
Hazel Crest	14,223	72	0	7	51	14	506.22	0.00	49.22	358.57	98.43
Rosemont	4,244	18	0	1	7	10	424.13	0.00	23.56	164.94	235.63
Summit	11,561	45	0	2	14	29	389.24	0.00	17.30	121.10	250.84
Cicero	84,147	322	2	20	144	156	382.66	2.38	23.77	171.13	185.39
Steger	9,561	36	0	5	18	13	376.53	0.00	52.30	188.26	135.97
Broadview	7,980	30	1	2	15	12	375.94	12.53	25.06	187.97	150.38
Richton Park	13,792	49	2	3	26	18	355.28	14.50	21.75	188.52	130.51
Thornton	2,349	8	0	1	1	6	340.57	0.00	42.57	42.57	255.43
Park Forest	22,073	70	0	7	30	33	317.13	0.00	31.71	135.91	149.50
Matteson	19,182	56	0	13	26	17	291.94	0.00	67.77	135.54	88.62
Country Club Hills	16,969	49	1	3	25	20	288.76	5.89	17.68	147.33	117.86
Berkeley	5,243	15	1	3	3	8	286.10	19.07	57.22	57.22	152.58
South Holland	22,201	63	1	12	34	16	283.77	4.50	54.05	153.15	72.07
Glenwood	9,066	24	0	0	17	7	264.73	0.00	0.00	187.51	77.21
Skokie	65,263	170	2	11	46	111	260.48	3.06	16.85	70.48	170.08
East Hazel Crest	1,560	4	0	1	2	1	256.41	0.00	64.10	128.21	64.10
Berwyn	56,778	127	0	11	57	59	223.68	0.00	19.37	100.39	103.91
Elgin	110,595	221	3	46	65	107	199.83	2.71	41.59	58.77	96.75
Evanston	75,817	151	1	3	54	93	199.16	1.32	3.96	71.22	122.66
Oak Park	52,109	103	0	5	77	21	197.66	0.00	9.60	147.77	40.30
Midlothian	14,948	29	0	2	21	6	194.01	0.00	13.38	140.49	40.14
Alsip	19,493	36	0	2	15	19	184.68	0.00	10.26	76.95	97.47
Posen	6,037	11	1	0	2	8	182.21	16.56	0.00	33.13	132.52
Homewood	19,470	34	0	1	28	5	174.63	0.00	5.14	143.81	25.68
River Forest	11,218	19	0	2	7	10	169.37	0.00	17.83	62.40	89.14
Palos Hills	17,673	28	0	3	6	19	158.43	0.00	16.98	33.95	107.51
Oak Lawn	57,159	90	3	12	34	41	157.46	5.25	20.99	59.48	71.73
Brookfield	19,052	29	0	7	4	18	152.21	0.00	36.74	21.00	94.48
Chicago Ridge	14,482	21	0	3	13	5	145.01	0.00	20.72	89.77	34.53
Burbank	29,276	41	0	2	10	29	140.05	0.00	6.83	34.16	99.06
Olympia Fields	5,056	7	0	2	4	1	138.45	0.00	39.56	79.11	19.78
Prospect Heights	16,442	21	0	0	3	18	127.72	0.00	0.00	18.25	109.48
Wheeling	38,095	46	0	8	14	24	120.75	0.00	21.00	36.75	63.00
Stickney	6,833	8	0	1	2	5	117.08	0.00	14.63	29.27	73.17
South Elgin	22,248	26	0	1	2	23	116.86	0.00	4.49	8.99	103.38
Morton Grove	23,575	25	1	2	5	17	106.04	4.24	8.48	21.21	72.11
Melrose Park	25,541	27	0	3	8	16	105.71	0.00	11.75	31.32	62.64

Source: Tables created by Mason Johnson, CSBG Chicago. From data from FBI Uniform Crime Reporting: Crime in the United States 2014.

Suburban Cook County Violent Crime Statistics by City Listed in order of Violent Crime Rate, highest to lowest

City	Population	Violent crime (Total Count)	Murder	Rape	Robbery	Aggravated assault	Violent Crime Rate Per 100,000	Murder Rate per 100,000 people	Rape Rate	Robbery Rate	Aggravated Assault Rate
Hickory Hills	14,208	15	0	4	4	7	105.57	0.00	28.15	28.15	49.27
Willow Springs	5,722	6	1	0	2	3	104.86	17.48	0.00	34.95	52.43
Hanover Park	38,640	40	1	7	11	21	103.52	2.59	18.12	28.47	54.35
Streamwood	40,456	41	0	9	8	24	101.34	0.00	22.25	19.77	59.32
Schaumburg	75,060	73	0	20	21	32	97.26	0.00	26.65	27.98	42.63
Hoffman Estates	52,512	50	0	9	13	28	95.22	0.00	17.14	24.76	53.32
Worth	10,859	10	0	1	4	5	92.09	0.00	9.21	36.84	46.04
Oak Forest	28,252	26	0	1	7	18	92.03	0.00	3.54	24.78	63.71
Niles	30,071	27	0	0	14	13	89.79	0.00	0.00	46.56	43.23
Des Plaines	59,041	53	0	8	11	34	89.77	0.00	13.55	18.63	57.59
River Grove	10,291	9	0	0	3	6	87.46	0.00	0.00	29.15	58.30
Tinley Park	57,405	46	0	4	16	26	80.13	0.00	6.97	27.87	45.29
Oak Brook	8,077	6	0	1	1	4	74.29	0.00	12.38	12.38	49.52
Flossmoor	9,540	7	0	2	1	4	73.38	0.00	20.96	10.48	41.93
Elmwood Park	25,007	17	0	2	3	12	67.98	0.00	8.00	12.00	47.99
Rolling Meadows	24,333	16	0	4	4	8	65.75	0.00	16.44	16.44	32.88
Lincolnwood	12,721	8	0	0	3	5	62.89	0.00	0.00	23.58	39.31
Elk Grove Village	33,485	21	0	1	8	12	62.71	0.00	2.99	23.89	35.84
Arlington Heights	76,200	43	0	4	12	27	56.43	0.00	5.25	15.75	35.43
Indian Head Park	3,847	2	0	1	0	1	51.99	0.00	25.99	0.00	25.99
Palatine	69,533	36	3	6	6	21	51.77	4.31	8.63	8.63	30.20
La Grange	15,774	8	0	2	3	3	50.72	0.00	12.68	19.02	19.02
Palos Heights	12,633	6	0	0	0	6	47.49	0.00	0.00	0.00	47.49
Mount Prospect	54,891	24	0	0	5	19	43.72	0.00	0.00	9.11	34.61
Orland Hills	7,307	3	0	0	2	1	41.06	0.00	0.00	27.37	13.69
Glenview	45,588	18	0	1	10	7	39.48	0.00	2.19	21.94	15.35
Deerfield	18,309	7	0	0	1	6	38.23	0.00	0.00	5.46	32.77
Orland Park	59,056	22	1	2	4	15	37.25	1.69	3.39	6.77	25.40
La Grange Park	13,676	5	0	0	3	2	36.56	0.00	0.00	21.94	14.62
Wilmette	27,427	10	0	3	2	5	36.46	0.00	10.94	7.29	18.23
Roselle	23,095	8	0	2	1	5	34.64	0.00	8.66	4.33	21.65
Glencoe	8,885	3	0	1	0	2	33.76	0.00	11.25	0.00	22.51
Bartlett	41,784	14	1	1	3	9	33.51	2.39	2.39	7.18	21.54
Park Ridge	37,919	12	0	1	4	7	31.65	0.00	2.64	10.55	18.46
Westchester	16,849	5	0	0	1	4	29.68	0.00	0.00	5.94	23.74
Burr Ridge	10,794	3	0	0	1	2	27.79	0.00	0.00	9.26	18.53
Buffalo Grove	41,840	10	0	3	2	5	23.90	0.00	7.17	4.78	11.95
Northbrook	33,698	7	0	4	2	1	20.77	0.00	11.87	5.94	2.97
Palos Park	4,918	1	0	0	0	1	20.33	0.00	0.00	0.00	20.33
Winnetka	12,477	2	0	1	0	1	16.03	0.00	8.01	0.00	8.01
Western Springs	13,217	2	0	0	2	0	15.13	0.00	0.00	15.13	0.00
Barrington	10,368	1	0	1	0	0	9.65	0.00	9.65	0.00	0.00
Kenilworth	2,564	0	0	0	0	0	0.00	0.00	0.00	0.00	0.00
Barrington Hills	4,237	0	0	0	0	0	0.00	0.00	0.00	0.00	0.00
South Barrington	4,745	0	0	0	0	0	0.00	0.00	0.00	0.00	0.00

School Proficiency Index

Summary

The school proficiency index uses school-level data on the performance of 4th grade students on state exams to describe which neighborhoods have high-performing elementary schools nearby and which are near lower performing elementary schools. The school proficiency index is a function of the percent of 4th grade students proficient in reading (r) and math (m) on state test scores for up to three schools ($i=1,2,3$) within 1.5 miles of the block-group centroid. S denotes 4th grade school enrollment:

$$School_i = \sum_{n=i}^3 \left(\frac{S_i}{\sum^n S_i} \right) * \left[\frac{1}{2} * r_i + \frac{1}{2} * m_i \right]$$

Elementary schools are linked with block-groups based on a geographic mapping of attendance area zones from School Attendance Boundary Information System (SABINS), where available, or within-district proximity matches of up to the three-closest schools within 1.5 miles. In cases with multiple school matches, an enrollment-weighted score is calculated following the equation above.

Interpretation

Values are percentile ranked and range from 0 to 100. The higher the score, the higher the school system quality is in a neighborhood.

Data Source: Great Schools (proficiency data, 2011-12 or more recent); Common Core of Data (school addresses and enrollment, 2011-12); SABINS (attendance boundaries, 2011-12).

U.S. Department of Housing and Urban Development



ILLINOIS COMMUNITY ACTION AGENCIES

Community Resident Needs Assessment

**Illinois Department of
Commerce &
Economic Opportunity**
Community Services
Block Grant

CEDA, along with all other Illinois's community action agencies, is conducting a study of the needs individuals and families may be experiencing in their lives. Results from the study will be considered by the community action agencies for planning, developing, and delivering agency programs, services, and activities.

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 county do you live in? _____ 2. What is your household's zip code? _____

3. Are you a male or female? ☐ Male ☐ Female

4. Are you aged 55 or over? ☐ YES ☐ NO

5. Are you married or living with a partner? ☐ YES ☐ NO

6. **EMPLOYMENT:** Which employment needs could you use help with? (select all that apply)...

- ☐ Getting training for the job that I want
- ☐ Getting an education for the job that I want
- ☐ Finding a permanent full-time job that will support me or my family
- ☐ Knowing what jobs are available
- ☐ Learning how to interview for a job
- ☐ Learning how to write a resume
- ☐ Learning how to fill out job applications
- ☐ Learning computer skills to apply for jobs
- ☐ Getting appropriate clothing for my job
- ☐ Getting equipment (e.g. tools) for my job

7. **EDUCATION:** Which education needs could you or a family member use help with? (select all that apply)...

- ☐ Getting a high school diploma or GED/HSED
- ☐ Getting a two-year college degree
- ☐ Getting a four-year college or university degree
- ☐ Choosing a career
- ☐ Choosing a technical school program
- ☐ Learning how to use a computer
- ☐ Learning or improving communication or language skills
- ☐ Learning English (as a second language)
- ☐ Getting financial assistance to complete my education
- ☐ Completing college aid forms (including FAFSA forms)

8. **FINANCIAL AND LEGAL ISSUES:** Which financial and/or legal needs could you or your family use help with? (select all that apply)...

- ☐ Budgeting and managing money
- ☐ Opening a checking or savings account
- ☐ Filling out tax forms
- ☐ Understanding credit scores
- ☐ Solving problems with a credit card or loan company
- ☐ Solving problems with utility or telephone company
- ☐ Solving problems with payday loans
- ☐ Solving bank foreclosure/bankruptcy/repossession problems or issues
- ☐ Solving divorce problems or issues
- ☐ Solving child custody problems or issues
- ☐ Solving child support problems or issues
- ☐ Solving restraining order problems or issues
- ☐ Getting protection in domestic violence situations
- ☐ Getting legal assistance with deportation or immigration issues
- ☐ Getting legal assistance when denied services/benefits

9. HOUSING: Which housing needs could you or your family use help with? (select all that apply)...

- ☐ Finding affordable housing that fits my family's needs
- ☐ Getting financial assistance with a down payment or closing costs to buy a home
- ☐ Qualifying for a loan to buy a home
- ☐ Getting home ownership education
- ☐ Getting renter/tenant rights and responsibilities education
- ☐ Learning basic home repair and property maintenance skills
- ☐ Getting financial assistance with rent payments
- ☐ Getting financial assistance with rent deposits
- ☐ Making my home more energy efficient
- ☐ Making changes to my home for a person with disabilities
- ☐ Getting emergency shelter

10. FOOD AND NUTRITION: Which food and nutrition needs could you or your family use help with? (select all that apply)...

- ☐ Getting food from food pantries, food banks, or food shelves
- ☐ Having enough food at home
- ☐ Learning how to shop and cook for healthy eating
- ☐ Learning how to stretch my food dollar
- ☐ Getting emergency food assistance
- ☐ Getting meals delivered to my home
- ☐ Enrolling in the Food Assistance Program
- ☐ Learning how to model healthy eating for my children
- ☐ Getting nutritious foods during pregnancy
- ☐ Getting breastfeeding education and assistance

11. Do you have children (under the age of 18) living with you? ☐ YES ☐ NO *(If NO, skip questions 12 and 13)*

12. CHILD CARE AND CHILD DEVELOPMENT: If you have children (under the age of 18) living with you, which child care and/or child development needs could you or your family use help with (select all that apply)...

- ☐ Finding child care in a convenient location
- ☐ Finding quality licensed child care
- ☐ Finding affordable child care
- ☐ Finding child care for babies
- ☐ Finding child care for toddlers
- ☐ Finding child care for preschoolers
- ☐ Finding evening or nighttime child care
- ☐ Finding weekend child care
- ☐ Finding a quality preschool
- ☐ Finding a before/after school program
- ☐ Preparing my preschool child for public school
- ☐ Getting financial assistance with child care costs
- ☐ Getting financial assistance with school supplies
- ☐ Getting financial assistance with school fees
- ☐ Getting financial assistance with school or club activities

13. 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 all that apply)...

- ☐ Learning how to discipline my children more effectively
- ☐ Learning how to communicate and deal with my teenage children
- ☐ Learning how to deal with my children who have displayed bullying or violent behavior
- ☐ Learning how to deal with the bullying or violent behavior of my children's friends
- ☐ Learning how to talk to my children about drugs and alcohol
- ☐ Learning how to talk to my children about sex, AIDS, STDs, etc.
- ☐ Learning how to help my children cope with stress, depression, or emotional issues
- ☐ Learning how to set goals and plan for my family
- ☐ Communicating better with my children's care provider or teachers

14. **TRANSPORTATION:** Which transportation needs could you or your family use help with (select all that apply)...

- ☐ Having access to public transportation
- ☐ Having dependable transportation to and from work
- ☐ Getting financial assistance to buy a dependable car
- ☐ Getting financial assistance to make car repairs
- ☐ Getting financial assistance to buy car insurance
- ☐ Getting financial assistance to pay car registration or license fees
- ☐ Getting a driver's license
- ☐ Getting to and from medical or dental appointments
- ☐ Getting myself to and from school
- ☐ Getting my children to and from child care
- ☐ Getting my children to and from school
- ☐ Getting my children to and from school or club activities
- ☐ Going shopping and doing errands

15. **HEALTH:** Which health needs could you or a family member use help with (select all that apply)...

- ☐ Having affordable health insurance
- ☐ Having affordable dental insurance
- ☐ Having health care available in my community
- ☐ Having dental care available in my community
- ☐ Getting my health insurance questions answered
- ☐ Finding a doctor willing to accept Medicaid (Title XIX)
- ☐ Finding a dentist willing to accept Medicaid (Title XIX)
- ☐ Getting financial assistance for regular medical checkups
- ☐ Getting financial assistance for regular dental checkups
- ☐ Getting financial assistance for medicine and prescriptions
- ☐ Getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc.
- ☐ Getting financial assistance for long-term health care
- ☐ Getting family planning or birth control education and assistance
- ☐ Getting good medical care before my baby is born
- ☐ Getting regular check-ups, developmental screens, or physicals for my children
- ☐ Getting my children tested for lead poisoning
- ☐ Getting immunizations for my children
- ☐ Getting treatment for a drug or alcohol problem
- ☐ Getting treatment and services for mental health
- ☐ Dealing with stress, depression, or anxiety
- ☐ Dealing with problems related to physical, emotional, or sexual abuse

16. **BASIC NEEDS:** Which basic needs could you or your family use help with (select all that apply)...

- ☐ Getting basic furniture, appliances, or house wares
- ☐ Getting personal care items such as soap, diapers, toilet paper, etc.
- ☐ Getting clothing and shoes
- ☐ Doing yard work or snow removal
- ☐ Doing house work or laundry
- ☐ Managing medications
- ☐ Having a reliable phone
- ☐ Having access to the Internet
- ☐ Getting financial assistance with my utility bills (heating, electric, and/or water)

17. Are there any problems or needs that you or your family faced within the last 12 months that you could not get help with?

- ☐ YES ☐ NO If YES, please list those problems or needs:

18. What is ONE thing you would like to see improved in your neighborhood?

19. What are your sources of household income? (Select all that apply)

- ☐ No income ☐ TANF or FIP ☐ Employment income ☐ Social Security ☐ SSI
☐ Child support or alimony ☐ General Assistance ☐ Unemployment insurance ☐ Self-employed ☐ Pension
☐ Other _____

20. In the last 12 months, how has your household's income situation changed? ☐ Increased ☐ Decreased ☐ No change

21. If you know anyone with an incarcerated adult in their family, do they ever talk about particular concerns that could be addressed through... *(select all that apply)*

- ☐ Transportation assistance ☐ Child care assistance ☐ Job skills training ☐ Medical bill assistance
☐ Mentor or after school programs for children ☐ Financial assistance ☐ Stress relief
☐ Other _____

22. When you think about your adult family, friends and neighbors, how many of them might say something like "there's too much month at the end of my money?" or "where am I going to find money to pay for that?" Select one:

- ☐ Almost none (0 to 9%) ☐ Some (10-32%) ☐ Quite a few (33-66%) ☐ Most (67- 90%) ☐ Almost everyone (90- 100%)

23. 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:

- ☐ Almost none (0 to 9%) ☐ Some (10-32%) ☐ Quite a few (33-66%) ☐ Most (67- 90%) ☐ Almost everyone (90- 100%)

24. When you have time to rest or are ready to sleep, what kind of issues in your family or neighborhood keep you up?

25. How did you learn about our agency? (Select all that apply)

- ☐ Family or friend ☐ Current or former agency client ☐ The household I grew up in had received agency services
☐ United Way 311 ☐ Health care provider ☐ A state agency ☐ Other social service agency
☐ Brochure or flyer ☐ Websites/Internet ☐ Newspaper ☐ Phone book ☐ A mailing
☐ Television ☐ Social media (Facebook, Twitter, etc.) ☐ Local Church ☐ Billboard ☐ Radio
☐ Other _____

26. What services has your household received from CEDA within the last 12 months? (Select all that apply)

- ☐ Auto repair assistance ☐ Emergency furnace ☐ Rent or water bill assistance
☐ Breastfeeding education & support ☐ Employment services ☐ Scholarship (for school or trade)
☐ Dental or vision assistance ☐ Energy Assistance (LIHEAP) ☐ Transitional housing
☐ Educational Talent Search ☐ Family case management ☐ Weatherization
☐ Housing counseling ☐ WIC
☐ Other _____

27. What time of day would you prefer to come to one of our locations (offices) for assistance? Select one:

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

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

29. If YES, please provide your name and phone number:

FIRST NAME: _____ LAST NAME: _____

PHONE NUMBER (999-999-9999): _____

Customer Satisfaction Survey

If you received services from CEDA in the past 12 months, please complete the questions below. If you were not a CEDA customer, please mark "N/A" (not applicable).

- | | | | |
|---|------------------------------|-----------------------------|---|
| 30. The agency location/office was convenient, accessible and welcoming. | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> N/A (not applicable) |
| 31. I was helped in a timely manner. | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> N/A |
| 32. I was treated with respect. | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> N/A |
| 33. The staff was friendly and helpful. | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> N/A |
| 34. I got the information and/or services I needed. | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> N/A |
| 35. I was informed about other agency or community services. | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> N/A |
| 36. I would recommend your agency to family and friends. | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> N/A |
| 37. What is ONE thing you would change about the services you received from our agency? | | | |
-

***** THANK YOU FOR YOUR PARTICIPATION *****



ILLINOIS COMMUNITY ACTION AGENCIES
Needs Assessment Survey
 (Community Stakeholders)



**Illinois Department of
Commerce &
Economic Opportunity**
Community Services
Block Grant

CEDA, along with all other Illinois Community Action Agencies, are conducting a study of the needs of low-income people. Results from the study will be considered by Illinois's community action agencies for planning, developing, and delivering agency activities, services, and initiatives.

INSTRUCTIONS: Please answer each question by checking the appropriate box or boxes. If a question does not apply to you, please leave it blank.

"Community" is defined as the neighborhood and/or city in which your customers/constituents live.

1. What county do you do business in? _____
2. What subsection of Cook County do you primarily do business in?
☐ North/Northwest Suburbs ☐ West/Southwest Suburbs ☐ South/Far South suburbs ☐ Chicago ☐ Not in Cook Co.
3. 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"/> Police
<input type="checkbox"/> City government	<input type="checkbox"/> Faith based	<input type="checkbox"/> Judicial
<input type="checkbox"/> Township government	<input type="checkbox"/> Service organization	<input type="checkbox"/> Private business
<input type="checkbox"/> Board of Supervisors	<input type="checkbox"/> Public/private housing	<input type="checkbox"/> Other _____
<input type="checkbox"/> Educational institution	<input type="checkbox"/> Neighborhood association	
4. Are there full-time living wage (\$15 per hour or higher) employment opportunities available in your community?
☐ There are not any opportunities ☐ There are few opportunities
☐ There are a sufficient number of opportunities ☐ There are many opportunities ☐ unsure
5. Why do you believe people have problems getting or keeping a full-time living wage job? select all that apply:
☐ jobs are not available ☐ physical or mental disabilities ☐ need better communication, people/customer job skills
☐ language barriers ☐ need better technical job skills ☐ health issues ☐ criminal record
☐ lack of education ☐ transportation ☐ substance abuse issues ☐ need child care
☐ other _____
6. Are child care programs with traditional hours (during the day, Monday through Friday) for low-income families available in your community?
☐ There are not any available ☐ There are few available ☐ There are a sufficient number available
☐ There are many available ☐ unsure
7. Are child care programs with non-traditional hours (evenings, nights, and weekends) for low-income families available in your community?
☐ There are not any available ☐ There are few available ☐ There are a sufficient number available
☐ There are many available ☐ unsure
8. Are pre-school programs (including Head Start programs) for low-income families available in your community?
☐ There are not any available ☐ There are few available ☐ There are a sufficient number available
☐ There are many available ☐ unsure
9. Are affordable child and youth (ages 5 to 17) activities or after school programs available in your community?
☐ There are not any available ☐ There are few available ☐ There are a sufficient number available
☐ There are many available ☐ unsure

10. In your community, in which areas do you believe youth (ages 12 to 17) need information, education, guidance, and/or assistance? select all that apply:
- | | | | |
|---|---|--|---|
| <input type="checkbox"/> after school supervision | <input type="checkbox"/> school attendance | <input type="checkbox"/> birth control | <input type="checkbox"/> affordable school/community activities |
| <input type="checkbox"/> learning disabilities | <input type="checkbox"/> behavior disorders | <input type="checkbox"/> tutoring | <input type="checkbox"/> mentoring/leadership/volunteering |
| <input type="checkbox"/> finding employment | <input type="checkbox"/> gang participation | <input type="checkbox"/> obesity | <input type="checkbox"/> sexually transmitted diseases |
| <input type="checkbox"/> substance abuse/tobacco | <input type="checkbox"/> teen parenting | <input type="checkbox"/> mental health | <input type="checkbox"/> physical health and dental issues |
| <input type="checkbox"/> other _____ | | | |
11. Do you believe the schools in your community meet the educational needs of the children they serve?
- ☐ Not at all ☐ In a few cases ☐ In some cases ☐ In most cases ☐ in almost all cases ☐ unsure
12. Are there adequate levels of non-medical emergency services (fire and safety, disaster, etc.) available in your community?
- ☐ YES ☐ NO ☐ unsure
13. Are there a sufficient number of emergency shelters available in your community? ☐ YES ☐ NO ☐ unsure
14. Are there adequate levels of medical services available for low-income people in your community? ☐ YES ☐ NO ☐ unsure
15. Are there adequate levels of dental services available for low-income people in your community? ☐ YES ☐ NO ☐ unsure
16. Are there adequate levels of wellness (nutrition, exercise, etc.) programs available for low-income people in your community?
- ☐ YES ☐ NO ☐ unsure
17. Are there adequate levels of public transportation options (cabs, taxis, buses, trolleys, etc.) available in your community?
- ☐ YES ☐ NO ☐ unsure
18. Are the homes in your community in good repair?
- ☐ Almost none are ☐ Few are ☐ Some are ☐ Most are ☐ Almost all are ☐ unsure
19. Which of the following issues do you believe are the greatest challenges low-income families and individuals are currently facing? select all that apply:
- | | | | | |
|--|---|--|---|--|
| <input type="checkbox"/> education | <input type="checkbox"/> child care | <input type="checkbox"/> living wage employment | <input type="checkbox"/> mental health services | <input type="checkbox"/> child support |
| <input type="checkbox"/> job training | <input type="checkbox"/> teen pregnancy | <input type="checkbox"/> family/child abuse | <input type="checkbox"/> medical care access | <input type="checkbox"/> other: _____ |
| <input type="checkbox"/> housing | <input type="checkbox"/> substance abuse | <input type="checkbox"/> language barriers | <input type="checkbox"/> dental care access | _____ |
| <input type="checkbox"/> budgeting | <input type="checkbox"/> transportation | <input type="checkbox"/> healthy food selection | <input type="checkbox"/> health care costs | |
| <input type="checkbox"/> parenting | <input type="checkbox"/> family violence | <input type="checkbox"/> special needs children | <input type="checkbox"/> credit card debt | |
| <input type="checkbox"/> chronic illness | <input type="checkbox"/> energy/utility costs | <input type="checkbox"/> financial literacy/planning | <input type="checkbox"/> legal issues/services | |
20. Which of the following areas do you believe low-income families and individuals need assistance with in order to achieve or maintain self-sufficiency? select all that apply:
- | | | | |
|---------------------------------------|--|--|---|
| <input type="checkbox"/> employment | <input type="checkbox"/> mental health | <input type="checkbox"/> substance abuse treatment | <input type="checkbox"/> medical care |
| <input type="checkbox"/> job training | <input type="checkbox"/> literacy | <input type="checkbox"/> financial literacy/planning | <input type="checkbox"/> family/child abuse |
| <input type="checkbox"/> housing | <input type="checkbox"/> transportation | <input type="checkbox"/> energy/utility costs | <input type="checkbox"/> language barriers |
| <input type="checkbox"/> child care | <input type="checkbox"/> legal issues/services | <input type="checkbox"/> family planning | <input type="checkbox"/> other: _____ |
21. Which of the following areas do you believe the elderly (seniors) in your community need assistance with in order to remain in their home? select all that apply:
- | | | | |
|---|---|---|---|
| <input type="checkbox"/> housework | <input type="checkbox"/> yard work/snow removal | <input type="checkbox"/> home repairs | <input type="checkbox"/> energy/utility costs |
| <input type="checkbox"/> managing medications | <input type="checkbox"/> grocery shopping | <input type="checkbox"/> preparing meals | <input type="checkbox"/> laundry |
| <input type="checkbox"/> financial assistance | <input type="checkbox"/> tax preparation/legal issues | <input type="checkbox"/> access to transportation | <input type="checkbox"/> none apply |

22. Of the following, which of these do you believe low-income families and individuals need information, education, guidance, and/or assistance:

checking and savings accounts.....	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
credit card debt.....	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
credit repair.....	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
payday loans.....	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
car <u>title</u> loans (not a car purchase loan).....	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
budgeting or money management issues	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
filing tax returns (Earned Income Tax Credit)	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
obtaining loans	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
property tax exemptions.....	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
rent reimbursement claims.....	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
home energy/utility cost issues	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
landlord/tenant issues	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure

On a scale of 1 to 5 (1=poor/poorly, 3=fine/adequate, and 5=excellent), please rate the following:

23. How would you rate your relationship with the community action agency in your community?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ no relationship

24. How well is the community action agency in your community meeting the needs of low-income families and individuals? ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ unsure

25. What do you believe causes poverty? _____

26. What community improvement initiative would you like your community to address? _____

27. If you had \$1,000,000 to solve a community issue, what would you solve? _____

*** **THANK YOU FOR YOUR PARTICIPATION** ***



ILLINOIS COMMUNITY ACTION AGENCIES Needs Assessment Survey (Agency Personnel)



Illinois Department of
Commerce &
Economic Opportunity

Community Services
Block Grant

CEDA, along with all other Illinois community action agencies, is conducting a study of the needs of low-income people. Results from the study will be considered by Illinois's community action agencies for planning, developing, and delivering agency activities, services, and initiatives.

INSTRUCTIONS: Please answer each question by checking the appropriate box or boxes or providing a written response.

"Community" is defined as the neighborhood and/or city in which you provide services.

-
1. What county do you serve? _____
 2. What subsection of Cook County do you primarily serve?

<input type="checkbox"/> North and Northwest Suburbs	<input type="checkbox"/> West and Southwest Suburbs	<input type="checkbox"/> South and Far South suburbs
<input type="checkbox"/> Chicago	<input type="checkbox"/> Agency-wide /Administrative office	
 3. What is your position with the community action agency? select all that apply:

<input type="checkbox"/> board member	<input type="checkbox"/> staff person	<input type="checkbox"/> advisory committee	<input type="checkbox"/> other: _____
---------------------------------------	---------------------------------------	---	---------------------------------------
 4. How many years have you served in this capacity?

<input type="checkbox"/> 0-2	<input type="checkbox"/> 3-5	<input type="checkbox"/> 6-10	<input type="checkbox"/> 11-15	<input type="checkbox"/> 16-20	<input type="checkbox"/> 21-25	<input type="checkbox"/> 26-30	<input type="checkbox"/> over 30
------------------------------	------------------------------	-------------------------------	--------------------------------	--------------------------------	--------------------------------	--------------------------------	----------------------------------
 5. Are there full-time living wage (\$15 per hour or higher) employment opportunities available in your community?

<input type="checkbox"/> there are <u>not any</u> opportunities	<input type="checkbox"/> there are <u>few</u> opportunities
<input type="checkbox"/> there are a <u>sufficient number</u> opportunities	<input type="checkbox"/> there are <u>many</u> opportunities
<input type="checkbox"/> unsure	
 6. Why do you believe people have problems getting or keeping a job? select all that apply:

<input type="checkbox"/> jobs are not available	<input type="checkbox"/> physical or mental disabilities	<input type="checkbox"/> health issues
<input type="checkbox"/> language barriers	<input type="checkbox"/> need better technical job skills	<input type="checkbox"/> substance abuse issues
<input type="checkbox"/> lack of education	<input type="checkbox"/> transportation	<input type="checkbox"/> other _____
<input type="checkbox"/> need child care	<input type="checkbox"/> need better communication, people/customer job skills	
 7. Are there child care programs with traditional hours (during the day, Monday-Friday) for low-income families available in your community?

<input type="checkbox"/> there are <u>not any</u> available	<input type="checkbox"/> there are <u>few</u> available	<input type="checkbox"/> there are a <u>sufficient number</u> of available
<input type="checkbox"/> there are <u>many</u> available	<input type="checkbox"/> unsure	
 8. Are there child care programs with non-traditional hours (evenings, nights, weekends) for low-income families available in your community?

<input type="checkbox"/> there are <u>not any</u> available	<input type="checkbox"/> there are <u>few</u> available	<input type="checkbox"/> there are a <u>sufficient number</u> of available
<input type="checkbox"/> there are <u>many</u> available	<input type="checkbox"/> unsure	
 9. Are pre-school programs (including Head Start programs) for low-income families available in your community?

<input type="checkbox"/> there are <u>not any</u> available	<input type="checkbox"/> there are <u>few</u> available	<input type="checkbox"/> there are a <u>sufficient number</u> of available
<input type="checkbox"/> there are <u>many</u> available	<input type="checkbox"/> unsure	
 10. Are affordable child and youth (ages 5 to 17) activities or after-school programs available in your community?

<input type="checkbox"/> there are <u>not any</u> available	<input type="checkbox"/> there are <u>few</u> available	<input type="checkbox"/> there are a <u>sufficient number</u> available
<input type="checkbox"/> there are <u>many</u> available	<input type="checkbox"/> unsure	

11. In your community, in which areas do you believe youth (ages 12 to 17) need assistance? select all that apply:
- | | | | | |
|---|---|--|--|----------------------------------|
| <input type="checkbox"/> after school supervision | <input type="checkbox"/> school attendance | <input type="checkbox"/> birth control | <input type="checkbox"/> teen parenting | <input type="checkbox"/> obesity |
| <input type="checkbox"/> learning disabilities | <input type="checkbox"/> behavior disorders | <input type="checkbox"/> tutoring | <input type="checkbox"/> mentoring and leadership | |
| <input type="checkbox"/> finding employment | <input type="checkbox"/> gang participation | <input type="checkbox"/> volunteering | <input type="checkbox"/> sexually transmitted diseases | |
| <input type="checkbox"/> substance abuse/tobacco | <input type="checkbox"/> affordable school/community activities | <input type="checkbox"/> physical health and dental issues | | |
- ☐ other: _____
12. Do you believe the schools in your community meet the educational needs of the children they serve?
- ☐ not at all ☐ in a few cases ☐ in some cases ☐ in most cases ☐ in almost all cases ☐ unsure
13. Are there adequate levels of non-medical emergency services (fire & safety, disaster response, etc) in your community?
- ☐ YES ☐ NO ☐ unsure
14. Are there adequate levels of emergency shelters available in your community? ☐ YES ☐ NO ☐ unsure
15. Are there adequate levels of medical services available for low-income people in your community?
- ☐ YES ☐ NO ☐ unsure
16. Are there adequate levels of dental services available for low-income people in your community?
- ☐ YES ☐ NO ☐ unsure
17. Are there adequate levels of wellness programs (nutrition, exercise, etc.) available for low-income people in your community?
- ☐ YES ☐ NO ☐ unsure
18. Are the homes in your community in good repair? select one:
- ☐ none are ☐ few of them are ☐ some of them are ☐ many of them are ☐ almost all of them are
- ☐ unsure
19. Are there adequate level of public transportation options (cabs, taxis, buses, trains, etc.) in your community?
- ☐ YES ☐ NO ☐ unsure
20. Which of the following issues do you believe are the greatest challenges low-income households are currently facing? select all that apply:
- | | | | |
|--|---|--|---|
| <input type="checkbox"/> education | <input type="checkbox"/> child care | <input type="checkbox"/> living wage employment | <input type="checkbox"/> mental health services |
| <input type="checkbox"/> job training | <input type="checkbox"/> teen pregnancy | <input type="checkbox"/> family/child abuse | <input type="checkbox"/> medical care access |
| <input type="checkbox"/> housing | <input type="checkbox"/> substance abuse | <input type="checkbox"/> language barriers | <input type="checkbox"/> dental care access |
| <input type="checkbox"/> budgeting | <input type="checkbox"/> transportation | <input type="checkbox"/> healthy food selection | <input type="checkbox"/> health care costs |
| <input type="checkbox"/> parenting | <input type="checkbox"/> family violence | <input type="checkbox"/> special needs children | <input type="checkbox"/> credit card debt |
| <input type="checkbox"/> chronic illness | <input type="checkbox"/> energy/utility costs | <input type="checkbox"/> financial literacy/planning | <input type="checkbox"/> legal issues/services |
- ☐ other: _____ ☐ child support
21. Which of the following areas do you believe low-income households need assistance with in order to achieve or maintain self-sufficiency? select all that apply:
- | | | | |
|---------------------------------------|---|---|--|
| <input type="checkbox"/> employment | <input type="checkbox"/> mental health | <input type="checkbox"/> medical care | <input type="checkbox"/> substance abuse treatment |
| <input type="checkbox"/> job training | <input type="checkbox"/> literacy/education | <input type="checkbox"/> family/child abuse | <input type="checkbox"/> financial planning |
| <input type="checkbox"/> housing | <input type="checkbox"/> transportation | <input type="checkbox"/> language barriers | <input type="checkbox"/> parenting education |
| <input type="checkbox"/> child care | <input type="checkbox"/> legal issues | <input type="checkbox"/> family planning | <input type="checkbox"/> energy/utility costs |
- ☐ other: _____

22. Which of the following areas do you believe the elderly (seniors) in your community need assistance with in order to remain in their home? select all that apply:

☐ housework ☐ yard work/snow removal ☐ home repairs ☐ energy/utility costs
☐ managing medications ☐ grocery shopping ☐ preparing meals ☐ laundry
☐ financial assistance ☐ tax preparation/legal issues ☐ access to transportation
☐ other: _____

23. Of the following, with which of these do you believe low-income families need information, education, guidance, and/or assistance?

checking and savings accounts.....	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
credit cards	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
payday loans.....	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
car <u>title</u> loans (not a car purchase loan).....	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
budgeting or money management issues	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
financial credit issues	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
filing tax returns (EITC)	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
obtaining loans	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
property tax exemptions	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
rent reimbursement claims	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
home energy/utility cost issues	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
landlord/tenant issues	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure

24. What do you believe causes poverty?

25. What community improvement initiative would you like your community to address?

26. If you had \$1,000,000 to solve a community issue, what would you solve?

*** **THANK YOU FOR YOUR PARTICIPATION** ***



وكالات العمل المجتمعي في إيلينوي مواطن بحاجة إلى تقييم



قسم إيلينوي لفرص التجارة
والاقتصاد
خدمات المجتمع بلوك جرانت

تقوم CEDA، إلى جانب جميع وكالات العمل المجتمعي الأخرى في إيلينوي، بإجراء دراسة حول احتياجات الأفراد والأسر والتي قد تواجههم في أثناء حياتهم. ستقوم وكالات العمل المجتمعي بالاستفادة من نتائج الدراسة في التخطيط والتطوير وتنفيذ برامج الوكالة وخدماتها وأنشطتها.

تعليمات: يُرجى الإجابة على كل سؤال عن طريق تحديد المربع (المربعات) المناسبة أو تقديم إجابة مكتوبة. بعد إكمال الاستطلاع، يُرجى إعادته إلى المكان الذي استلمته منه.

ستظل جميع الاستطلاعات سرية. شكرًا لمشاركتك.

1. ما الإقليم الذي تعيش فيه؟ _____
2. ما الرمز البريدي لمكان سكنتك؟ _____
3. هل أنت ذكر أم أنثى؟ ☐ ذكر ☐ أنثى
4. هل تبلغ من العمر 55 عامًا أو أكثر؟ ☐ نعم ☐ لا
5. هل أنت متزوج أو تعيش مع شريك؟ ☐ نعم ☐ لا

6. العمل: ما احتياجات العمل التي تحتاج إلى مساعدة بشأنها؟ (حدد جميع الإجابات المناسبة) ...

- ☐ الحصول على تدريب للوظيفة التي أرغب فيها
- ☐ الحصول على تعليم للوظيفة التي أرغب فيها
- ☐ الحصول على وظيفة بدوام كامل والتي من شأنها ستقدم الدعم لي أو لأسرتي
- ☐ معرفة الوظائف المتاحة
- ☐ تعلم كيفية إجراء مقابلة للحصول على وظيفة
- ☐ تعلم كيفية كتابة سيرة ذاتية
- ☐ تعلم كيفية ملء طلبات شغل الوظائف
- ☐ تعلم مهارات الكمبيوتر للتقديم في وظائف
- ☐ الحصول على ملابس مناسبة لوظيفتي
- ☐ الحصول على معدات (مثل أدوات) لوظيفتي

7. التعليم: ما احتياجات التعليم التي تحتاج أنت أو أي عضو في العائلة إلى مساعدة بشأنها؟ (حدد جميع الإجابات المناسبة) ...

- ☐ الحصول على دراسة الشهادة الثانوية أو تطوير التعليم العام / دبلوم معادل للشهادة الثانوية (GED/HSED)
- ☐ الحصول على شهادة جامعية لمدة عامين
- ☐ الحصول على كلية أو شهادة جامعية لمدة أربع سنوات
- ☐ اختيار مهنة
- ☐ اختيار برنامج مدرسة فنية
- ☐ تعلم كيفية استخدام الكمبيوتر
- ☐ تعلم مهارات الاتصال أو اللغة أو تحسينها
- ☐ تعلم الإنجليزية (كلغة ثانية)
- ☐ الحصول على مساعدة مالية لإكمال دراستي
- ☐ إكمال نماذج المساعدات الجامعية (بما في ذلك نماذج FAFSA "التطبيق المجاني للمعونة الطلابية الاتحادية")

8. القضايا المالية والقانونية: ما الاحتياجات المالية والقانونية التي تحتاج أنت أو عائلتك إلى المساعدة بشأنها؟ (حدد جميع الإجابات المناسبة) ...

- ☐ وضع الميزانية وإدارة الأموال
- ☐ فتح حساب جاري أو توفير
- ☐ ملء استمارات ضرائب
- ☐ فهم درجات القدرة على السداد
- ☐ حل مشاكل بطاقة ائتمان أو شركة قروض
- ☐ حل مشاكل خاصة بمؤسسة أو شركة هواتف
- ☐ حل مشاكل خاصة بقروض يوم الدفع
- ☐ حل مشاكل رهن البنك / الإفلاس / التملك
- ☐ حل مشاكل الطلاق
- ☐ حل مشاكل حضانة الأطفال
- ☐ حل مشاكل دعم الأطفال
- ☐ حل مشاكل التعهد بالابتعاد
- ☐ الحصول على الحماية في حالات العنف المنزلي
- ☐ الحصول على المساعدة القانونية بشأن قضايا الترحيل أو الهجرة
- ☐ الحصول على المساعدة القانونية في حالة رفض الخدمات/الفوائد

9. الإسكان ما احتياجات الإسكان التي تحتاج أنت أو عائلتك إلى مساعدة بشأنها؟ (حدد جميع الإجابات المناسبة)...

- ☐ العثور على سكن بأسعار معقولة يناسب احتياجات أسرتي
- ☐ الحصول على المساعدة المالية بشأن الدفع أو التكاليف لشراء منزل
- ☐ التأهل للحصول على قرض لشراء منزل
- ☐ الحصول على التعليم المنزلي
- ☐ الحصول على حقوق المستأجر/الزئيل وتعليم المسؤوليات
- ☐ تعلم المهارات الأساسية لإصلاح المنزل وصيانة الممتلكات
- ☐ الحصول على المساعدة المالية بشأن دفع الإيجار
- ☐ الحصول على المساعدة المالية بشأن دفع تأمين الإيجار
- ☐ جعل منزلي أكثر كفاءة من حيث استهلاك الطاقة
- ☐ إجراء تغييرات في منزلي ليناسب شخصاً من ذوي الاحتياجات الخاصة
- ☐ الحصول على مأوى لحالات الطوارئ

10. الأطعمة والأغذية: ما احتياجات الأطعمة والأغذية التي تحتاج أنت أو عائلتك إلى المساعدة بشأنها؟ (حدد جميع الإجابات المناسبة)...

- ☐ الحصول على الطعام من مخازن الطعام أو بنوك الطعام أو محلات البقالة
- ☐ الحصول على ما يكفي من الغذاء في المنزل
- ☐ تعلم كيفية التسوق وفنون الطهي لتناول طعام صحي
- ☐ تعلم كيفية إنفاق الأموال المخصصة للطعام على النحو الأمثل
- ☐ الحصول على مساعدة بشأن أطعمة الطوارئ
- ☐ استلام وجبات في منزلي
- ☐ التسجيل في برنامج المساعدة الغذائية
- ☐ تعلم كيفية إعداد الأكل الصحي لأطفالي
- ☐ الحصول على الأطعمة المغذية خلال فترة الحمل
- ☐ الحصول على التعليم والمساعدة بشأن الرضاعة الطبيعية

11. هل لديك أطفال (دون سن الـ 18) يعيشون معك؟ ☐ نعم ☐ لا (إذا كانت الإجابة بـ "لا"، فتخطى السؤالين 12 و 13)

12. رعاية الأطفال وتنميتهم: إذا كان لديك أطفال (دون سن الـ 18) يعيشون معك، فما احتياجات رعاية الأطفال و/أو تنميتهم التي تحتاج أنت أو عائلتك إلى المساعدة بشأنها (حدد جميع الإجابات المناسبة)...

- ☐ العثور على خدمات رعاية الطفل في مكان مناسب
- ☐ العثور على خدمات رعاية الأطفال المرخصة
- ☐ العثور على خدمات رعاية الأطفال ذات الأسعار المعقولة
- ☐ العثور على خدمات رعاية الأطفال للرضع
- ☐ العثور على خدمات رعاية الأطفال للصغار
- ☐ العثور على خدمات رعاية الأطفال للأطفال في مرحلة ما قبل الدراسة
- ☐ العثور على خدمات رعاية الأطفال المسائية أو الليلية
- ☐ العثور على خدمات رعاية الأطفال في العطلة الأسبوعية
- ☐ العثور على روضة أطفال ذات جودة عالية
- ☐ العثور على برنامج ما قبل / بعد المدرسة
- ☐ إعداد طفلي ما قبل المدرسة للمدرسة العامة
- ☐ الحصول على المساعدة المالية بشأن تكاليف رعاية الأطفال
- ☐ الحصول على المساعدة المالية بشأن الأدوات المدرسية
- ☐ الحصول على المساعدة المالية بشأن الرسوم المدرسية
- ☐ الحصول على المساعدة المالية بشأن الأنشطة المدرسية أو النوادي

13. الدعم الأبوي والأسري: إذا كان لديك أطفال (دون سن الـ 18) يعيشون معك، فما احتياجات الدعم الأبوي و/أو الأسري التي تحتاج أنت أو عائلتك إلى المساعدة بشأنها (حدد جميع الإجابات المناسبة)...

- ☐ تعلم كيفية تأديب أطفالي وتهذيبهم بشكل أكثر فعالية
- ☐ تعلم كيفية التواصل مع الأطفال والتعامل معهم في سن المراهقة
- ☐ تعلم كيفية التعامل مع أطفالي الذين يُظهرون سلوكيات عنيفة
- ☐ تعلم كيفية التعامل مع السوك العنيف لأصدقاء أطفالي
- ☐ تعلم كيفية التحدث مع أطفالي حول المخدرات والكحوليات
- ☐ تعلم كيفية التحدث مع أطفالي حول الجنس والإيدز والأمراض المنقولة جنسياً، إلخ.
- ☐ تعلم كيفية مساعدة أطفالي في التعامل مع التوتر والاكتئاب والأزمات العاطفية
- ☐ تعلم كيفية تحديد الأهداف والخطط التي تخدم مصلحة عائلتي
- ☐ التواصل بشكل أفضل مع مقدمي الرعاية للأطفال أو المعلمين

14. النقل: ما احتياجات النقل التي تحتاج أنت أو عائلتك إلى مساعدة بشأنها (حدد جميع الإجابات المناسبة)...

- ☐ إمكانية الوصول إلى وسائل النقل العام
- ☐ توفر وسائل نقل موثوقة من وإلى العمل
- ☐ الحصول على المساعدة المالية لشراء سيارة موثوقة
- ☐ الحصول على المساعدة المالية لإجراء إصلاحات السيارة
- ☐ الحصول على المساعدة المالية لدفع تأمين السيارة
- ☐ الحصول على المساعدة المالية لدفع رسوم تسجيل السيارة أو رسوم الترخيص
- ☐ الحصول على رخصة قيادة
- ☐ الانتقال إلى أماكن مواعيد للكشوفات الطبية أو طبيب الأسنان
- ☐ الانتقال بشخصي من وإلى المدرسة
- ☐ نقل أطفال من وإلى رياض الأطفال
- ☐ نقل أطفال من وإلى المدرسة
- ☐ نقل أطفال من وإلى النادي
- ☐ التسوق والقيام بالمهام

15. الصحة: ما احتياجات الصحة التي تحتاج أنت أو عضو عائلتك إلى مساعدة بشأنها (حدد جميع الإجابات المناسبة)...

- ☐ الحصول على تأمين صحي بأسعار معقولة
- ☐ الحصول على تأمين على الأسنان بأسعار معقولة
- ☐ توفر الرعاية الصحية في مجتمعي
- ☐ توفر خدمة العناية بالأسنان في مجتمعي
- ☐ الحصول على إجابة لأسئلتني الخاصة بالتأمين الصحي
- ☐ إيجاد طبيب على استعداد لقبول المساعدة الطبية (العنوان XIX)
- ☐ إيجاد طبيب أسنان على استعداد لقبول المساعدة الطبية (العنوان XIX)
- ☐ الحصول على مساعدة مالية لإجراء فحوص طبية منتظمة
- ☐ الحصول على مساعدة مالية لإجراء فحوص أسنان منتظمة
- ☐ الحصول على مساعدة مالية لشراء العلاج والأدوية
- ☐ الحصول على المساعدة المالية للحصول على أغراض مثل النظارات أو سماعات الأذن الطبية أو الكراسي المتحركة، إلخ.
- ☐ الحصول على المساعدة المالية للرعاية الصحية على المدى الطويل
- ☐ الحصول على مساعدة في تعلم تنظيم الأسرة أو تحديد النسل بالنسبة للعائلة
- ☐ الحصول على رعاية طبية جيدة قبل ولادة طفلي
- ☐ الحصول على الفحوصات المنتظمة أو اختبارات تحريّ النماء عند الأطفال أو الفحوصات الطبية لأطفالي
- ☐ اختبار أطفالي لفحص التسمم بالبرصا
- ☐ الحصول على التطعيمات لأطفالي
- ☐ الحصول على علاج لمشكلة المخدرات أو الكحوليات
- ☐ الحصول على العلاجات والخدمات الخاصة بالصحة النفسية
- ☐ التعامل مع التوتر أو الاكتئاب أو القلق
- ☐ التعامل مع المشاكل العاطفية أو الاعتداءات الجسدية أو الجنسية

16. الاحتياجات الأساسية: ما الاحتياجات الأساسية التي تحتاج أنت أو عائلتك إلى مساعدة بشأنها (حدد جميع الإجابات المناسبة)...

- ☐ الحصول على الأثاث المنزلي والأجهزة والأدوات المنزلية الأساسية
- ☐ الحصول على مواد العناية الشخصية كالصابون والحفاضات وورق التواليت إلخ.
- ☐ الحصول على الملابس والأحذية
- ☐ الحصول على أعمال فناء المنزل أو إزالة الثلوج
- ☐ القيام بالإعمال المنزلية أو غسيل الملابس
- ☐ إدارة الأدوية
- ☐ الحصول على هاتف يعمل
- ☐ التمكن من الوصول إلى الإنترنت
- ☐ الحصول على المساعدة المالية لسداد فواتير المرافق العامة (كالتدفئة والكهرباء و/أو المياه)

17. هل تواجهك أية مشكلات أو لديك احتياجات أن أو عائلتك خلال الـ 12 شهرًا الماضية ولم تحصل على مساعدة بشأنها؟

- ☐ نعم ☐ لا إذا كانت الإجابة "نعم"، فيُرجى ذكر هذه المشكلات أو الاحتياجات:

18. اذكر شيئًا "واحدًا" ترغب في تحسينه في منطقتك؟

- الاسم الأول : _____ الاسم الأخير : _____
رقم الهاتف (9999-999-999): _____

استبيان لقياس مدى رضا العملاء

في حال تلقيت خدمات من CEDA خلال الأشهر الـ 12 الماضية، يُرجى الإجابة على الأسئلة التالية. إذا لم تكن أحد عملاء CEDA، فيُرجى وضع علامة "N/A" (لا ينطبق).

30. موقع/مكتب الوكالة مريح ويُمكن الوصول إليه بسهولة ويخزر بالاحتفاء والترحيب. ☐ نعم ☐ لا ☐ N/A (لا ينطبق)
31. تم تقديم المساعدة إليّ في الوقت المناسب. ☐ نعم ☐ لا ☐ N/A
32. تمت معاملتي باحترام. ☐ نعم ☐ لا ☐ N/A
33. يتسم الموظفون بالود والرغبة في المساعدة. ☐ نعم ☐ لا ☐ N/A
34. حصلت على المعلومات و/أو الخدمات التي كنت بحاجة إليها. ☐ نعم ☐ لا ☐ N/A
35. تم إبلاغي بخدمات الوكالات والخدمات المجتمعية الأخرى. ☐ نعم ☐ لا ☐ N/A
36. أوصي بوكالتكم للعائلة والأصدقاء. ☐ نعم ☐ لا ☐ N/A
37. اذكر شيئاً "واحدًا" تود تغييره حول الخدمات التي تلقيتها من وكالتنا؟

*** شكراً لمشاركتك ***



AGENCIAS DE ACCIÓN COMUNITARIA DE ILLINOIS
Evaluación de las necesidades de los residentes de la comunidad



Departamento de
Comercio y
Oportunidad
Económica de Illinois
Subsidios

CEDA, junto a todas las demás agencias de acción comunitaria de Illinois, está llevando a cabo un estudio de las necesidades que individuos y familias pueden estar experimentando en sus vidas. El objetivo es que las agencias de acción comunitaria utilicen los resultados de este estudio a la hora de planificar, desarrollar e implantar programas, servicios y actividades.

INSTRUCCIONES: Para contestar cada pregunta, marque la casilla o casillas correspondientes, o bien proporcione su respuesta por escrito. Una vez completada la encuesta, entréguela en el mismo lugar en el que la recibió.

Todas las encuestas son confidenciales. Gracias por participar.

-
1. ¿En qué región vive? _____
 2. ¿Cuál es el código postal de su hogar? _____
 3. ¿Es usted hombre o mujer? ☐ Hombre ☐ Mujer
 4. ¿Tiene 55 años o más? ☐ Sí ☐ NO
 5. ¿Está casado o vive con su pareja? ☐ Sí ☐ NO
 6. **EMPLEO: ¿Qué necesidades laborales le vendría bien cubrir? (marque todas las respuestas aplicables)...**
 - ☐ Recibir formación para el puesto de trabajo que deseo
 - ☐ Recibir educación para el puesto de trabajo que deseo
 - ☐ Encontrar un puesto de trabajo fijo a tiempo completo que me sostenga a mí o a mi familia
 - ☐ Saber qué ofertas de trabajo hay disponibles
 - ☐ Aprender a hacer una entrevista de trabajo
 - ☐ Aprender a redactar un currículum vitae
 - ☐ Aprender a rellenar solicitudes de trabajo
 - ☐ Aprender informática para solicitar trabajos
 - ☐ Tener ropa adecuada para el trabajo
 - ☐ Tener equipamiento (por ejemplo, herramientas) para mi trabajo
 7. **EDUCACIÓN: ¿Qué necesidades educativas le vendría bien cubrir a usted a algún miembro de su familia? (marque todas las respuestas aplicables)...**
 - ☐ Obtener un título de secundaria o GED/HSED
 - ☐ Obtener un grado universitario de dos años
 - ☐ Obtener un grado universitario de cuatro años
 - ☐ Elegir una carrera
 - ☐ Elegir un estudio de escuela técnica
 - ☐ Aprender a manejar un ordenador
 - ☐ Aprender o mejorar 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)
 8. **CUESTIONES FINANCIERAS Y LEGALES: ¿Qué necesidades financieras y/o legales le vendría bien cubrir a usted o a su familia? (marque todas las respuestas aplicables)...**
 - ☐ Asignar y administrar fondos
 - ☐ Abrir una cuenta corriente o de ahorro
 - ☐ Rellenar formularios fiscales
 - ☐ Comprender calificaciones crediticias
 - ☐ Resolver problemas con tarjetas de créditos o compañías de préstamos
 - ☐ Resolver problemas con empresas de suministros o compañías telefónicas
 - ☐ Resolver problemas con préstamos a cuenta de nóminas
 - ☐ Resolver cuestiones o problemas relacionados con ejecuciones hipotecarias/bancarrotas/embargos
 - ☐ Resolver cuestiones o problemas relacionados con divorcios
 - ☐ Resolver cuestiones o problemas relacionados con custodia de hijos
 - ☐ Resolver cuestiones o problemas relacionados con pensiones de manutención de hijos
 - ☐ Resolver cuestiones o problemas relacionados con órdenes de alejamiento
 - ☐ Recibir protección en situaciones de violencia doméstica
 - ☐ Recibir asesoramiento legal en cuestiones de deportación o inmigración
 - ☐ Recibir asesoramiento legal en caso de denegación de servicios/beneficios

9. VIVIENDA: ¿Qué necesidades relacionadas con la vivienda le vendría bien cubrir a usted a algún miembro de su familia?

(marque todas las respuestas aplicables)...

- ☐ Encontrar una vivienda asequible adaptada a las necesidades de mi familia
- ☐ Conseguir 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
- ☐ Recibir educación para ser propietario de vivienda
- ☐ Recibir educación sobre derechos y responsabilidades de inquilinos/arrendatarios
- ☐ Aprender a realizar reparaciones domésticas y tareas de mantenimiento básicas de una propiedad
- ☐ Obtener ayuda financiera para pagar el alquiler
- ☐ Obtener ayuda financiera para pagar fianzas de alquiler
- ☐ 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

10. ALIMENTACIÓN Y NUTRICIÓN: ¿Qué necesidades de alimentación y nutrición le vendría bien cubrir a usted o a su familia?

(marque todas las respuestas aplicables)...

- ☐ Recibir comida de bancos de alimentos, almacenes de alimentos o comedores de beneficencia
- ☐ Disponer de suficiente comida en casa
- ☐ Aprender a comprar y cocinar alimentos y comidas saludables
- ☐ Aprender a estirar el presupuesto alimenticio sin dejar de comer bien
- ☐ Recibir asistencia alimentaria de emergencia
- ☐ Recibir comidas en casa
- ☐ Inscribirse en el Programa de asistencia de alimentos
- ☐ Aprender a dar un ejemplo de alimentación saludable para mis hijos
- ☐ Recibir alimentos nutritivos durante el embarazo
- ☐ Recibir formación y ayuda en la lactancia

11. ¿Tiene hijos (menores de 18) que vivan con usted? ☐ SÍ ☐ NO *(Si la respuesta es NO, omita las preguntas 12 y 13)*

12. CUIDADO Y DESARROLLO INFANTIL: Si tiene hijos (menores de 18) que vivan con usted, ¿qué necesidades de cuidado y/o desarrollo infantil le vendría bien cubrir a usted o a su familia? (marque todas las respuestas aplicables)...

- ☐ Encontrar servicios de atención infantil con una ubicación conveniente
- ☐ Encontrar centros de cuidado infantil autorizados de calidad
- ☐ Encontrar centros de cuidado infantil asequibles
- ☐ Encontrar servicios de cuidado infantil para bebés menores de un año
- ☐ Encontrar servicios de cuidado infantil para niños de entre uno y tres años
- ☐ Encontrar servicios de cuidado infantil para niños en edad preescolar
- ☐ Encontrar servicios de cuidado infantil de tarde o noche
- ☐ Encontrar servicios de cuidado infantil de fin de semana
- ☐ Encontrar un centro de preescolar de calidad
- ☐ Encontrar un programa para antes/después de la escuela
- ☐ Preparar a mi hijo en edad preescolar para el acceso a una escuela pública
- ☐ Obtener ayuda financiera para pagar los costes de cuidado infantil
- ☐ Obtener ayuda financiera para pagar el material escolar
- ☐ Obtener ayuda financiera para pagar los gastos de escolarización
- ☐ Obtener ayuda financiera para pagar las actividades escolares o de clubs

13. APOYO PARA PADRES Y FAMILIAS: Si tiene hijos (menores de 18) que vivan con usted, ¿qué necesidades de apoyo a padres y/o familias le vendría bien cubrir a usted o a su familia? (marque todas las respuestas aplicables)...

- ☐ Aprender a disciplinar a mis hijos de forma más eficaz
- ☐ Aprender a comunicar y tratar con mis hijos adolescentes
- ☐ Aprender a tratar con hijos que muestran conductas intimidatorias o comportamientos violentos
- ☐ Aprender a tratar las conductas intimidatorias o violentas de los amigos de mis hijos
- ☐ Aprender a hablar con mis hijos sobre temas de drogas y alcohol
- ☐ Aprender a hablar con mis hijos sobre temas de sexo, SIDA, ETS, etc.
- ☐ Aprender a ayudar a mis hijos a manejar situaciones de estrés, depresión o problemas emocionales
- ☐ Aprender a fijar objetivos y planes para mi familia
- ☐ Comunicarme mejor con las personas que cuidan o los maestros/profesores de mis hijos

14. TRANSPORTE: ¿Qué necesidades relacionadas con el transporte le vendría bien cubrir a usted a algún miembro de su familia (marque todas las respuestas aplicables)...

- ☐ Tener acceso a transporte público
- ☐ Disponer de un medio de transporte fiable de y al trabajo
- ☐ Obtener ayuda financiera para comprar un coche fiable
- ☐ Obtener ayuda financiera para pagar las reparaciones de mi coche
- ☐ Obtener ayuda financiera para pagar el seguro de mi coche
- ☐ Obtener ayuda financiera para pagar los gastos de matriculación o impuestos de mi coche
- ☐ Obtener el carné de conducir
- ☐ Ir y volver de citas médicas o dentales
- ☐ Ir y volver de la escuela
- ☐ Llevar y traer a mis hijos de los centros de cuidado infantil
- ☐ Llevar y traer a mis hijos de los centros educativos
- ☐ Llevar y traer a mis hijos de las actividades escolares o de clubs
- ☐ Ir a hacer la compra y a hacer mandados

15. SALUD: ¿Qué necesidades relacionadas con la salud le vendría bien cubrir a usted a algún miembro de su familia (marque todas las respuestas aplicables)...

- ☐ Tener un seguro médico asequible
- ☐ Tener un seguro dental asequible
- ☐ Disponer de servicios de atención médica en mi comunidad
- ☐ Disponer de servicios dentales en mi comunidad
- ☐ Recibir respuesta a las preguntas de mi seguro sanitario
- ☐ Encontrar a un médico que esté dispuesto a aceptar Medicaid (título XIX)
- ☐ Encontrar a un dentista que esté dispuesto a aceptar Medicaid (título XIX)
- ☐ Obtener ayuda financiera para pagar reconocimientos médicos periódicos
- ☐ Obtener ayuda financiera para pagar revisiones dentales periódicas
- ☐ Obtener ayuda financiera para pagar medicamentos y recetas
- ☐ Obtener ayuda financiera para pagar gafas, audífonos, sillas de ruedas, etc.
- ☐ Obtener ayuda financiera para pagar cuidados médicos de larga duración
- ☐ Obtener educación y ayuda con cuestiones relacionadas con la planificación familiar y el control de natalidad
- ☐ Obtener atención médica antes del nacimiento de mi bebé
- ☐ Someter a mis hijos a revisiones médicas periódicas, pruebas de desarrollo y exámenes físicos
- ☐ Someter a mis hijos a pruebas de envenenamiento por plomo
- ☐ Vacunar a mis hijos
- ☐ Obtener tratamiento para problemas de drogas o alcohol
- ☐ Obtener tratamiento y servicios de salud mental
- ☐ Tratar problemas de estrés, depresión o ansiedad
- ☐ Tratar problemas relacionados con abuso físico, emocional o sexual

16. NECESIDADES BÁSICAS: ¿Qué necesidades básicas le vendría bien cubrir a usted a algún miembro de su familia (marque todas las respuestas aplicables)...

- ☐ Comprar mobiliario básico, electrodomésticos o utensilios de hogar
- ☐ Comprar artículos de cuidado personal como jabón, pañales, papel higiénico, etc.
- ☐ Comprar ropa y zapatos
- ☐ Realizar trabajos de jardinería o de retirada de nieve
- ☐ Realizar tareas de la casa o la colada
- ☐ Administrar medicamentos
- ☐ Tener un teléfono fiable
- ☐ Disponer de acceso a Internet
- ☐ Obtener ayuda financiera para pagar las facturas de suministros (calefacción, electricidad y/o agua)

17. ¿Hay algún problema o necesidad al que se haya tenido que enfrentar usted y/o su familia en los últimos 12 meses y para el que no haya conseguido ayuda?

- ☐ SÍ ☐ NO Si la respuesta es SÍ, enumere los problemas o necesidades:

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

19. ¿Cuáles son las fuentes de ingresos de su hogar? (Marque todas las respuestas aplicables.)

- ☐ Sin ingresos ☐ TANF o FIP ☐ Sueldo o salario ☐ Seguridad social ☐ SSI
☐ Pensión alimenticia o mantenimiento de hijos ☐ Asistencia General ☐ Seguro de desempleo ☐ Autónomo
☐ Pensión ☐ Otros _____

20. En los últimos 12 meses, ¿cómo ha cambiado la fuente de ingresos de su hogar?

- ☐ Ha aumentado ☐ Ha disminuido ☐ No ha cambiado

21. Si conoce a alguien con un adulto encarcelado en su familia, ¿alguna vez habla de cuestiones específicas que se podrían atender mediante... (marque todas las respuestas aplicables)

- ☐ Ayuda al transporte ☐ Asistencia para el cuidado de niños ☐ Cursos de capacitación profesional
☐ Asistencia de facturas médicas ☐ Programas de mentoría o extracurriculares para niños
☐ Ayuda financiera ☐ Alivio del estrés ☐ Otros _____

22. Si piensa en sus familiares, amigos y vecinos adultos, ¿cuántos dicen cosas como “no llego a fin de mes” o “no sé dónde voy a encontrar el dinero para pagar eso”? Marque una respuesta:

- ☐ Casi nadie (0-9 %) ☐ Pocos (10-32 %) ☐ Bastantes (33-66 %) ☐ La mayoría (67-90 %) ☐ Casi todo el mundo (90-100 %)

23. 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:

- ☐ Casi nadie (0-9 %) ☐ Pocos (10-32 %) ☐ Bastantes (33-66 %) ☐ La mayoría (67-90 %) ☐ Casi todo el mundo (90-100 %)

24. Cuando tiene tiempo de descansar o se prepara para dormir, ¿qué clase de problemas relacionados con su familia o vecindario le impiden dormir?

25. ¿Cómo ha llegado a conocer a nuestra agencia? (Marque todas las respuestas aplicables.)

- ☐ Familiar o amigo ☐ Cliente actual o antiguo de la agencia ☐ El hogar en el que crecí recibí ayuda de esta agencia
☐ United Way 311 ☐ Profesional de salud ☐ Una agencia estatal ☐ Otra agencia de servicios sociales
☐ Folleto o panfleto ☐ Web/Internet ☐ Periódico ☐ Directorio telefónico ☐ Correo postal
☐ Televisión ☐ Medios sociales (Facebook, Twitter, etc.) ☐ Parroquia ☐ Valla publicitaria
☐ Radio ☐ Otros _____

26. ¿Qué servicios ha recibido su hogar de CEDA en los últimos 12 meses? (Marque todas las respuestas aplicables.)

- ☐ Ayuda para reparar el coche ☐ Servicios de empleo ☐ Ayuda para pagar el alquiler o la factura del agua
☐ Educación y asistencia a la lactancia ☐ Programa de asistencia con la energía para hogares de bajos recursos (LIHEAP) ☐ Becas (escolares o comerciales)
☐ Asistencia dental o de visión ☐ Administración de casos familiares ☐ Alojamiento provisional
☐ Búsqueda de talentos ☐ Asesoramiento de vivienda ☐ Climatización
☐ Horno de emergencia ☐ WIC
☐ Otros _____

27. ¿En qué horario prefiere acercarse a una de nuestras sedes (oficinas) para que le prestemos asistencia? Marque una respuesta:

- ☐ De lunes a viernes, de 8:30 a 17:00 ☐ Sábados de 9:00 a 12:00
☐ De lunes a viernes por la tarde, de 17:00 a 19:00 ☐ No tengo posibilidad de acercarme a ninguna de sus oficinas

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 sabe/no contesta

29. Si la respuesta es SÍ, indique su nombre y número de teléfono:

NOMBRE: _____ APELLIDOS: _____

NÚMERO DE TELÉFONO (999-999999): _____

Encuesta de satisfacción del cliente

En caso de haber recibido servicios de CEDA en los últimos 12 meses, le rogamos que conteste las siguientes preguntas. Si usted no ha sido nunca cliente de CEDA, marque "N/A" (no aplicable).

- | | | | |
|---|-----------------------------|-----------------------------|---|
| 30. La sede/oficina de la agencia es un lugar conveniente, accesible y acogedor. | <input type="checkbox"/> SÍ | <input type="checkbox"/> NO | <input type="checkbox"/> N/A (no aplicable) |
| 31. La ayuda recibida ha sido oportuna. | <input type="checkbox"/> SÍ | <input type="checkbox"/> NO | <input type="checkbox"/> N/A |
| 32. El tratamiento que he recibido ha sido respetuoso. | <input type="checkbox"/> SÍ | <input type="checkbox"/> NO | <input type="checkbox"/> N/A |
| 33. El personal ha sido amable y servicial. | <input type="checkbox"/> SÍ | <input type="checkbox"/> NO | <input type="checkbox"/> N/A |
| 34. He recibido la información y/o servicios que necesitaba. | <input type="checkbox"/> SÍ | <input type="checkbox"/> NO | <input type="checkbox"/> N/A |
| 35. He recibido información sobre otras agencias u otros servicios comunitarios. | <input type="checkbox"/> SÍ | <input type="checkbox"/> NO | <input type="checkbox"/> N/A |
| 36. Recomendaría su agencia a familiares y amigos. | <input type="checkbox"/> SÍ | <input type="checkbox"/> NO | <input type="checkbox"/> N/A |
| 37. Indique UNA cosa que cambiaría con relación a los servicios que ha recibido de nuestra agencia. | | | |
-

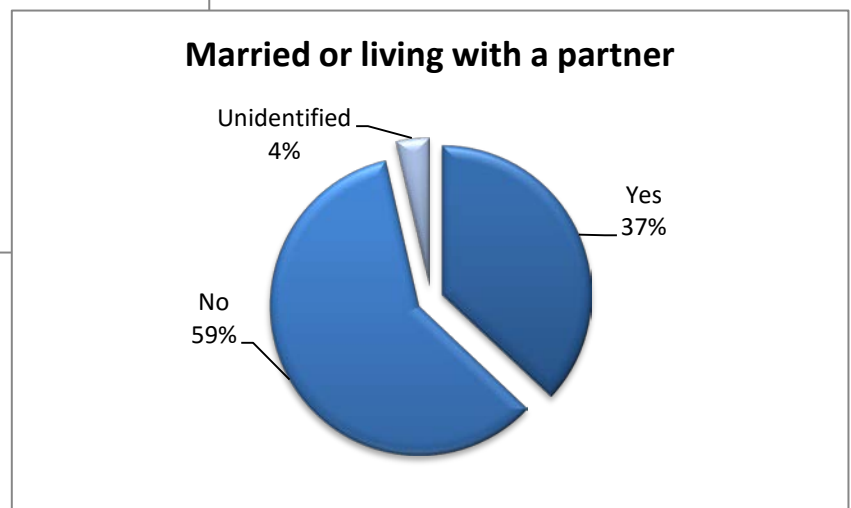
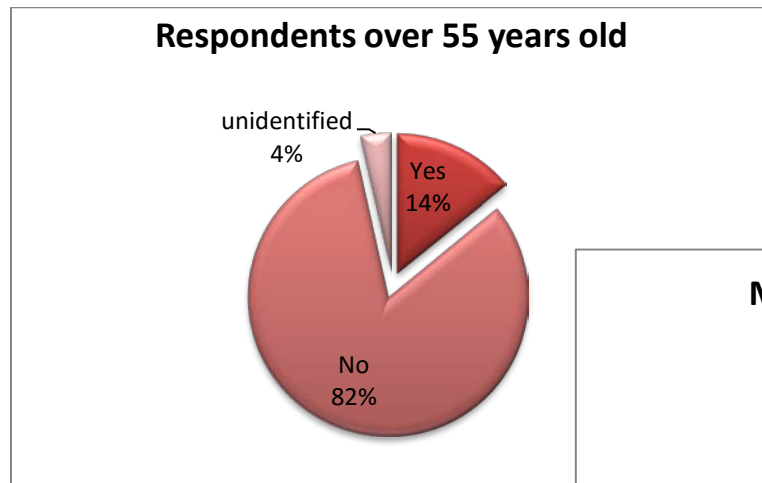
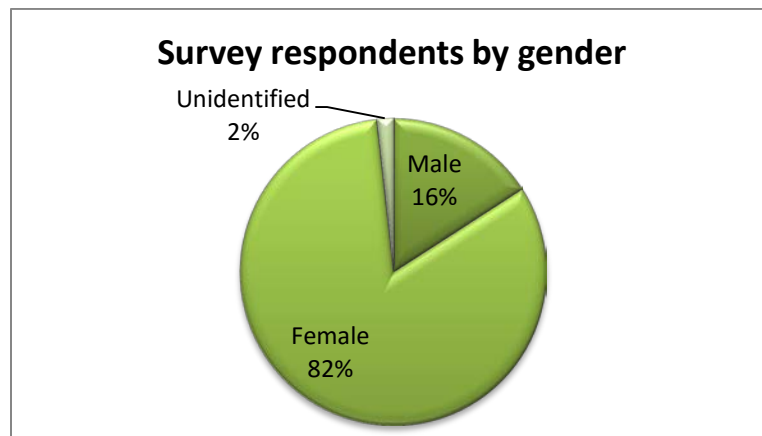
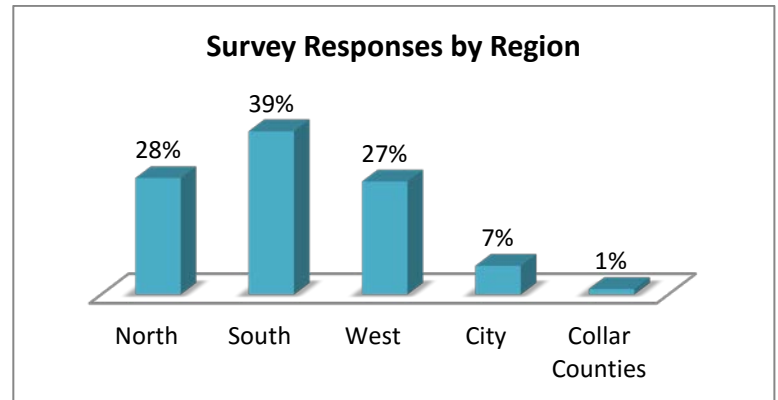
*** **GRACIAS POR SU PARTICIPACIÓN** ***

Resident/Client Survey Data charts and tables

Number of surveys from each region, and percentage of all collected surveys.

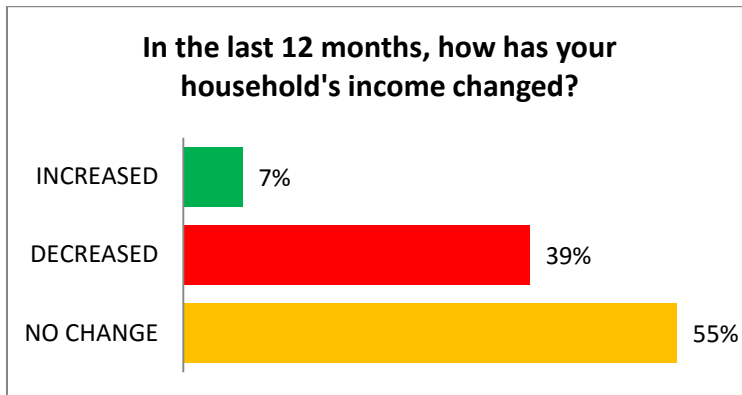
The Community Needs survey gathered the zip codes of respondents. Using zip code information, the survey responses were identified as North Region, South Region, West Region, or City of Chicago, those from Outside Cook County, or without a readable zip code, were identified as from Collar Counties.

North Region	593	28%
South Region	832	39%
West Region	576	27%
City of Chicago	146	7%
Collar Counties	27	1%
TOTAL	2174	100%

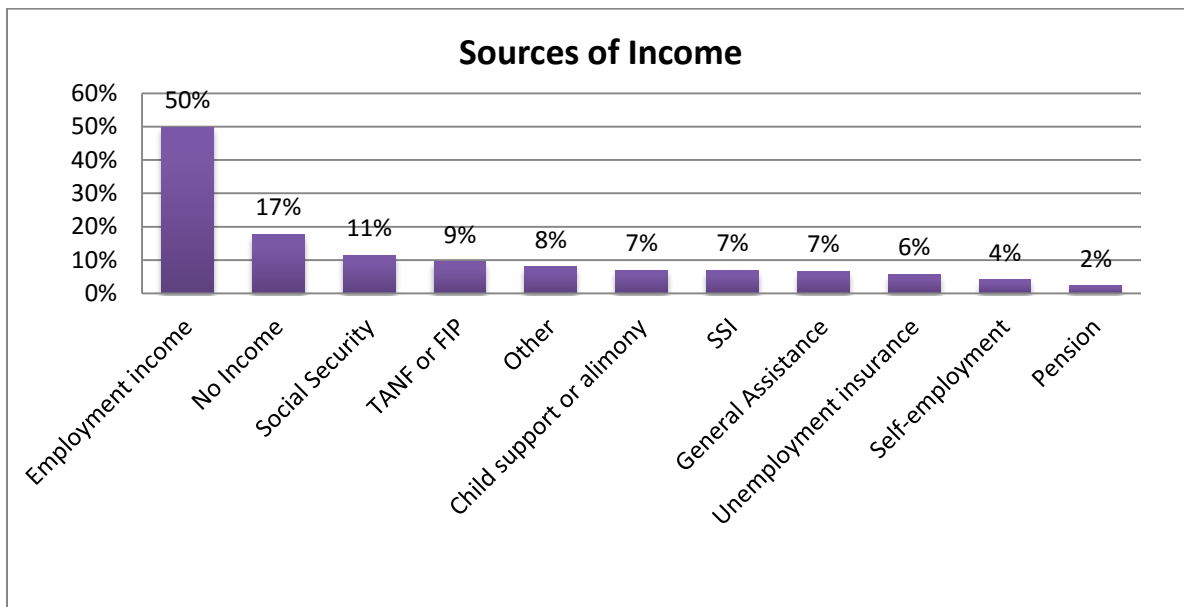


INCOME of RESPONDENTS

1943 of the 2174 survey responders, or 89%, reported their income sources. Half of those reporting had employment income in the household. The majority (55%) reported no change in income over the past year. 39% report a decrease in the income. Only 7% indicated that their household income had increased.

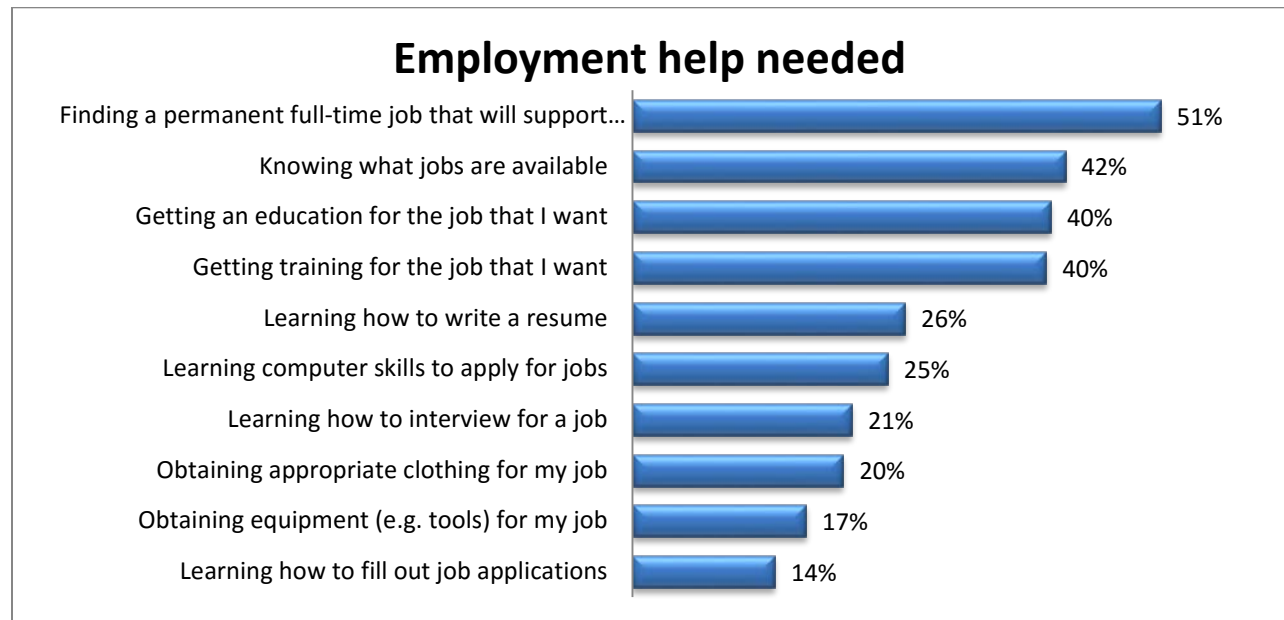


A table and graph of the respondent income sources appears below. Many respondents reported more than one income source in the household. Respondents frequently provided supplemental information that the Employment Income was only part time. Approximately 23% of all households with Employment Income also reported an additional income source.



INCOME SOURCE(S)	1943 answered	231 skipped
Employment income	970	50%
No Income	334	17%
Social Security	223	11%
TANF or FIP	183	9%
Other *	155	8%
Child support or alimony	136	7%
SSI	132	7%
General Assistance	127	7%
Unemployment insurance	111	6%
Self-employment	79	4%
Pension	44	2%

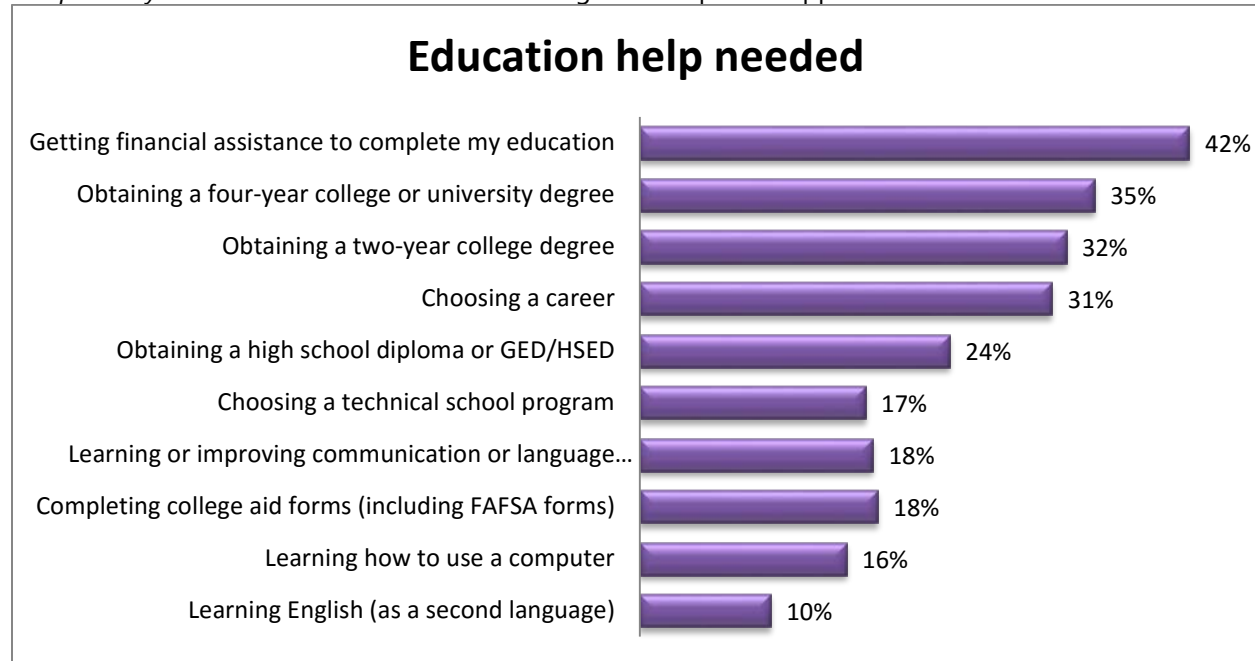
* "Other" sources of income listed included SNAP benefits (non-cash), SSDI, and support of family

EMPLOYMENT: Which employment needs could you use help with? (select all that apply)

EMPLOYMENT NEEDS	1800 answered	374 skipped
Finding a permanent full-time job that will support me or my family	913	51%
Knowing what jobs are available	748	42%
Getting an education for the job that I want	723	40%
Getting training for the job that I want	715	40%
Learning how to write a resume	471	26%
Learning computer skills to apply for jobs	441	25%
Learning how to interview for a job	379	21%
Obtaining appropriate clothing for my job	364	20%
Obtaining equipment (e.g. tools) for my job	300	17%
Learning how to fill out job applications	246	14%

EDUCATION:

1772 surveys, or 82%, provided responses to the question “Which education needs could you or a family member use help with? (select all that apply)” The most cited need was for *Getting financial assistance to complete my education*. A tabulation and ranking of all responses appears below.



EDUCATION NEEDS	1772 answered	402 skipped
Getting financial assistance to complete my education	688	39%
Obtaining a four-year college or university degree	572	32%
Obtaining a two-year college degree	545	31%
Choosing a career	529	30%
Obtaining a high school diploma or GED/HSED	394	22%
Choosing a technical school program	305	17%
Learning or improving communication or language skills	305	17%
Completing college aid forms (including FAFSA forms)	301	17%
Learning how to use a computer	276	16%
Learning English (as a second language)	177	10%

FINANCIAL AND LEGAL ISSUES:

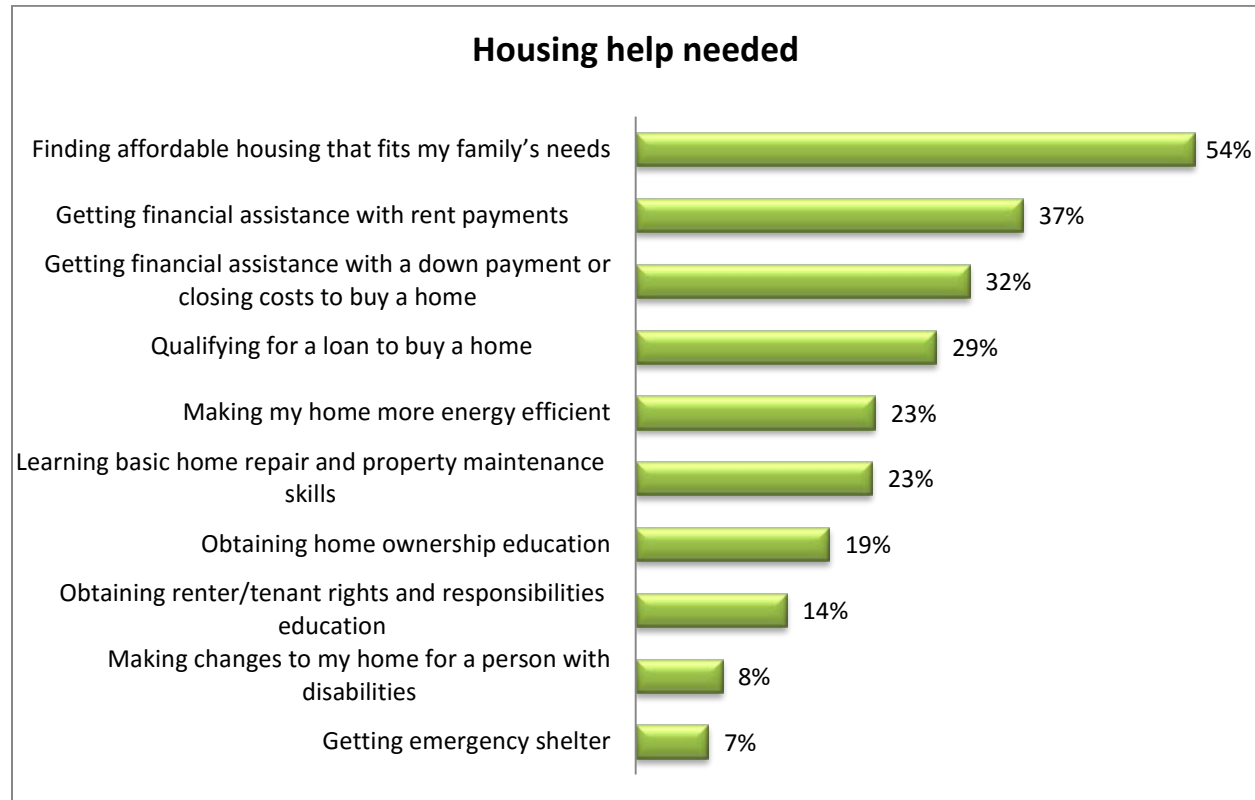
1619 surveys, or 74%, provided responses to the question: “Which financial and/or legal needs could you or your family use help with? (select all that apply)” More than half (57%) of those answering this question indicated wanting help with *Budgeting and managing money*. With 930 respondents selecting this response, *Budgeting and managing money* is one of the top two needs from among 121 listed needs in the entire survey.



FINANCIAL & LEGAL NEEDS	1619 answered	555 skipped
Budgeting and managing money	930	57%
Understanding credit scores	414	26%
Solving problems with a credit card or loan company	414	26%
Solving problems with utility or telephone company	313	19%
Filling out tax forms	296	18%
Getting legal assistance when denied services/benefits	262	16%
Solving bank foreclosure/bankruptcy/ repossession problems or issues.	216	13%
Opening a checking or savings account	209	13%
Solving child custody problems or issues	159	10%
Solving problems with payday loans	159	10%
Getting legal assistance with deportation or immigration issues	147	9%
Solving divorce problems or issues	118	7%
Getting protection in domestic violence situations	102	6%
Solving restraining order problems or issues	93	6%

HOUSING:

82% or 1780 of respondents provided answers to the question “Which housing needs could you or your family use help with? (select all that apply)”. The top need, which was the most cited need of the entire survey with 956 indicating the need for *Finding affordable housing that fits my family’s needs*. The Graph and table below show tabulation and ranking of all Housing needs responses.



HOUSING	1780 answered	394 skipped
<i>Finding affordable housing that fits my family's needs</i>	956	54%
Getting financial assistance with a down payment or closing costs to buy a home	571	37%
Getting financial assistance with rent payments	662	32%
Qualifying for a loan to buy a home	514	29%
Learning basic home repair and property maintenance skills	404	23%
Making my home more energy efficient	409	23%
Obtaining home ownership education	331	19%
Obtaining renter/tenant rights and responsibilities education	258	14%
Getting emergency shelter	124	8%
Making changes to my home for a person with disabilities	148	7%

FOOD AND NUTRITION:

1628 respondents, or 75% of surveys, provided answers to the question “Which food and nutrition needs could you or your family use help with? (select all that apply)”. The top three selections were very close in count. *Learning how to stretch my food dollar; Having enough food at home; and Learning how to shop and cook for healthy eating.*

The graph and table below show counts and rankings of all survey results regarding nutrition.



NUTRITION	1628 answered	548 skipped
Learning how to stretch my food dollar	656	40%
Having enough food at home	642	39%
Learning how to shop and cook for healthy eating	619	38%
Getting food from food pantries, food banks, or food shelves	483	30%
Enrolling in SNAP or other Food Assistance Programs	430	26%
Learning how to model healthy eating for my children	370	23%
Getting emergency food assistance	276	17%
Getting meals delivered to my home	155	10%
Getting nutritious foods during pregnancy	151	9%
Obtaining breastfeeding education and assistance	112	7%

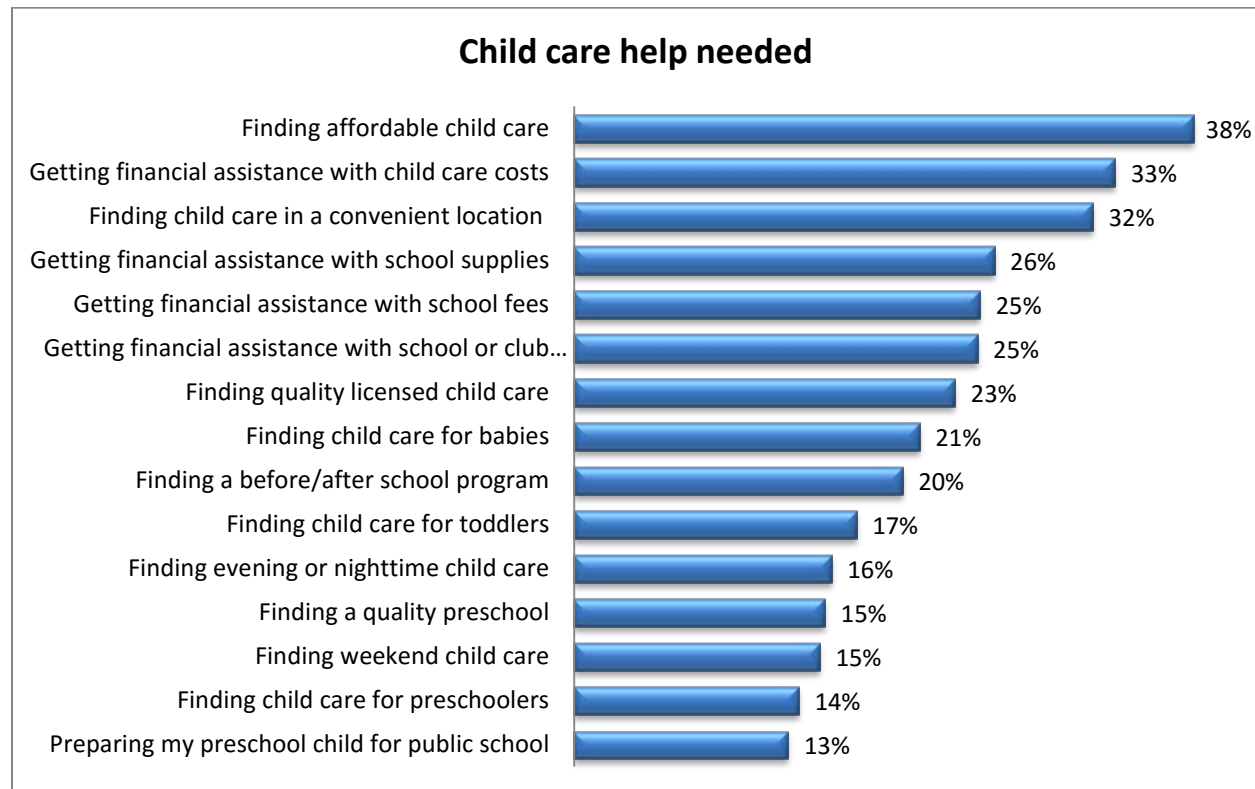
CHILD CARE AND CHILD DEVELOPMENT:

1528 or 71% of respondents reported having someone under 18 years of age in the home. Not all respondents with children in the home answered the Childcare or Parenting questions.

1250 people, or 55% of all respondents provided answers to the question *"If you have children (under the age of 18) living with you, which child care and/or child development needs could you or your family use help with? (select all that apply)"*

Finding affordable child care was the most cited need. Other common needs included *Financial Assistance* for child care, school supplies, fees, and activities.

The graph and table below show counts and rankings of all survey results regarding child care and development. .



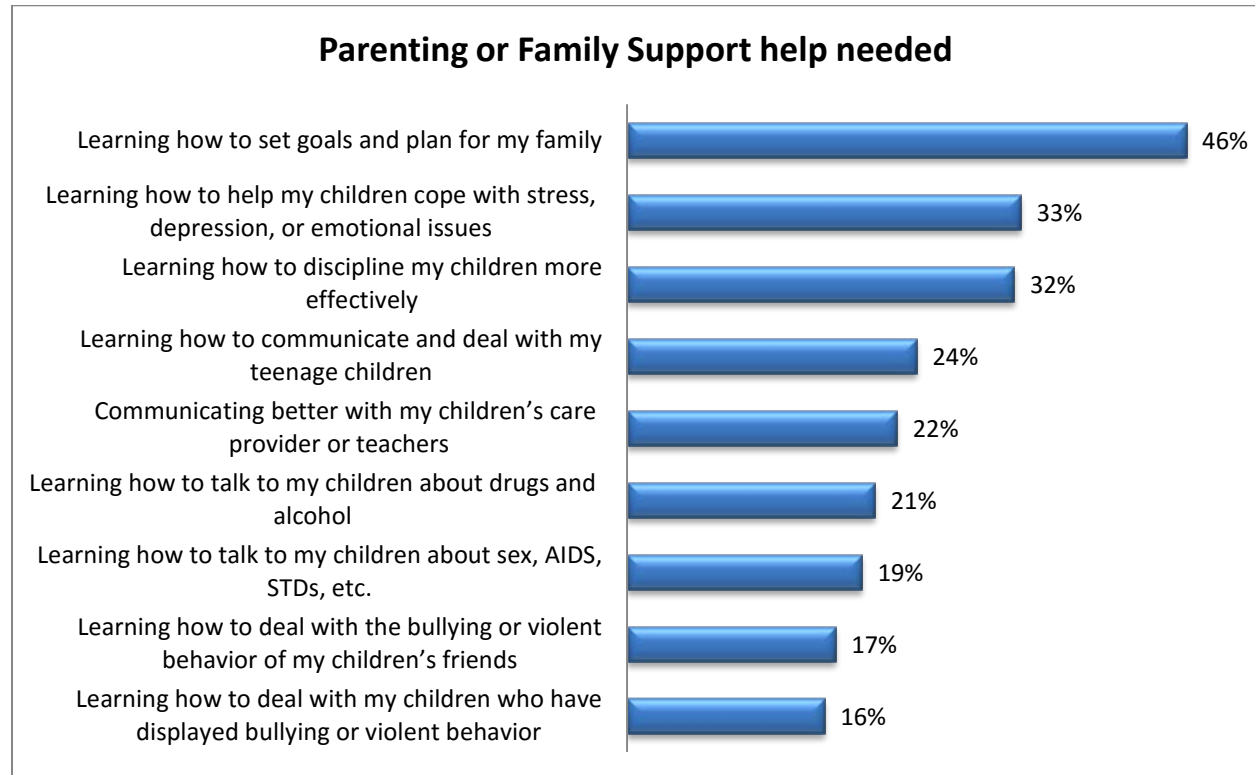
CHILDCARE	1250 answered	924 skipped
Finding affordable child care	472	38%
Getting financial assistance with child care costs	412	33%
Finding child care in a convenient location	395	32%
Getting financial assistance with school supplies	320	26%
Getting financial assistance with school fees	309	25%
Getting financial assistance with school or club activities	307	25%
Finding quality licensed child care	290	23%
Finding child care for babies	263	21%
Finding a before/after school program	250	20%
Finding child care for toddlers	215	17%
Finding evening or nighttime child care	196	16%
Finding a quality preschool	191	15%
Finding weekend child care	187	15%
Finding child care for preschoolers	171	14%
Preparing my preschool child for public school	163	13%

PARENTING AND FAMILY SUPPORT:

1528 or 71% of respondents reported having someone under 18 years of age in the home. Not all respondents with children in the home answered the Childcare or Parenting questions. Percentages are reported of those who did provide an answer to the question.

51% of all respondents provided answers to the question *"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 all that apply)"* The most cited need was *Learning how to set goals and plan for my family*.

The graph and table below show counts and rankings of all survey results regarding parenting and family support.

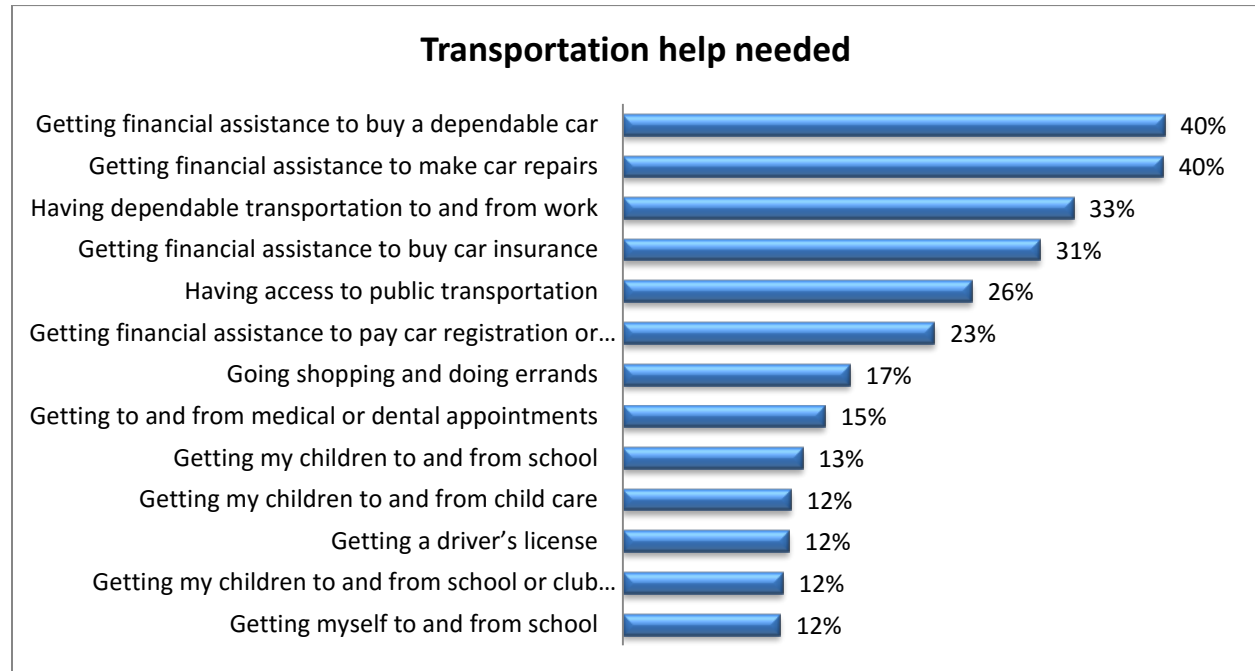


PARENTING & FAMILY SUPPORTS	1101 answered	1073 skipped
Learning how to set goals and plan for my family	510	46%
Learning how to help my children cope with stress, depression, or emotional issues	359	33%
Learning how to discipline my children more effectively	353	32%
Learning how to talk to my children about drugs and alcohol	226	24%
Learning how to talk to my children about sex, AIDS, STDs, etc.	214	22%
Learning how to communicate and deal with my teenage children	264	21%
Learning how to deal with the bullying or violent behavior of my children's friends	190	19%
Learning how to deal with my children who have displayed bullying or violent behavior	180	17%
Communicating better with my children's care provider or teachers	246	16%

TRANSPORTATION:

1506, or 69% of those surveyed provided answers to the question “Which transportation needs could you or your family use help with? (select all that apply)” The top two responses, both selected by 40% of the those answering, were *Getting financial assistance to buy a dependable car*; and *Getting financial assistance to make car repairs*.

The graph and table below show counts and rankings of all survey results regarding transportation needs.

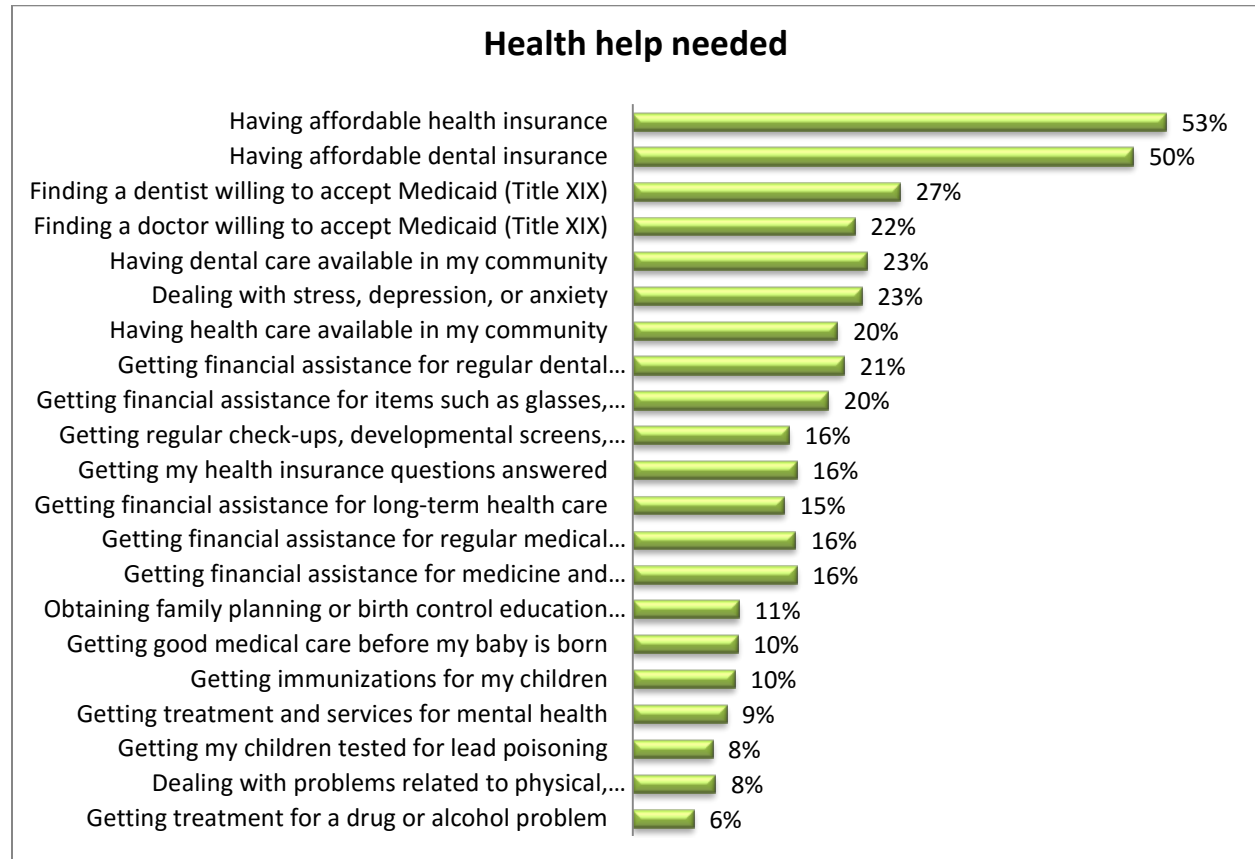


TRANSPORTATION	1506 answered	668 skipped
Getting financial assistance to buy a dependable car	604	40%
Getting financial assistance to make car repairs	602	40%
Having dependable transportation to and from work	502	33%
Getting financial assistance to buy car insurance	465	31%
Having access to public transportation	389	26%
Getting financial assistance to pay car registration or license fees	347	23%
Going shopping and doing errands	253	17%
Getting my children to and from school	200	13%
Getting my children to and from child care	187	12%
Getting to and from medical or dental appointments	225	15%
Getting a driver's license	185	12%
Getting my children to and from school or club activities	178	12%
Getting myself to and from school	175	12%

HEALTH:

1430, or 66% of surveys, provided answers to the question “Which health needs could you or a family member use help with? (select all that apply)” Of 21 selections presented in the survey, the top two responses, cited significantly more than the other choices, were *Having affordable health insurance* and *Having affordable dental insurance*.

The graph and table below provide tabulation and ranking of all responses received regarding health and healthcare needs



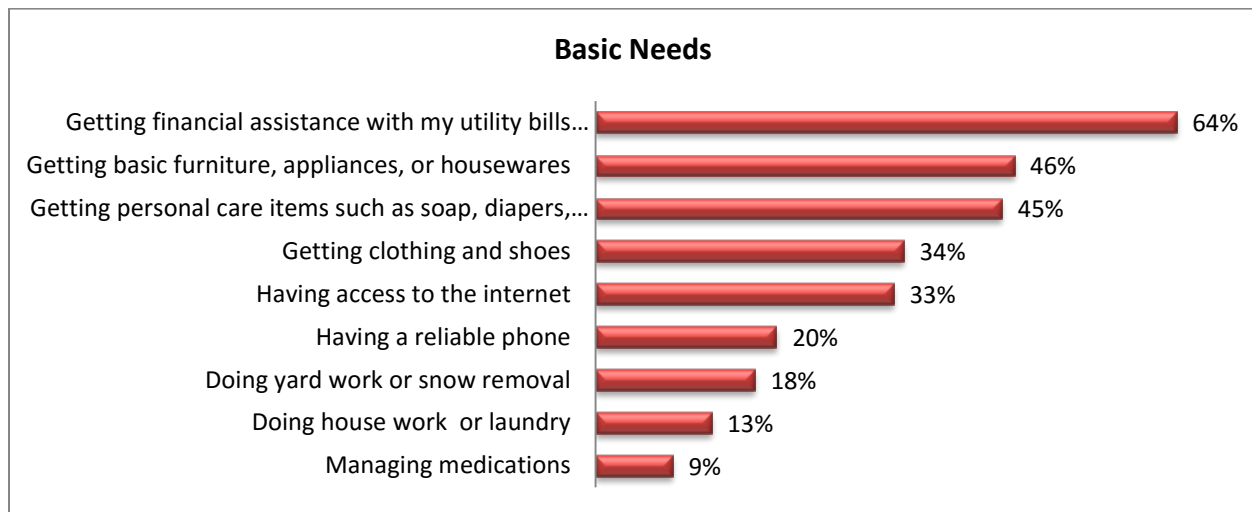
HEALTH	1430 answered	744 skipped
Having affordable health insurance	765	53%
Having affordable dental insurance	718	50%
Dealing with stress, depression, or anxiety	328	27%
Getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc.	280	22%
Having health care available in my community	293	23%
Finding a dentist willing to accept Medicaid (Title XIX)	383	23%
Getting financial assistance for regular dental checkups	303	20%
Having dental care available in my community	336	21%
Finding a doctor willing to accept Medicaid (Title XIX)	318	20%
Getting financial assistance for medicine and prescriptions	235	16%
Getting financial assistance for long-term health care	217	16%
Getting regular check-ups, developmental screens, or physicals for my children	224	15%
Getting my health insurance questions answered	235	16%
Getting financial assistance for regular medical checkups	233	16%
Obtaining family planning or birth control education and assistance	152	11%
Getting good medical care before my baby is born	150	10%

Dealing with problems related to physical, emotional, or sexual abuse	118	10%
Getting immunizations for my children	146	9%
Getting treatment and services for mental health	134	8%
Getting my children tested for lead poisoning	114	8%
Getting treatment for a drug or alcohol problem	87	6%

BASIC NEEDS:

1555 surveys, or 72% of respondents, provided answers to the question “Which basic needs could you or your family use help with? (select all that apply)” The top answer, selected significantly more than others, was *Getting financial assistance with utility bills*.

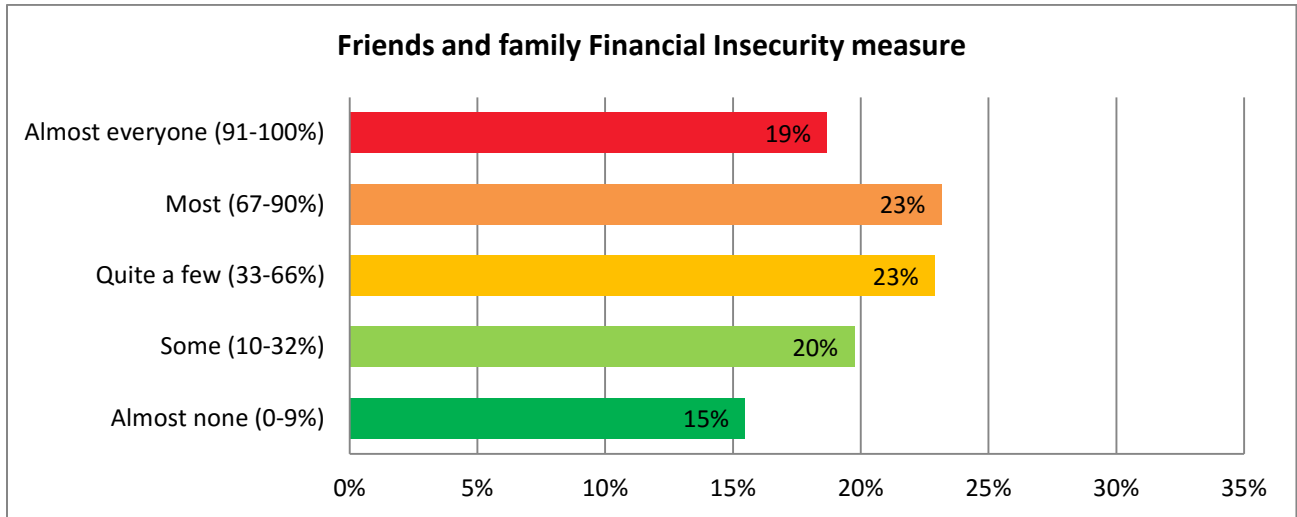
All results from surveys regarding help with Basic Needs are graphed and tabulated below, ranked by most frequently cited.



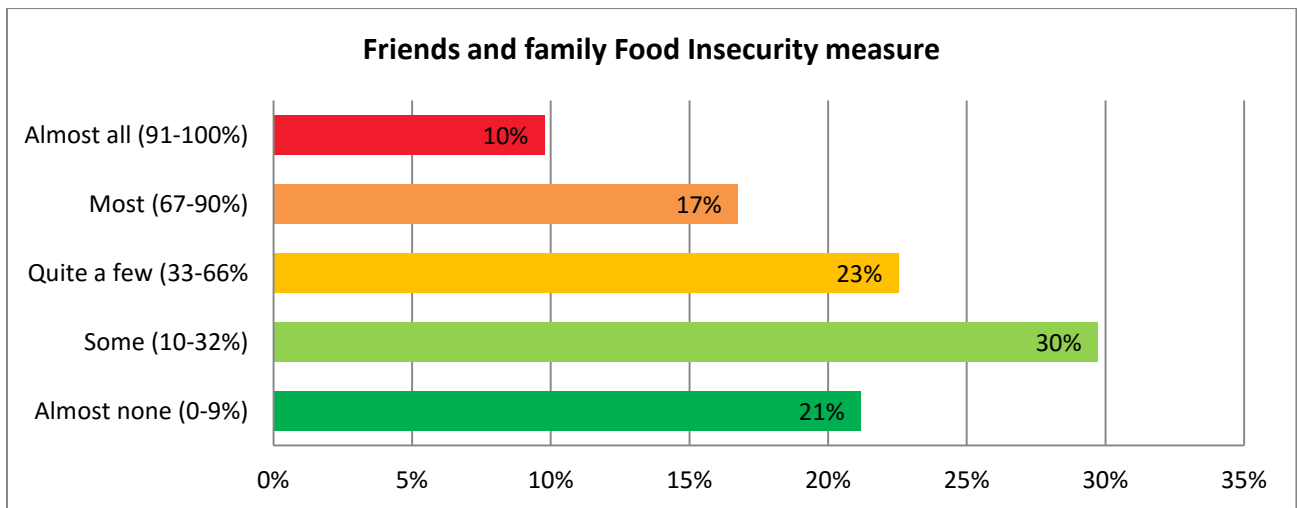
BASIC NEEDS	1555 answered	619 skipped
Getting financial assistance with my utility bills (heating, electric, and/or water)	861	55%
Getting basic furniture, appliances, or housewares	616	40%
Getting personal care items such as soap, diapers, toilet paper, etc.	576	37%
Getting clothing and shoes	446	29%
Having access to the internet	423	27%
Having a reliable phone	257	17%
Doing yard work or snow removal	243	16%
Doing house work or laundry	168	11%
Managing medications	117	8%

FINANCIAL AND FOOD INSECURITY

1873 responses received to the question: *When you think about your adult family, friends, and neighbors, how many of them might say something like "There's too much month at the end of my money"; or "Where am I going to find the money to pay for that?"*



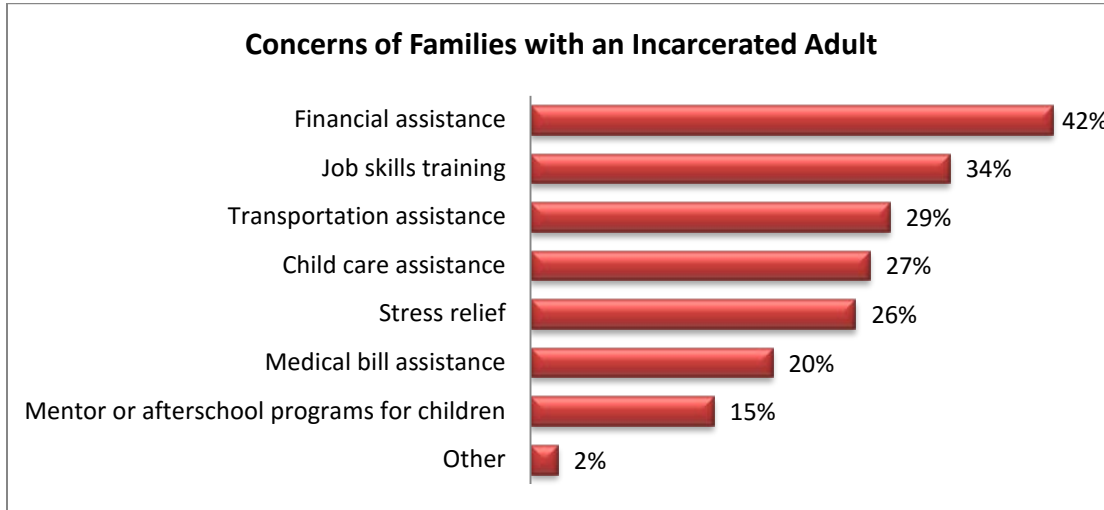
1850 responses received to the question : *"When you think about your adult friends and neighbors, how many of them may have difficulties finding or buying enough quality food to provide at least three meals per day?"*



The results above visually show a far greater level of financial insecurity compared to food insecurity. Only 27% of respondents believe most (>66%) of their circle to have difficulty getting enough food for three meals a day. Whereas 42% of respondents believe most (>66%) of their circle do not have enough money to meet their monthly needs

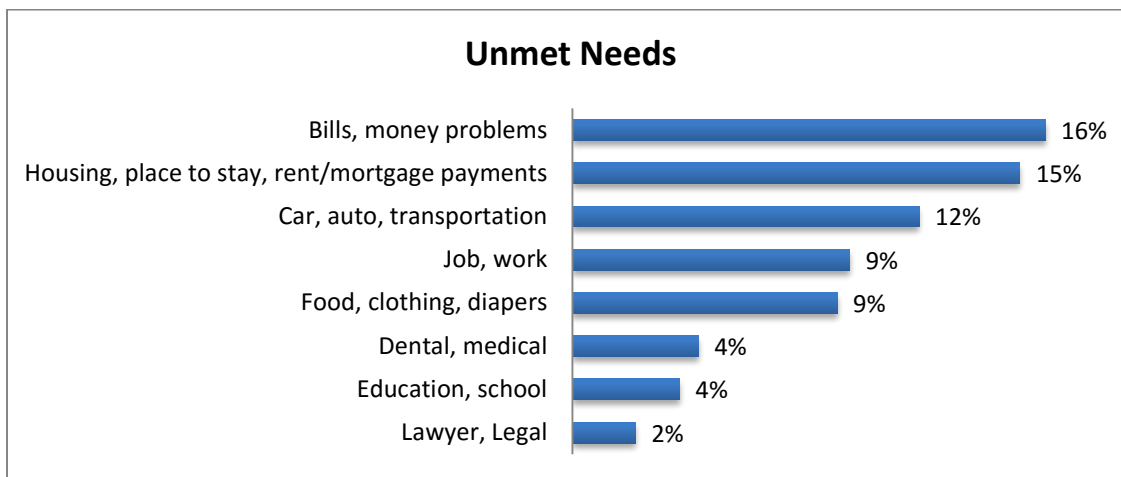
CONCERNS OF FAMILIES WITH AN INCARCERATED ADULT

866, or 40% of respondents, answered the question *“If you know anyone with an incarcerated adult in their family, do they ever talk about particular concerns that could be addressed through the following? (select all that apply)”* Financial Assistance and Job Skills Training were the most frequently cited needs for these families. The graph below reflects the percentage of only those that answered this question.

**UNMET NEEDS:**

1788, or 82% of those surveyed, answered the question *“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? If YES, please list those problems or needs.”* 74% of those who answered indicated NO unmet needs.

470 respondents, or 26% of those answering, indicated their household had experienced unmet need in the prior year. Many reflected multiple unmet needs. The open text answer field yielded a variety of responses. These were analyzed for common phrases and topics. The most frequently cited are listed and tabulated below.

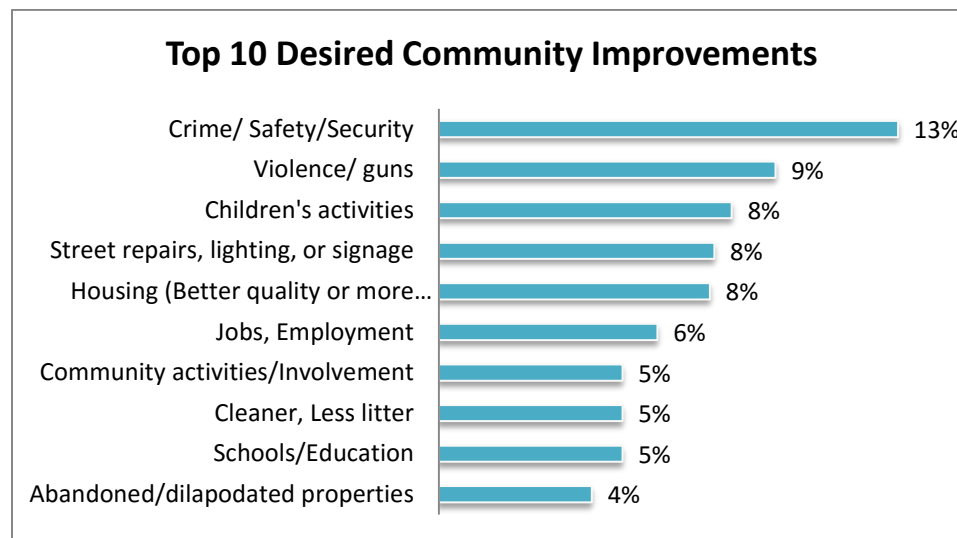


Unmet Needs		470
Bills, money problems	75	16%
Housing: place to stay, rent/mortgage payments	71	15%
Car, auto, transportation	55	12%
Job, work	44	9%
food, clothing, diapers	42	9%
Dental, medical	20	4%
Education, school	17	4%
Lawyer, Legal	10	2%

DESIRED COMMUNITY IMPROVEMENT:

837, or 39% of respondents provided answers to the open-format question: “What is ONE thing you would like to see improved in your neighborhood?” The text of the responses was analyzed for common terms, phrases and topics. The most frequently occurring words, phrases and topics are tabulated below. Many responses contained multiple topics

Note: responses that cited *violence, guns, shooting, or killing* were tabulated under the “Violence/Guns” listing. These were considered a separate topic, and not included in the “Crime/Safety/Security” listing.



One thing would like to see improved in community	837 answered	
Crime/ Safety/Security	105	13%
Violence/ guns	77	9%
Children's activities	67	8%
Street repairs, lighting, or signage	63	8%
Housing (Better quality or more affordable)	62	8%
Jobs, Employment	50	6%
Community activities/Involvement	42	5%
Cleaner, Less litter	42	5%
Schools/Education	42	5%
Abandoned/dilapidated properties	35	4%

More Resources/Programs	35	4%
Stores, Grocery, Businesses	28	3%
Parks/Recreation	26	3%
Gangs	18	2%
Transportation	18	2%
Youth/Teen activities	17	2%
Child Care	16	2%
Drugs	15	2%
Health Care	13	2%
Youth jobs	12	1%
Quality of Gov. /Police	9	1%
Job training	6	1%
Bullying	5	1%
Water quality	5	1%
Senior services	5	1%
Service Outreach	4	0%
Flooding	3	0%
Traffic, street safety	3	0%

	NORTH 593 Surveys; 434 with children			WEST 576 Surveys; 423 with children			SOUTH 832 Surveys; 559 with children	
1	Finding affordable housing that fits my family's needs	48%		Finding affordable housing that fits my family's needs	41%		Finding a permanent full-time job that will support me or my family	46%
2	Budgeting and managing money	46%		Budgeting and managing money	40%		Getting financial assistance with my utility bills	44%
3	Having affordable health insurance	45%		Finding a permanent full-time job that will support me or my family	39%		Budgeting and managing money	42%
4	Having affordable dental insurance	41%		Knowing what jobs are available	35%		Finding affordable housing that fits my family's needs	42%
5	Getting financial assistance with my utility bills	40%		Getting an education for the job that I want	34%		Getting financial assistance to complete my education	37%
6	Learning how to set goals and plan for my family	39%		Having affordable health insurance	33%		Getting training for the job that I want	36%
7	Learning how to stretch my food dollar	38%		Getting training for the job that I want	32%		Knowing what jobs are available	36%
8	Finding a permanent full-time job that will support me or my family	38%		Learning how to shop and cook for healthy eating	32%		Having enough food at home	35%
9	Getting financial assistance with rent payments	35%		Getting financial assistance with my utility bills	31%		Getting an education for the job that I want	32%
10	Getting an education for the job that I want	33%		Learning how to set goals and plan for my family	31%		Getting basic furniture, appliances, or housewares	32%
11	Finding affordable child care	33%		Finding affordable child care	31%		Learning how to set goals and plan for my family	32%
12	Getting personal care items such as soap, diapers, toilet paper, etc.	32%		Having affordable dental insurance	30%		Getting financial assistance with rent payments	32%
13	Obtaining a four-year college or university degree	31%		Learning how to stretch my food dollar	29%		Having affordable health insurance	32%
14	Getting financial assistance to complete my education	31%		Having enough food at home	27%		Getting financial assistance with child care costs	31%
15	Getting financial assistance to make car repairs	31%		Getting financial assistance with a down payment or closing costs to buy a home	26%		Getting financial assistance to buy a dependable car	31%
16	Knowing what jobs are available	30%		Choosing a career	26%		Getting financial assistance to make car repairs	31%
17	Getting financial assistance with child care costs	30%		Getting personal care items such as soap, diapers, toilet paper, etc.	25%		Having affordable dental insurance	30%
18	Obtaining a two-year college degree	28%		Getting financial assistance to complete my education	25%		Finding affordable child care	29%
19	Getting training for the job that I want	28%		Getting financial assistance to buy a dependable car	24%		Getting financial assistance with a down payment or closing costs to buy a home	28%
20	Getting basic furniture, appliances, or housewares	27%		Getting financial assistance with rent payments	24%		Learning how to shop and cook for healthy eating	28%
21	Getting financial assistance to buy a dependable car	27%		Getting basic furniture, appliances, or housewares	24%		Getting food from food pantries, food banks, or food shelves	27%
22	Having enough food at home	26%		Obtaining a four-year college or university degree	24%		Qualifying for a loan to buy a home	27%
23	Learning how to shop and cook for healthy eating	26%		Obtaining a two-year college degree	24%		Choosing a career	27%
24	Having dependable transportation to and from work	26%		Finding child care in a convenient location	23%		Learning how to stretch my food dollar	26%
25	Finding child care in a convenient location	26%		Learning how to discipline my children more effectively	23%		Getting financial assistance with school or club activities	26%
26	Enrolling in SNAP or other Food Assistance Programs	26%		Learning how to write a resume	23%		Finding child care in a convenient location	26%
27	Finding a dentist willing to accept Medicaid (Title XIX)	26%		Learning how to help my children cope with stress, depression, or emotional issues	22%		Obtaining a four-year college or university degree	25%

28	Learning computer skills to apply for jobs	24%	Qualifying for a loan to buy a home	22%	Getting personal care items such as soap, diapers, toilet paper, etc.	25%
29	Learning how to write a resume	23%	Getting financial assistance to make car repairs	22%	Having dependable transportation to and from work	25%
30	Learning how to help my children cope with stress, depression, or emotional issues	23%	Getting financial assistance with child care costs	21%	Getting financial assistance with school supplies	25%
31	Getting financial assistance with school supplies	23%	Getting food from food pantries, food banks, or food shelves	19%	Getting clothing and shoes	25%
32	Getting financial assistance with a down payment or closing costs to buy a home	22%	Learning how to model healthy eating for my children	18%	Learning how to help my children cope with stress, depression, or emotional issues	24%
33	Finding a doctor willing to accept Medicaid (Title XIX)	22%	Learning computer skills to apply for jobs	18%	Getting financial assistance to buy car insurance	24%
34	Learning how to discipline my children more effectively	22%	Enrolling in SNAP or other Food Assistance Programs	18%	Obtaining a two-year college degree	24%
35	Getting financial assistance to buy car insurance	22%	Finding quality licensed child care	18%	Getting financial assistance with school fees	24%
36	Having access to the internet	21%	Having dependable transportation to and from work	18%	Learning how to discipline my children more effectively	24%
37	Getting financial assistance with school fees	21%	Learning how to interview for a job	18%	Making my home more energy efficient	22%
38	Learning how to communicate and deal with my teenage children	21%	Obtaining a high school diploma or GED/HSED	17%	Learning basic home repair and property maintenance skills	22%
39	Qualifying for a loan to buy a home	20%	Solving problems with a credit card or loan company	17%	Solving problems with a credit card or loan company	22%
40	Getting clothing and shoes	20%	Finding child care for babies	17%	Understanding credit scores	21%
41	Choosing a career	20%	Getting financial assistance to buy car insurance	17%	Learning how to write a resume	21%
42	Communicating better with my children's care provider or teachers	20%	Understanding credit scores	16%	Having access to the internet	21%
43	Getting food from food pantries, food banks, or food shelves	20%	Getting financial assistance with school or club activities	16%	Obtaining appropriate clothing for my job	20%
44	Making my home more energy efficient	19%	Having access to public transportation	16%	Getting financial assistance to pay car registration or license fees	20%
45	Having access to public transportation	19%	Having access to the internet	16%	Learning computer skills to apply for jobs	20%
46	Finding quality licensed child care	18%	Learning basic home repair and property maintenance skills	15%	Finding quality licensed child care	19%
47	Understanding credit scores	18%	Getting clothing and shoes	15%	Having access to public transportation	19%
48	Learning how to model healthy eating for my children	18%	Learning how to talk to my children about drugs and alcohol	15%	Learning how to interview for a job	19%
49	Having dental care available in my community	18%	Getting financial assistance with school supplies	14%	Obtaining a high school diploma or GED/HSED	19%
50	Obtaining a high school diploma or GED/HSED	18%	Getting financial assistance with school fees	14%	Learning how to communicate and deal with my teenage children	18%
51	Finding a before/after school program	18%	Learning or improving communication or language skills	14%	Communicating better with my children's care provider or teachers	18%
52	Solving problems with a credit card or loan company	17%	Finding child care for toddlers	13%	Completing college aid forms (including FAFSA forms)	18%
53	Having health care available in my community	17%	Finding a before/after school program	13%	Finding child care for babies	18%
54	Learning basic home repair and property maintenance skills	16%	Making my home more energy efficient	13%	Enrolling in SNAP or other Food Assistance Programs	17%

55	Learning how to interview for a job	16%	Learning how to talk to my children about sex, AIDS, STDs, etc.	13%	Obtaining equipment (e.g. tools) for my job	17%
56	Learning or improving communication or language skills	16%	Obtaining appropriate clothing for my job	13%	Choosing a technical school program	17%
57	Getting financial assistance with school or club activities	16%	Dealing with stress, depression, or anxiety	13%	Obtaining home ownership education	17%
58	Obtaining appropriate clothing for my job	16%	Finding a quality preschool	13%	Finding a before/after school program	17%
59	Finding child care for babies	16%	Learning how to communicate and deal with my teenage children	13%	Having dental care available in my community	17%
60	Filling out tax forms	16%	Learning how to deal with the bullying or violent behavior of my children's friends	13%	Finding a dentist willing to accept Medicaid (Title XIX)	17%
61	Learning how to talk to my children about drugs and alcohol	15%	Choosing a technical school program	13%	Solving problems with utility or telephone company	17%
62	Getting financial assistance for regular dental checkups	15%	Getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc.	13%	Dealing with stress, depression, or anxiety	17%
63	Getting my health insurance questions answered	15%	Filling out tax forms	12%	Getting emergency food assistance	16%
64	Getting financial assistance for regular medical checkups	15%	Obtaining home ownership education	12%	Doing yard work or snow removal	16%
65	Learning how to talk to my children about sex, AIDS, STDs, etc.	15%	Finding a dentist willing to accept Medicaid (Title XIX)	12%	Learning how to model healthy eating for my children	15%
66	Having a reliable phone	15%	Having health care available in my community	12%	Getting financial assistance for regular dental checkups	15%
67	Getting financial assistance to pay car registration or license fees	14%	Getting financial assistance for regular dental checkups	12%	Finding child care for toddlers	15%
68	Dealing with stress, depression, or anxiety	14%	Having dental care available in my community	12%	Learning how to talk to my children about sex, AIDS, STDs, etc.	15%
69	Finding child care for toddlers	14%	Learning how to deal with my children who have displayed bullying or violent behavior	11%	Learning how to use a computer	15%
70	Solving problems with utility or telephone company	14%	Obtaining renter/tenant rights and responsibilities education	11%	Getting legal assistance when denied services/benefits	14%
71	Obtaining home ownership education	14%	Finding a doctor willing to accept Medicaid (Title XIX)	11%	Getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc.	14%
72	Learning how to deal with the bullying or violent behavior of my children's friends	14%	Completing college aid forms (including FAFSA forms)	11%	Finding a quality preschool	14%
73	Learning how to fill out job applications	13%	Getting emergency food assistance	11%	Learning how to talk to my children about drugs and alcohol	14%
74	Getting regular check-ups, developmental screens, or physicals for my children	13%	Communicating better with my children's care provider or teachers	11%	Finding evening or nighttime child care	14%
75	Finding evening or nighttime child care	13%	Obtaining equipment (e.g. tools) for my job	11%	Finding weekend child care	14%
76	Learning how to deal with my children who have displayed bullying or violent behavior	13%	Finding evening or nighttime child care	11%	Obtaining renter/tenant rights and responsibilities education	14%
77	Preparing my preschool child for public school	13%	Finding child care for preschoolers	11%	Filling out tax forms	14%
78	Learning how to use a computer	13%	Learning how to use a computer	10%	Going shopping and doing errands	14%
79	Finding weekend child care	12%	Getting financial assistance to pay car registration or	10%	Finding a doctor willing to accept Medicaid (Title XIX)	13%

			license fees			
80	Obtaining equipment (e.g. tools) for my job	12%	Finding weekend child care	10%	Learning or improving communication or language skills	13%
81	Completing college aid forms (including FAFSA forms)	12%	Learning how to fill out job applications	10%	Having a reliable phone	13%
82	Learning English (as a second language)	12%	Getting financial assistance for medicine and prescriptions	10%	Having health care available in my community	13%
83	Getting financial assistance for medicine and prescriptions	12%	Getting financial assistance for long-term health care	10%	Solving bank foreclosure/bankruptcy/ repossession problems or issues.	12%
84	Finding child care for preschoolers	11%	Solving problems with utility or telephone co.	9%	Getting to and from medical or dental appointments	12%
85	Getting legal assistance when denied services/benefits	11%	Getting regular check-ups, developmental screens, or physicals for my children	9%	Finding child care for preschoolers	12%
86	Going shopping and doing errands	11%	Getting my health insurance questions answered	9%	Learning how to deal with the bullying or violent behavior of my children's friends	12%
87	Getting my children to and from school	11%	Getting to and from medical or dental appointments	9%	Learning how to deal with my children who have displayed bullying or violent behavior	12%
88	Choosing a technical school program	11%	Going shopping and doing errands	9%	Learning how to fill out job applications	12%
89	Getting my children to and from child care	11%	Preparing my preschool child for public school	9%	Preparing my preschool child for public school	12%
90	Obtaining renter/tenant rights and responsibilities education	11%	Opening a checking or savings account	9%	Getting financial assistance for medicine and prescriptions	11%
91	Opening a checking or savings account	10%	Solving bank foreclosure/bankruptcy/ repossession problems or issues.	9%	Getting financial assistance for regular medical checkups	10%
92	Getting financial assistance for long-term health care	10%	Getting legal assistance when denied services/benefits	8%	Getting financial assistance for long-term health care	10%
93	Getting emergency food assistance	10%	Doing yard work or snow removal	8%	Opening a checking or savings account	10%
94	Getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc.	10%	Getting a driver's license	8%	Getting a driver's license	10%
95	Getting good medical care before my baby is born	10%	Having a reliable phone	8%	Getting regular check-ups, developmental screens, or physicals for my children	10%
96	Solving child custody problems or issues	9%	Learning English (as a second language)	8%	Getting my children to and from school	9%
97	Doing yard work or snow removal	9%	Getting my children to and from child care	8%	Getting myself to and from school	9%
98	Finding a quality preschool	9%	Getting financial assistance for regular medical checkups	7%	Making changes to my home for a person with disabilities	9%
99	Getting my children to and from school or club activities	9%	Getting my children to and from school	7%	Getting my health insurance questions answered	9%
100	Getting legal assistance with deportation or immigration issues	8%	Doing house work or laundry	7%	Getting my children to and from school or club activities	9%
101	Getting nutritious foods during pregnancy	8%	Getting legal assistance with deportation or immigration issues	7%	Getting immunizations for my children	9%
102	Solving bank foreclosure/bankruptcy/ repossession problems or issues.	8%	Obtaining family planning or birth control education and assistance	7%	Solving problems with payday loans	8%
103	Getting to and from medical or dental appointments	8%	Getting myself to and from school	7%	Doing house work or laundry	8%
104	Obtaining family planning or birth control education	8%	Getting meals delivered to my home	6%	Getting my children to and from child care	8%

	and assistance					
105	Getting myself to and from school	8%	Getting my children to and from school or club activities	6%	Getting meals delivered to my home	8%
106	Solving problems with payday loans	7%	Solving problems with payday loans	6%	Getting treatment and services for mental health	8%
107	Getting meals delivered to my home	7%	Getting nutritious foods during pregnancy	6%	Solving child custody problems or issues	7%
108	Making changes to my home for a person with disabilities	7%	Getting good medical care before my baby is born	6%	Getting emergency shelter	7%
109	Getting immunizations for my children	6%	Solving child custody problems or issues	5%	Getting nutritious foods during pregnancy	7%
11	Doing house work or laundry	6%	Obtaining breastfeeding education and assistance	5%	Obtaining family planning or birth control education and assistance	7%
111	Getting a driver's license	6%	Dealing with problems related to physical, emotional, or sexual abuse	5%	Learning English (as a second language)	6%
112	Getting treatment and services for mental health	6%	Solving divorce problems or issues	5%	Obtaining breastfeeding education and assistance	6%
113	Getting my children tested for lead poisoning	6%	Getting emergency shelter	5%	Dealing with problems related to physical, emotional, or sexual abuse	6%
114	Managing medications	6%	Getting immunizations for my children	5%	Getting good medical care before my baby is born	6%
115	Solving divorce problems or issues	6%	Getting treatment and services for mental health	5%	Getting protection in domestic violence situations	6%
116	Getting protection in domestic violence situations	5%	Getting my children tested for lead poisoning	4%	Managing medications	6%
117	Solving restraining order problems or issues	5%	Making changes to my home for a person with disabilities	4%	Getting legal assistance with deportation or immigration issues	6%
118	Dealing with problems related to physical, emotional, or sexual abuse	4%	Managing medications	4%	Solving divorce problems or issues	6%
119	Getting emergency shelter	4%	Getting protection in domestic violence situations	2%	Solving restraining order problems or issues	5%
120	Getting treatment for a drug or alcohol problem	4%	Getting treatment for a drug or alcohol problem	2%	Getting treatment for a drug or alcohol problem	5%
121	Obtaining breastfeeding education and assistance	3%	Solving restraining order problems or issues	2%	Getting my children tested for lead poisoning	5%

Responses from Survey of CEDA Board and Staff

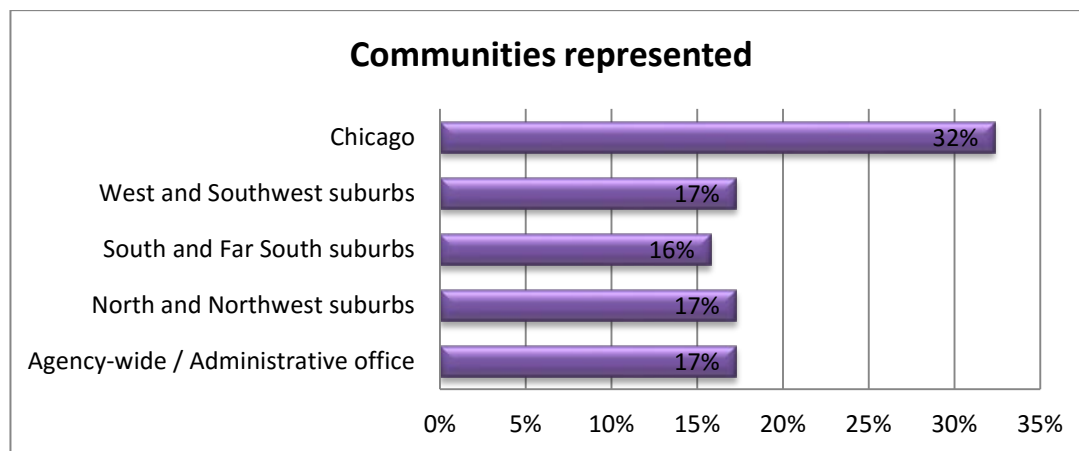
A total of 273 responses were collected to CEDA's Agency survey. Responses were entered in Survey Monkey.

86% came from regular agency employees.

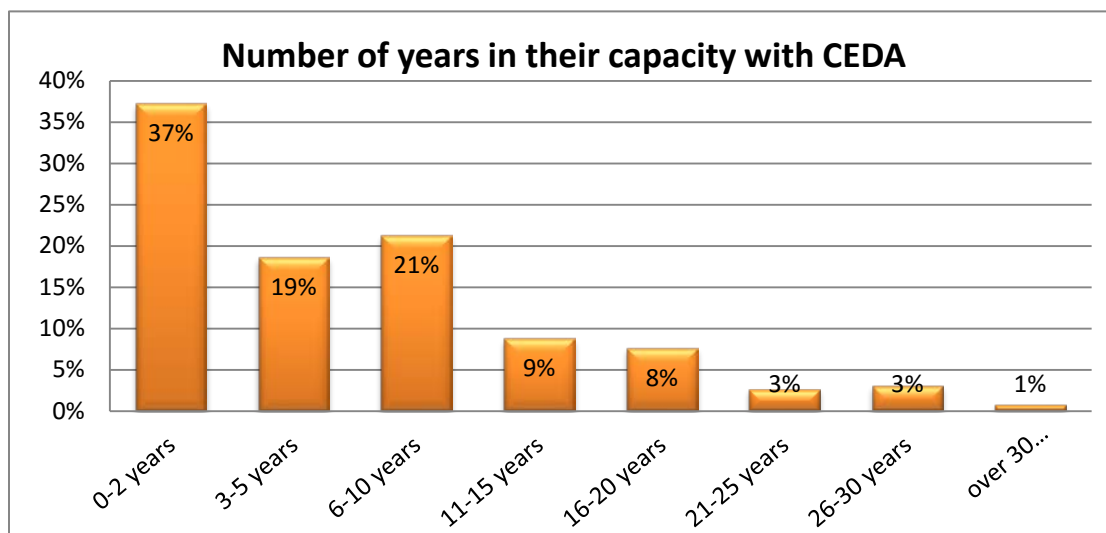
4% from Board members

10% from other (primarily Temporary staff)

Respondents indicate which of CEDA's service regions they work in:

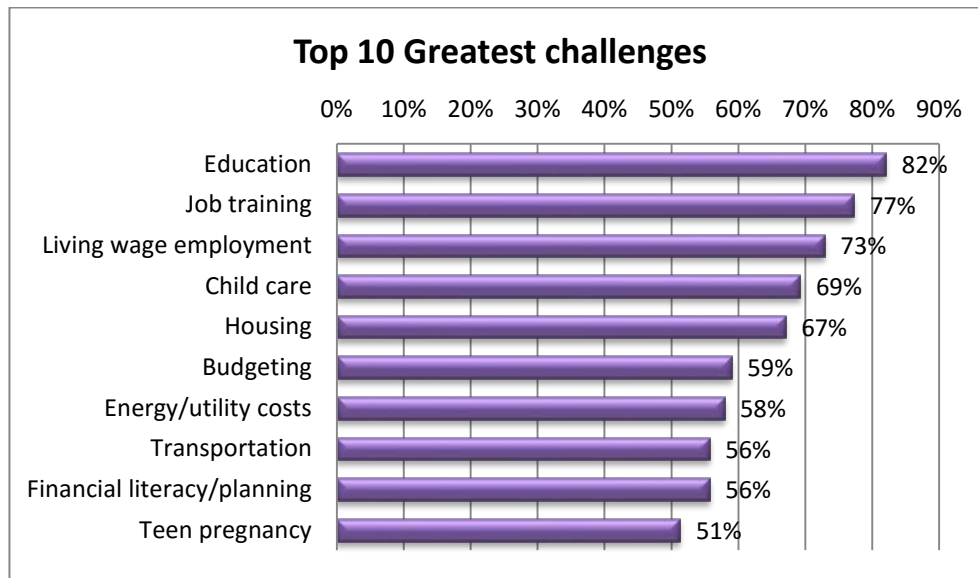


The great majority of respondents have less than 5 year relationship with CEDA.



LOW-INCOME CHALLENGES

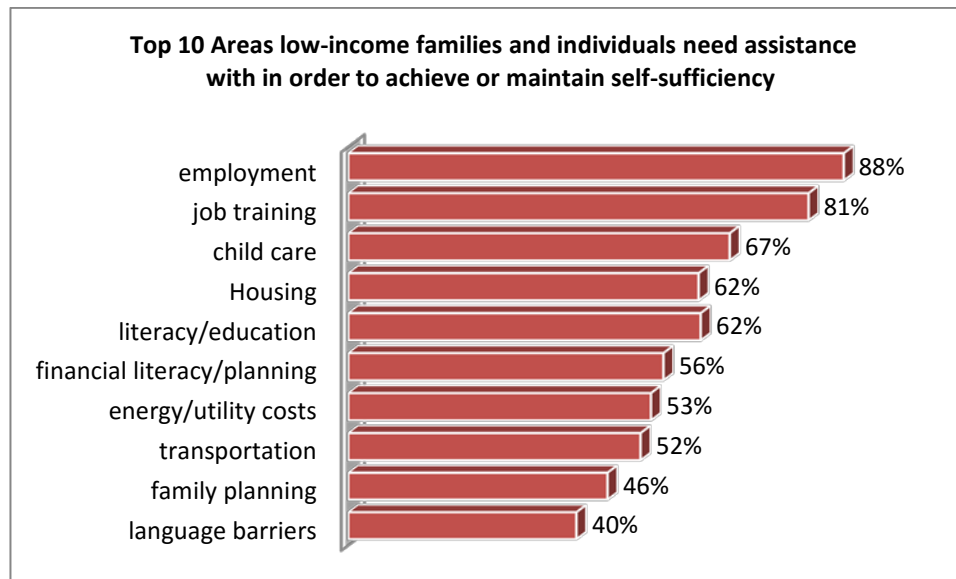
Agency responses to “Which of the following issues do you believe are the greatest challenges that low-income families and individuals are currently facing? Select all that apply”



GREATEST CHALLENGES FOR LOW-INCOME PEOPLE.		273 RESPONSES
Education	224	82%
Job training	211	77%
Living wage employment	199	73%
Child care	189	69%
Housing	183	67%
Budgeting	161	59%
Energy/utility costs	158	58%
Transportation	152	56%
Financial literacy/planning	152	56%
Teen pregnancy	140	51%
Parenting	130	48%
Healthy food selection	134	49%
Health care costs	132	48%
Credit card debt	125	46%
Child support	125	46%
Substance abuse	117	43%
Dental care access	119	44%
Language barriers	115	42%
Medical care access	114	42%
Mental health services	113	41%
Family violence	106	39%
Legal issues/services	110	40%
Family/child abuse	78	29%
Special needs children	64	23%
Chronic illness	47	17%

SELF-SUFFICIENCY HELP

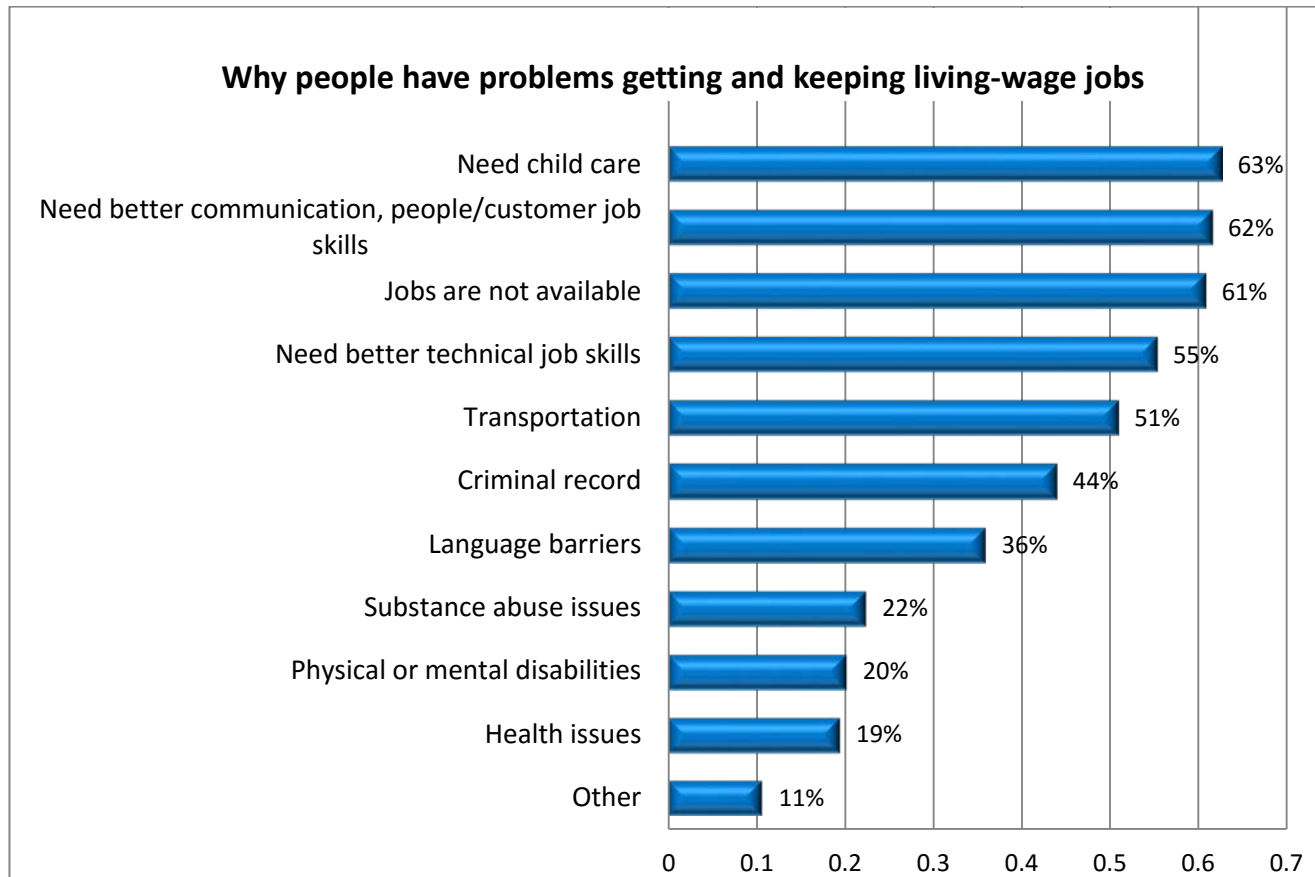
Agency Response: "Which of the following areas do you believe low-income families and individuals need assistance with in order to achieve or maintain self-sufficiency? Select all that apply"



RANK	ASSISTANCE NEEDED FOR SELF-SUFFICIENCY		
1	Employment	239	88%
2	Job training	222	81%
3	Child care	184	67%
4	Housing	169	62%
5	Literacy/education	170	62%
6	Financial literacy/planning	152	56%
7	Energy/utility costs	146	53%
8	Transportation	141	52%
9	Family planning	125	46%
10	Language barriers	110	40%
11	Medical care	107	39%
12	Substance abuse	84	31%
13	Legal issues/services	78	29%
14	Mental health	72	26%
15	Family/child abuse	67	25%

BARRIERS TO GOOD EARNINGS

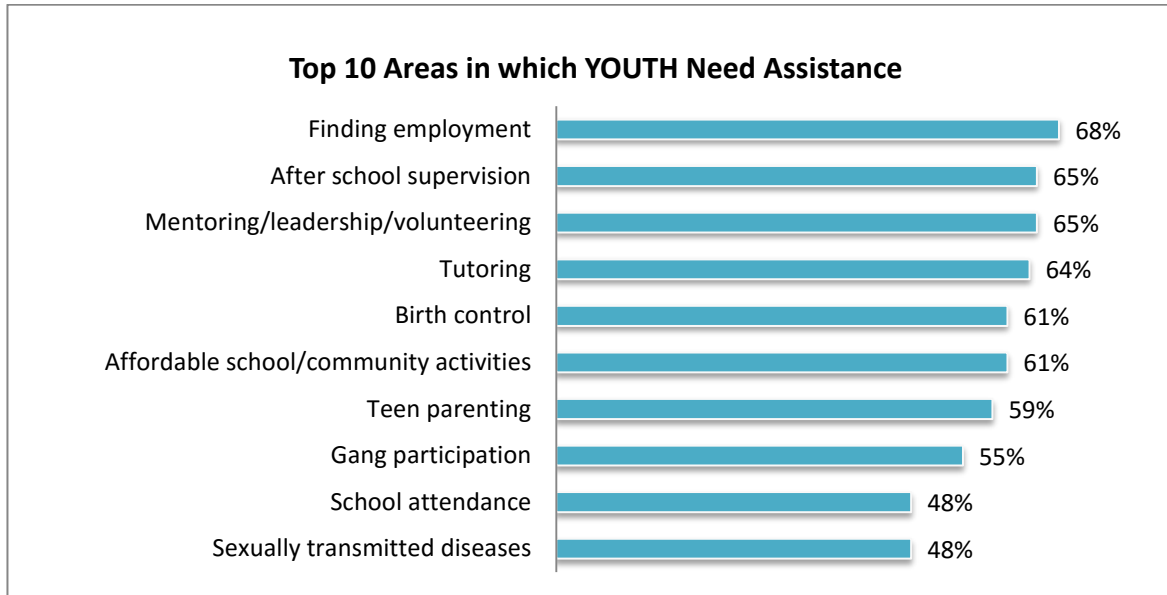
Agency response to “Why do you believe people have problems getting or keeping a full-time living wage job? Select all that apply:”



BARRIERS TO LIVING-WAGE EMPLOYMENT		
Need child care	171	63%
Need better communication, people/customer job skills	168	62%
Jobs are not available	166	61%
Need better technical job skills	151	55%
Transportation	139	51%
Criminal record	120	44%
Language barriers	98	36%
Substance abuse issues	61	22%
Physical or mental disabilities	55	20%
Health issues	53	19%
Other	29	11%

YOUTH NEEDS

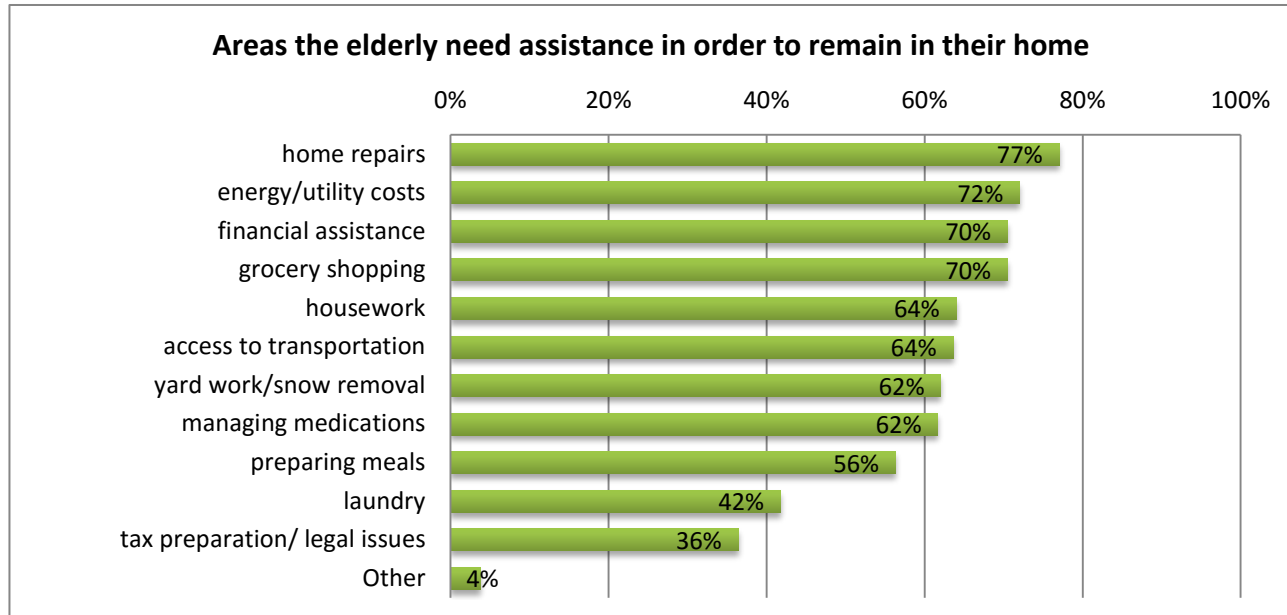
Agency responses *“In your community, in which area do you believe youth (ages 12 to 17) need information, education, guidance and/or assistance? (Select all that apply)”*



RANK	YOUTH NEEDS	273 RESPONSES	
1	Finding employment	187	68%
2	After school supervision	178	65%
3	Mentoring/Leadership/Volunteering	177	65%
4	Tutoring	174	64%
5	Birth control	167	61%
6	Affordable school/community activities	166	61%
7	Teen parenting	160	59%
8	Gang participation	150	55%
9	Sexually transmitted diseases	132	48%
10	School attendance	131	48%
11	Behavior disorders	129	47%
12	Substance abuse/tobacco	127	47%
13	Obesity	125	46%
14	Physical health and dental issues	118	43%
15	Learning Disabilities	88	32%
16	Mental health	85	31%
	Other	15	5%

ELDER NEEDS

Agency Responses: "Which of the following areas do you believe elderly (seniors) in your community need assistance with in order to remain in their home? Select all that apply:"

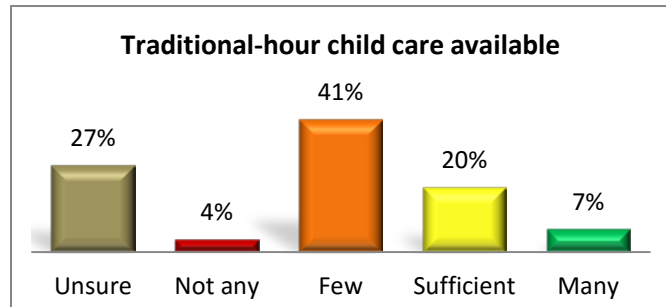


RANK	ELDER NEEDS	261 RESPONDED	
1	home repairs	201	77%
2	energy/utility costs	188	72%
3	financial assistance	184	70%
4	grocery shopping	184	70%
5	housework	167	64%
6	access to transportation	166	64%
7	yard work/snow removal	162	62%
8	managing medications	161	62%
9	preparing meals	147	56%
10	laundry	109	42%
11	tax preparation/ legal issues	95	36%

COMMUNITY RESOURCES. COMMUNITY CONDITIONS

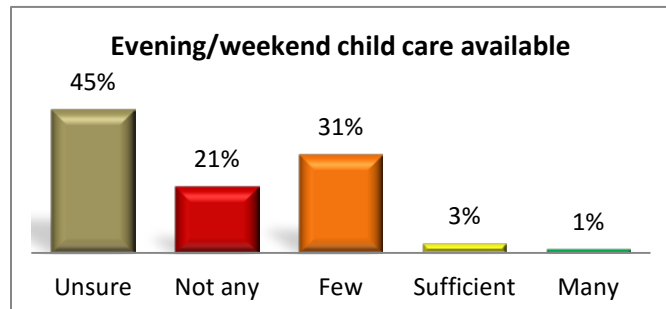
Agency responses to “Are child care programs with traditional hours (during the day, Monday through Friday) for low-income families available in your community?”

TRADITIONAL HOUR CHILD CARE AVAILABLE		
Many	19	7%
Sufficient	55	20%
few	112	41%
Not any	11	4%
unsure	73	27%



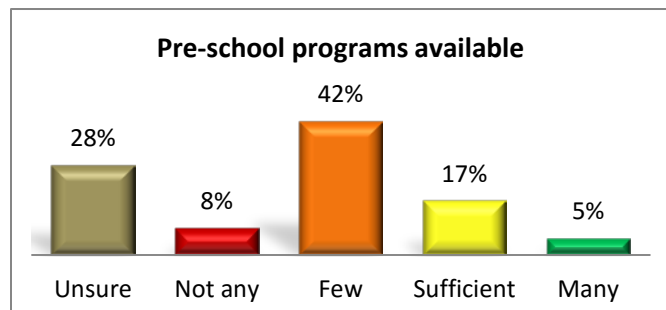
Agency responses to “Are child care programs with non-traditional hours (evening, nights and weekends) for low-income families available in your community?”

EVENING/WEEKEND CHILD CARE AVAILABLE		
Many	3	1%
sufficient	8	3%
few	83	31%
not any	56	21%
unsure	121	45%



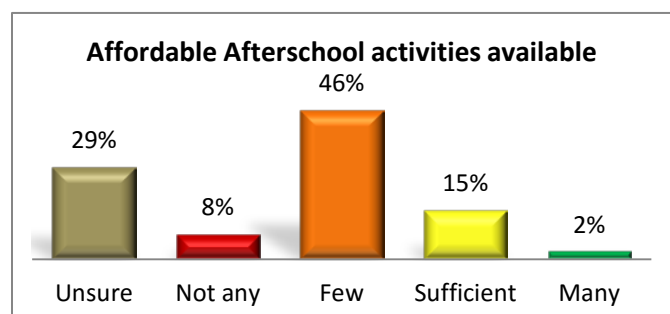
Agency response to “Are pre-school programs (including Head Start) for low-income families available in your community?”

PRE-SCHOOL PROGRAMS AVAILABLE		
Many	14	5%
sufficient	45	17%
few	111	42%
not any	22	8%
unsure	75	28%

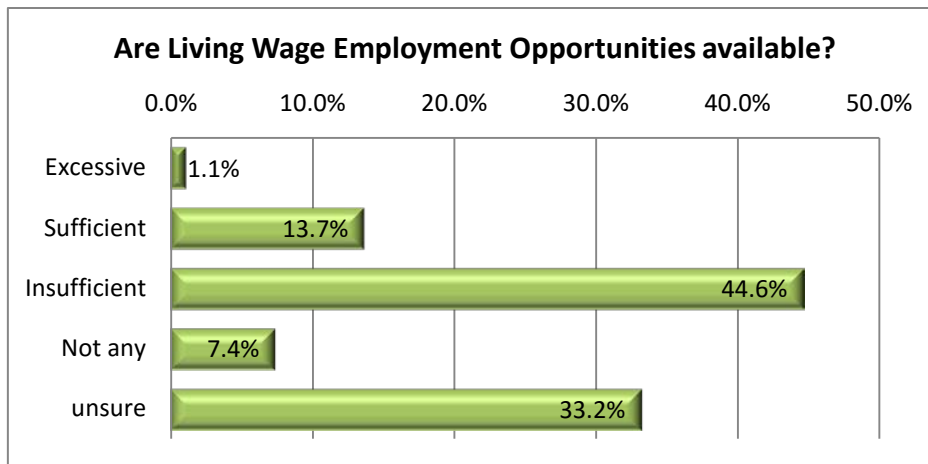


Agency responses to “Are affordable child and youth (age 5 to 17) activities or after-school programs available in your community?”

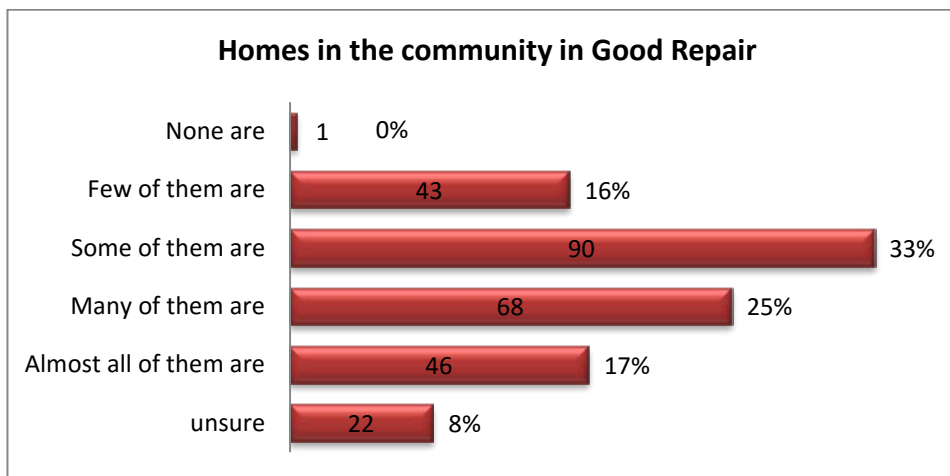
AFFORDABLE ACTIVITIES AND AFTERSCHOOL PROGRAMS FOR AGES 5-17		
Many	6	2%
sufficient	41	15%
few	126	46%
not any	21	8%
unsure	78	29%



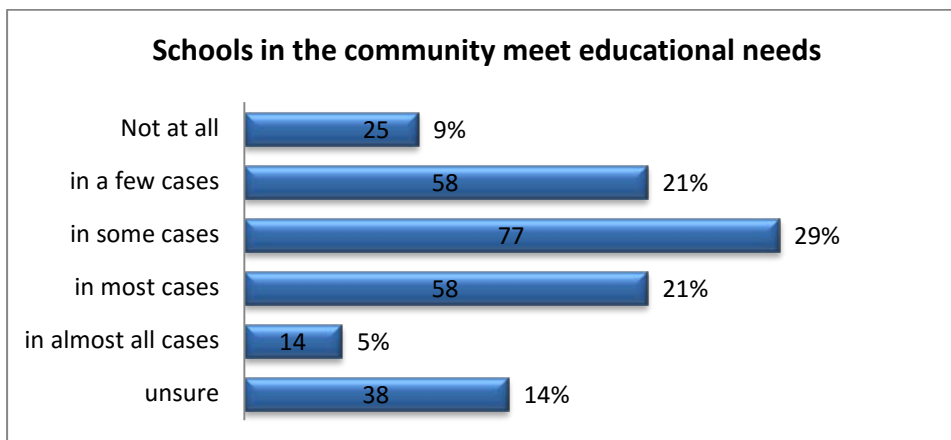
Agency responses to “Are there full-time living wage (\$15 per hour or higher) employment opportunities available in your community?”



Agency responses to “Are the homes in your community in good repair? Select one:”



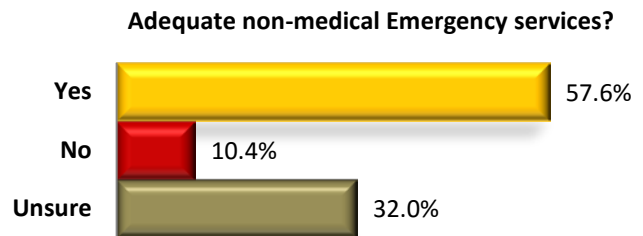
Agency responses to “Do you believe the schools in your community meet the educational needs of the children they serve?”



Agency Responses regarding the availability of health and safety services and resources in the communities:

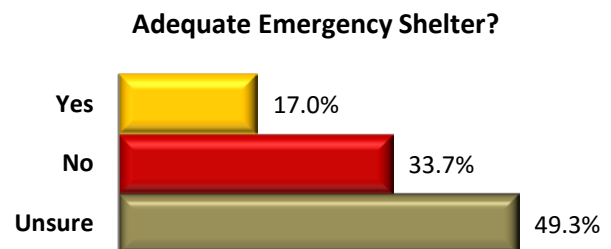
“Are there adequate levels of non-medical emergency services (fire and safety, disaster, etc.) in your community?”

Adequate non-medical Emergency services?		
Yes	155	57.6%
No	28	10.4%
Unsure	86	32.0%



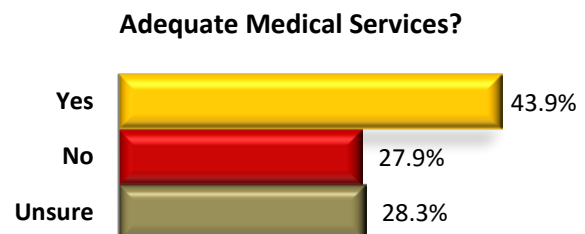
Are there adequate levels of emergency shelters available your community?

Adequate Shelters?		
Yes	46	17.0%
No	91	33.7%
Unsure	133	49.3%



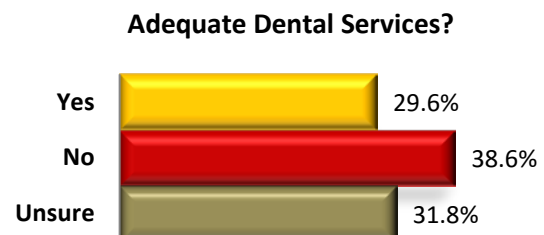
“Are the adequate medical services in your community?”

Adequate Medical Services?		
Yes	118	43.9%
No	75	27.9%
Unsure	76	28.3%



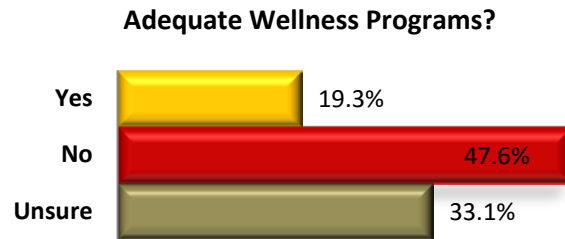
“Are there adequate dental services in your community?”

Adequate Dental services?		
Yes	79	29.6%
No	103	38.6%
Unsure	85	31.8%



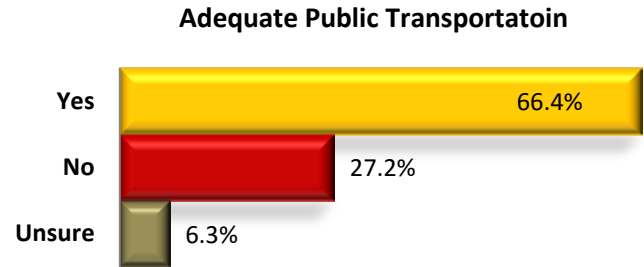
"Are there adequate wellness (nutrition, exercise, etc.) programs in your community?"

Adequate wellness programs?		
Yes	52	19.3%
No	128	47.6%
Unsure	89	33.1%



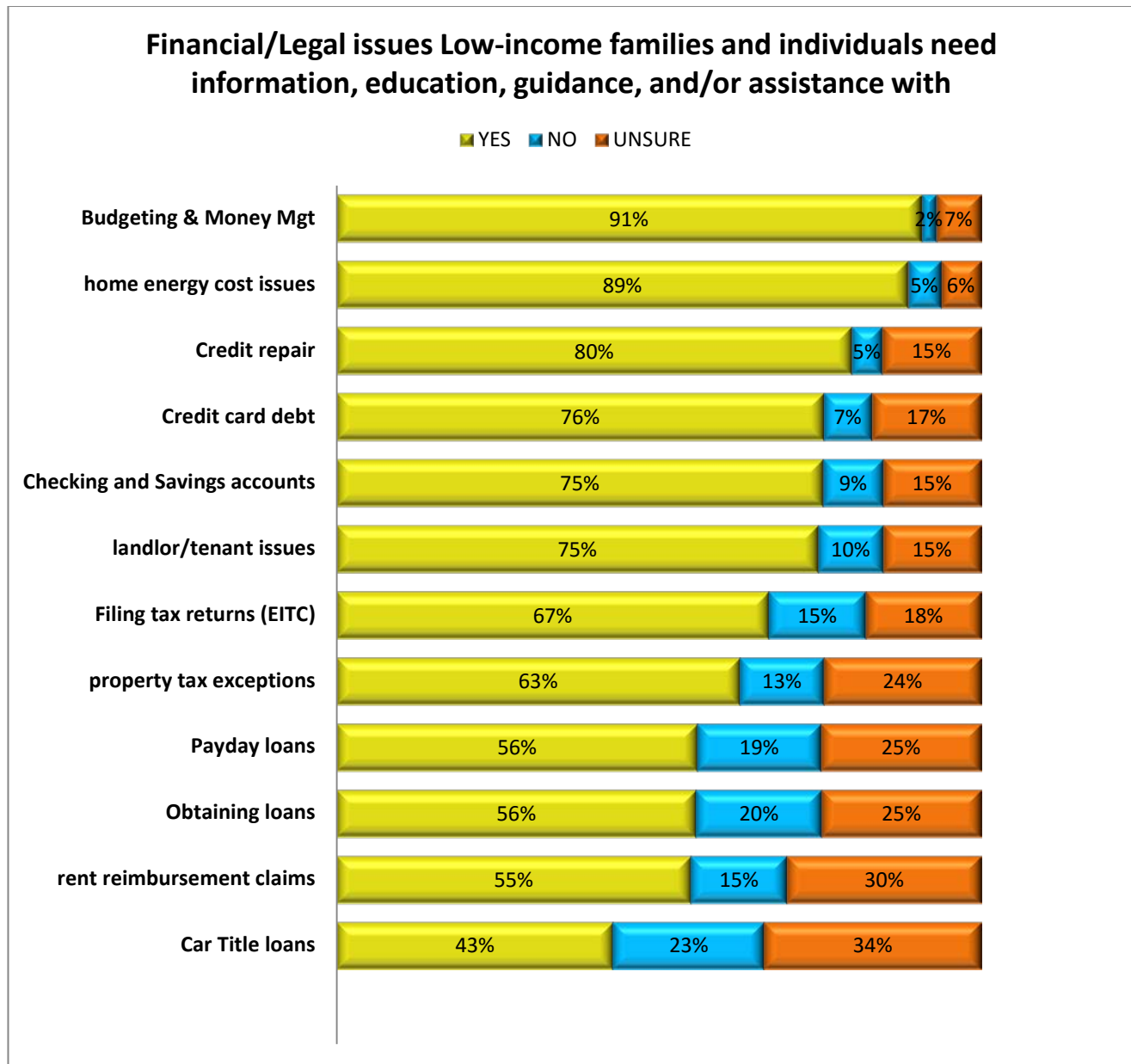
"Are there adequate levels of public transportation options (cabs, taxis, buses, trolleys, etc.) in your community?"

Adequate Public Transportation		
Yes	178	66.4%
No	73	27.2%
Unsure	17	6.3%



FINANCIAL MANAGEMENT/ LEGAL HELP

Agency responses to "Of the following, which of these do you believe low-income families and individuals need information, education, guidance, and/or assistance:" Options were "YES", "NO", or "UNSURE"



ANALYSIS OF OPEN ENDED QUESTIONS

Agency Responses were analyzed for frequently used key words. Most of the responses included multiple causes. The percentages listed below are based on the total number of responses. The totals exceed 100% because answers may be counted in more than one of these common categories.

What do you believe causes poverty?

231 responses

48%	Lack of Education or Training
31%	Lack of Jobs or employment
16%	Lack of Opportunity (various)
7%	High cost of living and/or low wages
6%	Systemic or Economic problems
4%	Racism or Discrimination
4%	Lack of Budgeting or money management

What community improvement initiative would you like your community to address?

219 responses

27%	Education or schools
25%	Jobs or Employment
13%	Housing
10%	Child care or after school programs
9%	Job training
8%	Gangs or Violence
7%	Health Information/Promotion
5%	Substance Abuse and Mental Health
3%	Community Connection/Empowerment

If you had a Million Dollars to solve a community issue, what would you solve?

208 responses

25%	Education or schools
20%	Housing or homelessness
15%	Jobs or employment
11%	Hunger or nutrition
10%	Job training
9%	Child Care and/or After School Programs
5%	Programs for Youth
5%	Gangs or crime
5%	Programs for Seniors or Elderly
3%	Drugs or substance abuse

CEDA-POC “On-The-Table” in Hoffman Estates**The Hoffman Estates Community**

HOFFMAN ESTATES	2014 Census estimate	2000 Census	Change
Population	51,895	49,495	5%
Poverty Rate	5.4%	4.4%	23%
Median Household Income	\$83,518	\$65,937	27%
Not in Labor Force	25%	27%	-6%
Unemployed	4.9%	2.3%	113%
White Non-Hispanic	57%	68%	-17%
African American	5%	4%	14%
Asian	23%	15%	52%
Hispanic	14%	11%	33%
Median Age	36.5	33.6	9%

The Hoffman Estates community has seen increasing racial/ethnic diversity in recent years. It is an aging community with the median age of its population increasing from 33.6 to 36.5 since 2000. As is the case in most North and Northwest suburbs, small pockets of lower-income residents exist in Hoffman Estates. One of these was targeted in CEDA event. Apartment buildings near District 211’s Higgins Educational Center are housing a growing number of Hispanic immigrant families with modest incomes and many cultural and language barriers.

Discussion Topics:

Positives about the community:

- Good schools
- Good teachers
- Tutoring opportunities
- Good city services: Police, Fire, Garbage
- Libraries with programs for all ages
- Low-income clinics
- ESL classes
- Diversity
- Churches have outreach programs
- Safe
- Affordable

- Good mayor

Challenges:

- Lack of transportation. No or limited public transit options. If people don't own a car, they have to pay for taxi (\$\$\$), or ask family/friends for rides which they need to help with gas costs (\$).
- High rents. Few affordable housing options.
- Real estate taxes have increased a lot
- Overnight parking prohibited
- Snow removal problems
- Youth and child activities in school and parks are expensive. Summer day camp is costly.
- Condo association dues and fines are expensive
- Lack of youth employment (summer and year-round)
- Community has blinders to poverty in its midst.
- Problems with tenant/landlord communications and relations.
- Lack of opportunities for community members to connect

Possible solutions

- Return the Dollar Ride program – shuttle service (loop) between neighborhoods and shopping
 - But expand it beyond one village (Elk Grove)
- Municipalities mandate landlord education
- Provide landlord/tenant arbitration
- Provide landlord/tenant education
- Host block parties
- Resurrect “Unity Day” as celebration of all cultures in the community; other cultural festivals.

Other issue:

Public Housing programs exclude those with criminal record. No ability to re-qualify even if reformed and responsible.

Story of a friend who was unable to get in subsidized housing because of criminal record. She had put that part of her life behind her. She was law-abiding and drug-free. But because of the rules adopted for HUD public housing, she was not eligible. She was forced to move her family into a low-rent area of the city. Within a year, her son was murdered on the streets of the city. The story may have been very different if subsidized housing policy were more forgiving.

CEDA-Casa Esperanza Community Forum**The Melrose Park Community**

MELROSE PARK	2014 Census estimate	2000 Census	Change
Population	25,411	30,000	-15%
Poverty Rate	15.9%	10.2%	56%
Median Household Income	\$45,697	\$40,689	12%
Not in Labor Force	31%	37%	-17%
Unemployed	7.9%	3.8%	108%
White Non-Hispanic	23%	41%	-44%
African American	5%	3%	73%
Hispanic	70%	54%	30%
Median Age	31.2	30.6	2%

Melrose Park Focus Group by Jazmyn and Paige

1. If suddenly there was no poverty anywhere, what would be different about this community?
 - a. More communication between the community members
 - b. Less fear
 - c. More children in the park playing organized sports (it costs a lot of money to play on organized sports teams)
 - d. More resources for kids
 - e. More work opportunities
2. What are the biggest problems that people and families with low incomes are facing in your community?
 - a. Lack of economic opportunities
 - b. You have to work A LOT in order to be able to pay for bills/expenses
 - c. Little time to spend with their kids because always working.
 - d. Do not feel comfortable going to the Village of Melrose Park with any problems
 - e. Talking to the officials is a fear of many due to racism/discrimination
3. What coping strategies are used? Where can people and families with low-incomes get help and support?
 - a. Using community centers like Casa Esperanza and the church. Some churches have food pantries that help with obtaining food.
4. How do people in this community find out about the help and support that is available?

- a. Communication with family and friends in the neighborhood. The church also passes along information about useful resources. The government doesn't offer anything, especially for the middle class.
5. What additional services and resources are needed?
 - a. Honest, legal help not only for those that are undocumented, but for those that need it.
 - b. More after-school programs.
 - c. Better schools, better teachers.
 - d. Financial literacy classes for couples
6. What one thing would you like to see improved in your community?
 - a. More transparency/accountability regarding where tax money is being spent. Feels like residents are being robbed.
 - b. Better relationships between school and village.
 - c. An honest salary is important. It's hard to reach the next level economically.
 - d. School and education system needs improvement.
 - e. More activities and parks for kids
 - f. More job opportunities that are closer to home.
7. In the past 5 years, what trends have you noticed regarding living in this community on a low income?
 - a. Everything is increasing in cost, but salaries no. Work opportunities have gone down.
 - b. It is harder to put money in the bank because banks aren't interested in those with less capital. They charge higher interest rates for poorer individuals.
 - c. Insurance is more expensive. Not sure where to ask for less expensive health care.
 - d. Lack of confidence in local government – government corruption.
8. What can we as a community do to address the problems of poverty?
 - a. Prepare more and save more
 - b. Educate the children
 - c. Communicate and stay connected.

Melrose Park Focus Group of Sonia and Roberto

1. If suddenly there was no poverty anywhere, what would be different about this community?
 - a. Enroll children in activities
 - i. After school programs
 - ii. Sports programs
 - iii. Tutoring after school
 - b. More peace
 - c. More integration with family involvement time
 - d. Community programs
 - e. Parent involvement
 - f. Drug and alcohol prevention programs
 - g. Mental health programs
 - h. Educational opportunities
 - i. Health and prevention (wellness) programs
2. What are the biggest problems that people and families with low incomes are facing in your community?
 - a. Stress
 - b. Attention to family and children
 - c. Lack of communication between neighbors and parents
 - d. Over working families
 - e. Relationship issues -> marriages
3. What coping strategies are used? Where can people and families with low-incomes get help and support?
 - a. Food pantry
 - b. WIC
 - c. DHS – public assistance
 - d. Borrow money from family
 - e. Payday loans
 - f. Sell jewelry
 - g. FEMA – emergency relief
 - h. Casa Esperanza
 - i. Presence Health
 - j. Family Focus
 - k. Access to Care
4. How do people in this community find out about the help and support that is available?
 - a. Church
 - b. Casa Esperanza
 - c. Presence Health
 - d. Media
 - i. Radio
 - ii. TV
 - iii. Internet
 - e. Word of Mouth
 - f. Library
 - g. School
 - h. Community Fair

- i. Restaurants
 - j. Stores
5. What additional services and resources are needed?
- a. Employment
 - b. Better wages
 - c. Job training
 - d. “Hot Jobs” – job bank
 - e. More Cultural diversity – Cultural Economic Empowerment
 - f. Organizational support for mobilizing cultural community action
 - g. Safety
 - h. Recreational activities
 - i. Children
 - ii. Families
 - iii. Seniors/ grandparents
 - i. Group work – all together as a community
 - j. Senior involvement
 - k. New generational views
 - l. Social media information workshops
 - m. Independent workshop
6. What one thing would you like to see improved in your community?
- a. Cleaner community
 - b. Littering
 - c. Gangs
 - d. Drugs
 - e. Community watch
 - f. Community Involvement
 - g. Community violence
7. In the past 5 years, what trends have you noticed regarding living in this community on a low income?
- a. More job opportunities
 - b. Foreclosed homes has changed
 - i. Housing has increased
 - c. Economy has changed
 - d. Cutting programs
 - e. Rent is increasing
 - f. Park/recreation space; green space
8. What can we as a community do to address the problems of poverty?
- a. Community organizing
 - b. Community action
 - c. Needs assessment
 - d. Community building

Melrose Park Focus Group by Isabel and Kimberly

1. If suddenly there was no poverty anywhere, what would be different about this community?
 - a. Less violence
 - b. Happier children – Everybody will be happy
 - c. Better nutrition
 - d. No drugs, gangs. No violence
 - e. Opportunity for adults to go to school
 - f. Education will help you prosper
 - g. Unity
2. What are the biggest problems that people and families with low incomes are facing in your community?
 - a. Young people lack opportunity to go to school (college)
 - b. Poor quality education
 - c. Drugs in schools
 - d. No access to medical insurance
 - e. Lack money to survive everyday
 - f. Lack recreation resources in the neighborhoods
 - g. Lack access to financial assistance
 - h. A lot of people living in the same home; not enough space – overcrowded housing.
 - i. Rent is high so families stay in small apartment
 - j. Schools are better in other neighborhoods
 - k. Lack ESL programs
3. What coping strategies are used? Where can people and families with low-incomes get help and support?
 - a. Learning through internet (because unable to afford formal schooling)
 - b. Social workers
 - c. Friends
 - d. Children find assistance
 - e. Community Centers – Melrose Park
 - f. Church – bulletin announcements
 - g. Catholic Charities (Institutions recognized in the community)
4. How do people in this community find out about the help and support that is available?
 - a. Church
 - b. Flyers
 - c. Schools
 - d. Telemundo & Univision
 - e. Radio
 - f. School distributes information about immigration
 - g. Neighbors – Word of Mouth
5. What additional services and resources are needed?
 - a. Therapists to address depression
 - b. Childcare when attending therapy
 - c. Employment services
 - d. Services to address Environmental needs
 - e. (More police) Address fear of going out

- f. Activities for children to keep them out of gangs
6. What one thing would you like to see improved in your community?
- a. Availability of Jobs
 - b. Improved local government (focuses on other things, not what the community needs)
 - c. Education system in Melrose Park – quality education for all ages
 - d. Less taxes – (certain areas in Melrose Park pay more taxes)
 - e. Increase in pay
 - f. More parks for children to play in
 - g. Recreational programs
 - h. Education for moms – parenting skills
 - i. Program for the whole family (strengthening families)
 - j. School functioning
 - i. More security guards
 - ii. Better discipline: i.e. children not walking around hallways while class is taking place.
 - iii. Stop suspending children – teens just see it as free day.
 - iv. Force parents to come to school with children.
7. In the past 5 years, what trends have you noticed regarding living in this community on a low income?
- a. Public transportation is crowded
 - b. Neighborhoods are crowded
 - c. People living together in one house – multi-generational, overcrowded
 - d. Loss of jobs increasing
 - e. Loss of homes increasing
 - f. Increase in property crimes:
 - i. A lot of graffiti on buildings (20 buildings in 1 weekend)
 - ii. Windows shot out with bb guns
 - g. Increase in violence
 - i. When police over one area, gangs move to another.
 - ii. Community feels unprotected.
8. What can we as a community do to address the problems of poverty?
- a. Report when there is a problem ** Undocumented residents afraid to report violence/crime because they don't have ID.
 - b. Immigration Reform
 - c. Keep children busy and be involved in their education
 - d. Know where your children are. – who their friends are
 - e. Attend parent-teacher conferences. Don't use language as an excuse to not attend. Get schools to provide adequate services in Spanish.
 - f. Improve parenting skills.
 - g. Participate in community – get involved in the church; volunteer at school
 - h. Vote
 - i. Be aware of happenings in the community

**CEDA-Rich Township Community Forum
The Park Forest Community**

PARK FOREST	2014 Census estimate	2000 Census	Change
Population	21,975	23,462	-6%
Poverty Rate	20.1%	6.7%	200%
Median Household Income	\$48,319	\$47,579	2%
Not in Labor Force	43%	31%	38%
Unemployed	12.6%	3.6%	250%
White Non-Hispanic	31%	53%	-42%
African American	59%	39%	51%
Hispanic	6%	5%	20%
Median Age	35.7	35.6	0%

Park Forest is a hard-hit community. It is peppered with empty retail properties and foreclosed residential property. The unemployment rate has more than tripled since 2000. The meager 2 percent increase in Median Household Income since 2000 lags far behind the state's 23 percent increase and the 27 percent growth in Median Household Income nationally. The incomes of Park Forest residents have failed to keep pace with rising costs. Loss of local business has driven up the property tax burden for the residents, which in turn led to many properties being abandoned or converted to rental units, increasing the community's instability. During the same time frame, the majority racial group in Park Forest shifted from White to African American.

Park Forest Group #1 Facilitator: Monica Bridges**Q1. If suddenly there was no poverty anywhere, what would be different about this community?**

Happier community	More civic engagement	Less Crime
Less Stress	No need for social service agencies	
Alleviate a lot of issues associated with poverty		

Q2. What are the biggest problems that people and families with low-incomes are facing in your community?

Lack of choices (e.g., schools, colleges, affordable food, access to adequate healthcare) Limited resources within the community and all of the residents needs aren't met

Q3. What coping strategies are used? Where can people and families with low-incomes get help and support?**Healthy Coping Strategies**

Back to school events (free school supplies)
 Clients bartering services
 Free activities for community
 Park Districts offer programs for youth and adults

Unhealthy Coping Strategies

Alcohol
 Drugs
 Gangs

Community Resources

Community based organizations
 Faith based organizations
 Rich Township (but services are reduced due to budget cuts)

Q4. How do people in this community find out about the help and support that is available?

Health Fairs
 The HUB- Information Resource Call Center hotline provides referrals to social service agencies.
 Other community resources are school districts, faith-based organizations and community based organizations.

Special Note: Cook County Representative mentioned that Cook County is looking into implementing a 211-Community Resource Call center.

Q5. What additional services and resources are needed?

Transportation- gas cards, bus and rail cards (Metra, PACE and CTA)
 Assistance with water bill services
 Furniture is needed for seniors moving

Special Note: Respond Now Representative indicated only 2 applications per month are approved for furniture through the Goodwill Cares Program.

Another community representative indicated that CEDA use to assist with Water bills and it would be nice if that service was brought back to the community. However, Respond Now and Southland Hispanic Leadership provide assistance with Water bills for at least 4 suburbs.

Q6. What one thing would you like to see improved in your community?

More transportation services for seniors

More pro-active services

More informed referrals to other agencies

**Other noteworthy responses included: improvement of infrastructure and more specifically East of Route 30 and the neighboring communities, more pro-active services, more informed referrals to other agencies and look at school district resources.*

Q7. In the past 5 years, what trends have you noticed regarding living in this community on low-income?

Rise in senior (65+) population

Face of homelessness has changed (more families and fathers with children)

Special Note: Respond Now Representative mentioned that there is a partnership in the works between South Suburban Pads and Restoration Ministries. Once everything has been finalized the Respond Now Rep. will forward the information to the community partners.

Q8. What can we as a community do to address the problems of poverty?

Jobs for youth

Provide mental health response team for communities

Secure employers that will hire re-entry clients

Park Forest Group #2 Facilitator Jane Hopkins**Q1. If suddenly there was no poverty anywhere, what would be different about this community?**

There would be thriving business in town with decent jobs paying decent wages that support families

There would be access to transportation

Each community would be self-sustainable.

There would not be disparity between different communities

Nobody would be looking for a job

Q2. What are the biggest problems that people and families with low-incomes are facing in your community?

Accessibility... Grocery stores; Jobs; Education ; Services and programs

Food deserts

Medical services that are not covered by government insurance (Medicare/Medicaid)

DENTAL; Eye glasses

Mental Health services

Services for veterans: Homeless; medical care; Mental health services (PTSD treatment)

Q3. What coping strategies are used? Where can people and families with low-incomes get help and support?

Government programs

Food pantries St. Irenaeus - example of parish with good pantry and community programs.

Catholic Charities

Senior Center

Respond Now

University of Illinois Extension – (Nutrition Education)

Comment – Olympia Fields has no social services. Have to go outside of the village

Q4. How do people in this community find out about the help and support that is available?

Word of Mouth

Lunch program at the Senior Center used to have speakers that provided a lot of information.

But the congregate meal program is stopped now (State budget impasse?)

CEDA staff provided a lot of information (FSACE case management)

Flyers up in laundromats, barber shops, VFW, corner stores.

Websites

Comment – Baby boomers are not all comfortable using computers. Therefore, websites and social media do not reach this population well

Q5. What additional services and resources are needed?

Mental Health services

Program to place re-entry population in employment – Sheltered workshop

Pace Ride pools

Public transportation for disabled (terrible!)

Better education

Making sure people are well informed of services and programs. – Better communication.

Q6. What one thing would you like to see improved in your community?

Hold elected officials accountable

Residents speaking up

High school conditions at Rich Central - dirty, decaying, feels like a police state.

Q7. In the past 5 years, what trends have you noticed regarding living in this community on low-income?

Need for Head Start and Child care

Demographics changing:

more minorities

More non-English speaking

Villages are not prepared for the changes. (i.e. Olympia Fields does not acknowledge existence of low-income residents.)

Q8. What can we as a community do to address the problems of poverty?

Making sure people are well informed of services and programs. – Better communication.

Bring residents together to work for institutional changes they want (in schools for example)

Start with the children – properly educate them

“It is up to the community to push what we want”

Park Forest Group # 3 Facilitator Shaunta McGee**1. If suddenly there was no poverty anywhere, what would be different about this community?**Community Activities

- A. Block club parties, to reengage the communities.
- B. Parenting Classes
- C. Parent Volunteers
- D. Interactions with seniors and youth

Programs

- A. Attendees would like classes for seniors, on how to use smartphones, computer, and tablets.
- B. Reading classes.

2. What are the biggest problems that people and families with low incomes are facing in your community?Businesses

- A. Attendees would like to see more business brought back into the community. A lot of the eatery's and shopping stores have closed down.

Income Guidelines

- B. Attendees have a concern with the income guidelines for CEDA being too low. The guidelines within the community are too low, especially for seniors.

Transportation

- A. Attendees find it hard to get around the community; there are only a few cities with public transportation.
- B. The cost for PACE aka ADA is very expensive. Per attendee, the communities have loss income since the crash in 2008, causing once affluent communities to become poverty stricken. Most individuals within the community before the crash had vehicles and there was little need for public transportation. Now, the community is having sidewalk built, because more people are walking within the community to local businesses due to transportation issues.
- C. Affordable cars or transportation (rental cars)
- D. Lack of available parking in the community.

3. What coping strategies are used? Where can people and families with low-incomes get help and support?Thrift Stores

- A. The price for clothing too high for items that have been donated.
- B. Attendees would like the township to provide free clothing.

City Hall

- A. Attendees would like to have more access to City Hall locations; some have relocated without any forwarding information. Attendees would like to readily find out what is going on in the community.

Food Pantries

- A. Attendees would like better quality of food, especially for meat.

4. How do people in the community find out about the help and support that is available?Outreach

- A. Attendees feel information regarding CEDA and the services they provide should be more visible. They also feel like budget cuts have affected the way resources are being promoted in communities.

- B. Suggestions for outreach were social media, schools, churches, food pantries, word of mouth and grocery stores.

5. What additional services are needed?

Programs

- A. Attendees would like classes for seniors, on how to use smartphones, computer, and tablets.
- B. Reading classes for adults.

Lighting

- A. Attendees would like to see the areas in the community with adequate lighting. The forest preserves and street areas are too dark.

Safety

- A. Attendees are having items stolen from outside of home.(i.e., bike)

Water

- A. Attendees had concerns about the purification of the water in this community. The North suburbs in comparison do not have this water problem.
- B. Attendee had yellow water run in bath tub, while she was taking a bath. She states there was a time when the water company gave reports about the quality of the water. She feels the new developer moving in the community who crush rocks and roofs for redevelopment are contaminating the water source adding too much iron in the water. The water has a foul smell, no response from government official.

6. What one thing you would like to see improved in your community?

Police

- A. Attendees would like to see more police in the areas of Steger, Park Forest, and Cedarwood particularly policing the area. A suggestion for walking, riding horses through neighborhood to patrol areas.

7. In the past 5 years, what trends have you noticed regarding living in this community on a low income?

Cleaning

- A. Attendees feel in the winter months it is difficult to travel anywhere outside, due to plows throwing snow on the curbs.

Independent Living

- A. Attendees would like for independent senior living facilities for those we are truly independent. In some facilities clients who need assisted living are combined, impacting the activities of the facilities.
- B. Better lunches in senior buildings

8. What can we do as a community to address the problems of poverty?

Health Issues

- A. Trauma Centers in the area
- B. Address mental health issues within the community

Ford Heights Community Center “On-The-Table”**The Ford Heights/ Chicago Heights Community**

CHICAGO HEIGHTS	2014 Census estimate	2000 Census	Change
Population	30,276	32,776	-8%
Poverty Rate	29.0%	17.5%	66%
Median Household Income	\$44,272	\$36,958	20%
Not in Labor Force	38%	40%	-7%
Unemployed	11.5%	6.6%	74%
White Non-Hispanic	23%	37%	-38%
African American	42%	38%	11%
Hispanic	34%	24%	42%
Median Age	32.8	30.6	7%

Ford Heights became the poster-child of deep-poverty communities in the 1980’s and remains Cook County’s most impoverished municipality with a 45% poverty rate. The population of Ford Heights shrunk 20% between 2000 and 2010 census when it measured only 2,763. Its larger neighbor to the west, Chicago Heights, is home to more than 30,000 residents, thereby dominating many of the priorities of broader community.

Chicago Heights has seen a large growth of Hispanic population which now accounts for more than a third of the city. In the same period there has been a decline in the white population. The largest racial group in Chicago Heights is now African American. Joblessness and poverty have increased significantly in Chicago Heights since 2000. As with other suburban communities, property taxes have risen leading to an increase vacated and/or abandoned homes.

Ford Heights Group One

1. What are some the major challenges for residents of the Southland?
 - a. Jobs – training
 - b. Transportation
 - c. Parental engagement
 - d. Alternatives to traditional education
 - e. Financial literacy
 - f. Work-study
 - g. Perception – Regional branding
2. What positive characteristics or qualities does the southland embody? How can we leverage these to better our collective future?
 - a. Diversity
 - b. Access points
 - c. Strong legislative base
 - d. Families have strong roots in South Suburbs
3. What are other needs of our communities? How can we individually or collectively address these needs?
 - a. Affordable housing
 - b. Transitional housing and psa
 - c. Shared vision between communities
 - d. Stabilization mechanisms in place
4. Is public transportation easy to access? What if any, are the challenges and solutions?
 - a. Subsidized Uber transportation
 - b. No bus lines – different - barriers
5. Does living in the suburbs present a different set of challenges that public policy in our state has yet to address? Identify some of these challenges and ways to combat them.
 - a. Regional issues – perception
 - b. So suburban population and area are Huge. (same population as San Francisco)
 - c. Need to speak with 1 voice!
 - d. Few collaborations
 - e. All ourselves to be neglected
 - f. Youth not incentivized
 - g. NIMBY – shelter and housing
 - h. Businesses moving out of state
6. How do we distribute the tools, resources and create opportunities that can set families with low-incomes on a path to greater economic stability?
 - a. Create a shared vision
 - b. Work with faith communities
 - c. Coordinate with other groups (large funder by-in)
 - d. Working collaboratively for the good of the whole.

Ford Heights Group Two

1. What are some the major challenges for residents of the Southland?
 - a. Employment!
 - b. Living-wage jobs
 - c. No concentrations/cluster
 - d. High property taxes
 - e. People spending lots of income on housing
 - f. Tech change causing shifts in industries
2. What positive characteristics or qualities does the southland embody? How can we leverage these to better our collective future?
 - a. Lots of good open space
 - i. Attract business and employers
 - ii. Parks, forest preserves and waterways
 - b. Abundance of low-cost housing
 - c. People with good heart desire to serve and collaborate
 - d. Suburban isolation
 - e. Success with racial and social diversity
3. What are other needs of our communities? How can we individually or collectively address these needs?
4. Is public transportation easy to access? What if any, are the challenges and solutions?
 - a. Make the routes and transportation smarter
 - i. Enable technology
 - ii. Emulate Uber and Lyft
 - b. JUF funded taxi services for seniors
 - c. Hard to sustain funding for transportation initiatives
5. Does living in the suburbs present a different set of challenges that public policy in our state has yet to address? Identify some of these challenges and ways to combat them.
 - a. Taxes, obviously
 - b. Jurisdiction and politics – too many cooks in the kitchen
 - c. Need to make effort to consolidate, work together.
6. How do we distribute the tools, resources and create opportunities that can set families with low-incomes on a path to greater economic stability?

Ford Heights Group Three

1. What are some the major challenges for residents of the Southland?
 - a. Food deserts
 - b. Transportation – especially public
 - c. Lack of industry and jobs
 - d. Not enough workforce development
 - e. Affordable housing/ real estate tax
 - f. Access to health care
 - g. Fragmentation
2. What positive characteristics or qualities does the southland embody? How can we leverage these to better our collective future?
 - a. Partnerships and collaborations – SSMMA; the HUB
 - b. Assets to build from : Land; transportation infrastructure
 - c. Labor Force
 - d. Industrial base
5. Does living in the suburbs present a different set of challenges that public policy in our state has yet to address? Identify some of these challenges and ways to combat them.
 - a. Fragmented service provision – Lack of 211
 - b. Need increased philanthropic and private sector investment
 - c. # of units of government

SOLUTIONS

1. Broad-based advocacy coalition
2. Explore consolidations/ annexations
3. Pilot an evidence-based comprehensive program

Ford Heights Group Four

1. What are some of the major challenges for resident of the Southland?
 - a. Businesses don't want to locate here; move away
 - b. Stigma of the Southland
 - c. No "good" jobs
 - d. Transportation access
 - e. White flight
 - f. No more huge manufacturing hubs (i.e. steel industry)
2. What positive characteristics or qualities does the Southland embody? How can we leverage these for better our collective future?
 - a. Diversity
 - b. Parent/Community involvement
 - c. Sense of togetherness
 - d. More funding coming to Southland – small surges of community development
 - e. Good talent pod – educated, trained workforce
 - f. Great higher education facilities –
 - i. Community Colleges
 - ii. Governors State University
3. What are other needs of our communities? How can we individually or collectively address these needs?
 - a. Transportation hubs
 - b. Move businesses here
 - c. Get the mall finished
 - d. Redefine/upgrade dominant locations – Tinley Park; LaGrange Road
 - e. Better wages
 - f. Market the Southland better
 - g. Step into Land Banks more
4. How do we distribute the tools, resources and create opportunities that can set families with low-incomes on a path to greater economic stability?
 - a. Address individual and community needs
 - b. Address social justice needs
 - c. Speak out – challenge each other
 - d. Participate / Engage (i.e. budget hearings)

CEDA Harvey Community Forum**The Harvey Community**

	2014 Census estimate	2000 Census	Change
Population	25,285	30,000	-16%
Poverty Rate	35%	22%	59%
Median Household Income	\$25,074	\$31,958	-22%
Not in Labor Force	46%	42%	10%
Unemployed	13.9%	8.7%	60%
White Non-Hispanic	4%	6%	-33%
African American	76%	80%	-5%
Hispanic	19%	13%	46%
Median Age	32.2	27.9	15%

Harvey is quickly surpassing Ford Heights as a commonly cited example of suburban poverty. It has one of the lowest Median Household Incomes in the county. Since 2000, the Illinois state Median Household Income increased 23 percent and the US Median Household income rose 27 percent. But in the same timeframe, Harvey's median household income fell by 22 percent. More than one third (35%) of Harvey residents live below the poverty threshold. Unemployment Harvey and its surrounding villages is the highest in the County.

HARVEY Group #1 Facilitator: Jane Hopkins**Q1. If suddenly there was no poverty anywhere, what would be different about this community?**

More love	More community involvement	Less Crime
Less Stress	Less abandon buildings	Less teenage pregnancy
Better community	Less anger	Enough food to eat
Utopia society		

Special Note: The city government may have a lot to do with poverty in the community.

Q2. What are the biggest problems that people and families with low-incomes are facing in your community?

Drug addiction and alcoholism	Crime	Shortage of affordable housing
Lack of education	Lack of Jobs	Lack of businesses
Need for help with medications	Homelessness	Poor quality Housing
Lack of religion, no morals and values	Health Issues	
Mental Health patients need for housing		

Q3. What coping strategies are used? Where can people and families with low-incomes get help and support?

Coping strategies: adult guidance, substance abuse treatment, mentoring program, youth empowerment, internships for young people and seniors.

Where to get help and support? CEDA Food pantries Churches

Q4. How do people in this community find out about the help and support that is available?

Word of mouth	Senior Community Building Resources
Church bulletin	Government Case managers

Q5. What additional services and resources are needed?

Specific Programs:

Mentoring for youth, transportation for seniors, senior internships, pro bono legal services, Jobs and training programs for youth.

Q6. What one thing would you like to see improved in your community?**Q7. In the past 5 years, what trends have you noticed regarding living in this community on low-income?**

Condition of properties deteriorating. Streets and public spaces in poor shape. Rising taxes. Municipal governments not solving problems.

Q8. What can we as a community do to address the problems of poverty?

Provide bus service to seniors building
 Provide snow removal for seniors at no cost
 Provide seniors opportunity to volunteers w/stipend
 Provide a mentoring program for youth
 Reduce classroom size
 Implement a Magic Johnson Bridge Gap Program (helps youth earn H.S. Diploma)

HARVEY Group #2 Facilitator: Shaunta McGee**1. If suddenly there was no poverty anywhere, what would be different about this community?**Renewal of Properties

- A. Bringing back thriving communities with businesses.
- B. Removing boarded up and abandoned homes.

2. What are the biggest problems that people and families with low incomes are facing in your community?

Healthcare: Access to Primary Physicians.

Education: Assistance with GED, resumes, and certifications.

Transportation: Assistance with getting around to available programs.

3. What coping strategies are used? Where can people and families with low-incomes get help and support?Community Agencies and Support:

- A. CEDA, Food Pantries, Churches, Families, Friends.

4. How do people in this community find out about the help and support that is available?

- A. Libraries, Flyers, Block Club Meetings, Public Relations, Word of Mouth, Forums, Pamphlets, Board in City Hall, Church Bulletins, Comcast TV Bulletin, Alderman or Ward, other community agencies/non-profit.

5. What additional services and resources are needed?Medical Assistance

- A. Affordable medicine for senior citizens
- B. List of affordable doctors/clinics excepting low-income patients
- C. Assistance for people suffering with Dementia.

6. What one thing would you like to see improved in your community?Housing

- A. Squatters are living in abandon homes.
- B. Abandoned properties not maintenance by owners should be held accountable for the upkeep of the properties.

Streets & Sanitation

- A. Large potholes in streets need to be repaired.

7. What can we do as a community to address the problems of poverty?

- A. Give assistance to people in need of completing the Census for people in the community.

Topics of Discussion**1. Healthcare**

- A. A lot of families do without! Families need medication, but the price is too high. Families can't afford to pay for medication; a lot of families don't know they can ask their physician for a different or generic prescription. Seniors, have to get a second job just to survive. One client's husband was paying \$50.00 for medicine, after changing the medication to a cheaper brand he pays \$1.00. Clients would be able to easily access their primary physicians, not have a different doctor diagnose you each time you visit the clinic.

2. Public Relations

- A. We need to make sure people know about services that are available in the communities. We need to post information in libraries, on flyers and mail them to people in the community. Also, literature should be posted in churches, on bulletin boards, pamphlets. Community organization should reach out to the Board of City Hall, Alderman, and have more people involved in the community forums.

3. Social Services

- A. Social Service agencies are not returning calls to clients or the response time is slow. One client called CEDA about a year ago; her mother was trying to get assistance. She was trying to let her senior aged mother take care of the process on her own. The client had to jump in on her mother's behalf because she felt that her mom was getting nowhere fast. She called and did not get any help at first. Luckily, she knew someone from way back who was able to assist her family. One client has not heard back from Catholic Charity, she has given up.
- B. A program should be added to help the community complete the Census. A lot of people do not realize how important it is to get the needed services with the community. Some people do not know how to complete the surveys.
- C. Income guidelines for eligibility are too low for a lot of programs.

4. Mental Health

- A. Communities should have counseling to help people deal with depression, or referrals to mental health physicians.
- B. Resources for people suffering from Dementia.

5. Employment

- A. Part-time employment for senior citizens who are on a fixed income. A suggestion for retired individual to assist the elderly with daily living as a companion.

6. Home Upkeep

- A. Abandoned properties are owned by some banks and property owners. They should be held responsible for making sure the properties are well kept. The community should be able to find out who they are and hold them accountable. The abandoned units are burglarized or rat-infested, and safety is an issue.



**Community Services Block Grant
2016 Family Nutrition Program
Fresh Produce Distribution Schedule**

Site Name	Community	Address	Zip Code	Site Contact	Site Phone	Pantry Operating Hours	Produce Distribution Schedule	Allowable Visits/ ID Requirement	Service Area
Abounding Life Church of God in Christ	Posen	14615 Mozart Avenue	60469	Frankie Redditt or Pearl Smith	(708) 206-1509	Saturday: 9:00AM- 11:00AM	**Every other Saturday:9:00AM-11:00AM	Clients can visit twice per month. Two forms of I.D. required.	Cook County South Suburbs
Abundant Living Christian Center	Dolton	14540 Lincoln Ave.	60419	Danyelle Davis	(708) 257-6633	Tuesday: 5:00-7:00PM	1st and 3rd Tuesday: 5:00-7:00PM	Clients can visit once per month. ID required.	60827, 60419, and 60409
Alicia's House	Chicago Heights	17 Paulsen Ave.	60411	Juan Hernandez	(708) 946-3002	Tuesday: 9:00AM-11:00AM	1st and 3rd Tuesday: 9:00AM-11:00AM	Clients can visit twice per month. ID required.	South Chicago Heights Steger, Crete, and University Park
AWE Charity Foundation	Morton Grove	6049 Dempster Street	60053	Don Shin	(224) 509-5849	Friday: 11:00AM-1:00PM	**Every other Friday: 11:00AM-1:00PM	Clients can visit once per month. ID required.	Morton Grove
Christ UMC	Alsip	3730 W. 119th Street	60803	Derrick Hughes	(708) 385-8034	Tuesday: 12:45PM-2:45PM	1st and 3rd Tuesday: 12:45PM-2:45PM	Clients can visit once a month. ID required.	Alsip, Merrionette Park, Robbins, Blue Island, and Garden Homes
Church of the Holy Spirit	Schaumburg	1449 W. Bode Road	60194	Laverne Horgan	(847) 882-7580	Thursday: 2:00PM-5:00PM	**Every other Thursday: 2:00PM-5:00PM	Clients can visit once a month. ID required.	Suburban Cook County
Covenant United C.O.C.	South Holland	1130 East 154th Street	60473	Marva Brown	(708) 333-5955	Saturdays: 9:30AM -11:30AM	**Every other Saturday: 9:30AM - 11:30AM	Clients can visit once every 30 days. ID required.	Burnham, Calumet City, Dolton, Riverdale and South Holland
Ebenezer Christian Ref	Berwyn	1248 S Harvey Ave	60402	Kay Rops	(708) 795-6480	Friday: 5:00PM-7:00PM	**Every other Friday: 5:00PM-7:00PM	Clients can visit twice a month. ID required.	60402, 60804, 60304 and 60644
Ford Heights Community Service Organization	Ford Heights	943 E. Lincoln Highway	60411	Ester Viverette	(708) 758-2565	Thursdays: 9:00AM-12:00PM	1st and 3rd Tuesday: 11:00AM-2:30PM	Clients can visit once a month. ID required.	Glenwood, Ford Heights, Sauk Village, and Lansing
Lighthouse Church of All Nations	Alsip	4501 W. 127th	60803	Kimball Terrell	(773) 593-6633	Tuesday: 4:00PM-6:00PM; Friday: 12:00PM-2:00PM	1st and 3rd Tuesday; 4:00PM-6:00PM	Clients can visit twice a month. ID required.	60803, 60406, 60426, 60427, 60428, 60469, and 60472
Mosque Foundation Food Pantry	Bridgeview	7210 W. 90th Place	60455	Jeanean Othman	(708) 590-9412	Monday: 10:00AM-1:00PM	**Every other Monday: 10:00AM-1:00PM	Clients can visit twice a month. ID required.	Suburban Cook County
New Zion Booc Joseph Storehouse	Dolton	14200 Chicago Road	60419	Mary Wood-Davis	(708) 849-6904	Saturday: 10:00AM-1:00PM	**Every other Saturday: 10:00AM-1:00PM	Clients can visit twice a month. ID required.	Suburban Cook County
Operation Blessing of Southwest Chicagoland	Alsip	4901 W. 128th Place	60803	Frank Sorice	(708) 597-6326	Tuesday, Thursday, Friday: 9:00 am - 12:00 pm; Wednesday: 12:00 pm - 3:00 pm	1st and 3rd Tuesday: 9:00AM-12:00PM	Clients can visit once a month. ID required.	N: 79th St - S: 175th St and E: Halsted - W: La Grange Rd
Orland Township Food Pantry	Orland Park	14807 Ravinia	60462	Marianne Hill	(708) 403-4222	Monday- Friday: 9:00AM-4:00PM	**Every other Monday through Friday: 9:00AM-4:00PM	Clients can visit once a month. ID required.	N: 135th St - S: 183rd St, E: Harlem - W: Will-Cook Rd; Orland Park, Orland Hills, Tinley Park
Our Lady of Mt. Carmel	Melrose Park	1119 N. 23rd Avenue	60160	Jaime Reyes or John Battisto	(708) 344-4140	Wednesday: 4:00PM-6:00PM	**Every other Wednesday: 4:00PM-6:00PM	Clients can visit once a month. ID required.	Melrose Park and Stone Park
Our Savior's Lutheran Church	Burbank	8607 S Narragansett	60459	Darlene Marquardt	(708) 599-4780	Tuesdays: 9AM-11AM Thursdays: 1PM-3PM	1st and 3rd Tuesday: 9:00AM - 11:00AM	Clients can visit once a month. ID required.	Burbank plus N: 103rd St, S: 87th St, W: Pulaski, E: Harlem
Palatine Township Food Pantry	Palatine	721 S. Quentin Road	60067	Barbara Walsh	(847) 358-6121	Monday: 11:30AM-4:30PM; Thursday: 1:30PM-6:30PM; Third Sat of each month: 8:45AM-11:00AM	**Every other Monday: 11:30AM-4:30PM; Thursday: 1:30PM-6:30PM	Clients can visit once a month. ID required.	Palatine Township
Palos United Methodist	Palos Heights	12101 S Harlem Ave	60463	Susan Greer	(708) 448-0798	Tuesday: 9:00AM-11:00AM; 4:00PM-6:00PM	1st and 3rd Tuesday: 9:00AM-11:00AM, 4:00PM-6:00PM	Clients can visit once a month. ID required.	N: 79th St - S: 135th St, E: Cicero - W: La Grange Ave
Respond Now	Chicago Heights	1439 Emerald Ave	60411	Alex Liescke	(708) 755-4357	Monday, Wednesday, Friday:10:00am -5:00 pm	**Every other Monday, Wednesday, Friday:10:00am -5:00 pm	Clients can visit once a month. ID required.	60417; 60499; 60411, 60466, 60430,60471, 60438, 60409, 60425,60476, 60422, 60478, 60475.
Respond Now	Sauk Village	21801 Torrence Avenue	60411	Shikitta James	(708) 755-4357	Tuesday: 10:00 am - 2:00 pm	1st and 3rd Tuesday: 11:00AM - 2:00PM	Clients can visit once a month. ID required.	Lynwood and Sauk Village
Restoration Ministries	Harvey	253 E. 159th Street	60426	Cindi Lescynski	(708) 333-3370	Saturday: 10:00AM-12:00PM	**Every other Saturday: 10:00AM-12:00PM	Clients can visit twice a month. ID required.	60426
St. Clement's Pantry	Harvey	15245 South Loomis Ave	60426	Nathan Davis	(708) 623-4911	Tuesday: 3:30PM-5:30PM	1st and 3rd Tuesday: 3:30PM-5:30PM	Clients can visit twice per month. ID required.	Suburban Cook County
St. Francis Xavier	LaGrange	124 N. Spring Avenue	60525	Mary Freeman	(708) 352-0168	Tuesday: 9:30AM-11:00AM	1st and 3rd Tuesday: 9:30AM-11:00AM	Client can visit once four times a month. Two forms of ID required first time.	60525;60526
Temple of Praise Binding and Loosing Ministries	Ford Heights	1647 Cottage Grove	60411	Margaret Figgures	(708) 833-7691	Friday: 3:30PM-5:30PM	**Every other Friday: 3:30PM-5:30PM	Clients can visit once a week. ID required.	Suburban Cook County
The Salvation Army: Blue Island	Blue Island	2900 W. Burr Oak	60406	Ada Lepellere	(708) 332-0100	Wednesday: 9:00AM-12:00PM; 1:00PM-4:00PM	**Every other Wednesday: 9:00AM-12:00PM; 1:00PM-4:00PM	Clients can visit once a month. ID required	60803; 60472; 60445; 60406; 60827; 60469
Thornton Township	Harvey	15340 Page Avenue	60426	Anthony Christmas	(708)-596-6040 x 3180	Monday, Tuesday, Thursday, Friday: 8:00AM - 6:00PM; Wednesday: 8:30AM - 4:00PM	**Every other Wednesday: 10:00AM-5:00PM	Clients can visit once a month. ID required.	N: 138 - S: 183, E: State Line - W: Western
Together We Cope	Tinley Park	17010 Oak Park Avenue	60477	Gordon Collins	(708) 633-5040	Monday, Tuesday,Wednesday, and Friday: 9:00AM-3:00PM & Thursday: 2:00PM-7:00PM	**Every other Monday, Tuesday, Wednesday, and Friday: 9:00AM-3:00PM & Thursday: 2:00PM-7:00PM	Clients can visit once a month. ID required.	S: 183rd St; N: 87th Street; W: Will/Cook Rd; E: Western Avenue
Valley Kingdom	South Holland	1102 E. 154th Street	60473	Annie Hill or Vicky Bondurant	(708) 331-3511 x 185	Monday, 2nd and 4th Friday: 9:15AM-12:15PM	**Every other Monday, 2nd and 4th Friday: 9:15AM-12:15PM	Clients can visit twice a month. ID required.	South Suburban Cook County
Vision of Restoration	Maywood	1405 Madison Ave	60153	Larry James	(708) 344-3774	Tuesday: 9:00AM-11:00AM	1st and 3rd Tuesday: 9:00AM-11:00AM	Clients can visit once a month. ID required.	Proviso Area
Willow Creek	South Barrington	67 E. Algonquin Road	60010	Otis Price	(224) 512-2600	Monday - Thursday:10:00AM-12:00PM;6:30PM-8:00PM; Saturday: 8:30AM-10:30AM Sunday: 1:30PM-3:00PM	**Every other Thursday: 6:30PM-7:30PM; Saturday: 8:30AM-10:30AM; Sunday: 1:30PM-3:00PM	Clients can visit once a month. ID required.	Suburban Cook County

*CEDA produce distribution dates are subject to change due to various holidays or other closures

**Please contact site directly for specific dates of CEDA produce distribution

DEPT	Partner	Type	Service Category	Specific Purpose for CEDA to have this Partnership	Is there a formal Relationship?
Outreach	5th 3rd Bank	For-Profit Business	Income Management	CEDA awareness and presentation	none
ENERGY	Action Coalition of Englewood Inc.	Non-Profit	Emergency Services	Intake	Contract
WIC	Advocate Christ Medical Center	Service Institutions	Education	Medical resident rotations	Letter of Agreement
WIC	Advocate Hope Children's Hospital	Service Institutions	Education	Medical resident rotations	Letter of Agreement
ENERGY	Aging Care Connections	Non-Profit	Emergency Services	Intake	Contract
Outreach	Albizu Campos High School	Local Government	Linkages	CEDA awareness and presentation	none
Outreach	Alderman Ann Rainey, 8th Ward, Evanston	Local Government	Linkages	CEDA awareness and presentation	none
Outreach	Alderman Delores Holmes, 5th Ward, Evanston	Local Government	Linkages	CEDA awareness and presentation	none
Outreach	Alderman Derrick Curtis, 18th Ward	Local Government	Linkages	CEDA awareness and presentation	none
Outreach	Alderman George Cardenas, 12th Ward	Local Government	Linkages	Alderman's community events.	none
Outreach	Alderman Roberto Maldonado, 26th Ward	Local Government	Linkages	Intake and Energy Awareness by attending Alderman's community events.	none
CSBG Central	Alliance to End Homelessness in Suburban Cook County	Housing Consortium	Housing	coordination of services	none
Outreach	American Legion	Non-Profit	Self Sufficiency	CEDA Awareness and presentation	none
ENERGY	Amor de Dios United Methodist Church	Faith Based	Emergency Services	Intake	Contract
CSBG west	Arab American Family Services	Non-Profit	Linkages	AAFS provides a variety of social services, but mainly serves to link or connect low-income families to the services they need. Refers to CSBG and hosts CSBG staff each Tuesday and Thursday	Letter of Agreement
ENERGY	Arab American Family Services	Non-Profit	Emergency Services	Intake	Contract
CSBG North	Arlington Heights Partner Meeting (IDES)	Consortiums/Collaboration	Employment	Coordination of services and Outreach	none
ENERGY	Assembly of Faith Outreach Center	Non-Profit	Emergency Services	Intake	Contract
ENERGY	Assyrian National Council of Illinois (appointment only)	Non-Profit	Emergency Services	Intake	Contract
WIC	Aunt Martha's Head Start	Non-Profit	Linkages	Referrals for children	Letter of Agreement
Outreach	Austin Military Families Network	Non-Profit	Self Sufficiency	CEDA Awareness, coordination of services & outreach	none
ENERGY	Awe Charity Foundation	Non-Profit	Emergency Services	Intake	Contract
Outreach	Beds Plus	Non-Profit	Housing	CEDA awareness and presentation	none
WIC	Benedictine University	Institutions of higher learning	Education	Dietetic intern rotations	Letter of Agreement
CSBG west	Berwyn Police	Local Government	Linkages	CSBG staff attended a presentation of the Berwyn Youth Survey report	none
ENERGY	Bethlehem Star M.B. Church	Faith Based	Emergency Services	Intake	Contract
CSBG South	Bloom Township	Local Government	Self Sufficiency	service delivery	Letter of Agreement
CSBG South	Bremen Township	Local Government	Self Sufficiency	service delivery	Letter of Agreement
ENERGY	Brighton Park Neighborhood Council	Non-Profit	Emergency Services	Intake	Contract
ENERGY	Brock Social Services Organization	Non-Profit	Emergency Services	Intake	Contract
CSBG North	Business Community Services	Non-Profit	Employment	Arlington Heights WorkOne	Letter of Agreement
ENERGY	Cabrini Rowhouse TMC	Non-Profit	Emergency Services	Intake	Contract
ENERGY	Cambodian Association of Illinois	Non-Profit	Emergency Services	Intake	Contract
Outreach	Casa Central	Non-Profit	Linkages	CEDA awareness and presentation	none
CSBG-Housing	Catholic Charities	Faith Based	Housing	Contractor for CSBG Rental Assistance. Referral partner for WIC, Housing	Contract
ENERGY	Center for Seniors	Non-Profit	Emergency Services	Intake	Contract
CSBG Central	Central States SERS	Non-Profit	Employment	Employment Service Provider	Contract
ENERGY	Central United Community Church	Faith Based	Emergency Services	Intake	Contract
ENERGY	Centro Comunitario Juan Diego	Non-Profit	Emergency Services	Intake	Contract
	Chicago Area Fair Housing Alliance Organization (CAFHA)	Consortiums/Collaboration		coordination of services/advocacy	
Outreach	Chicago Commission on Human Relations Veterans Advisory Council	Local Government	Other	Expansion of Services to military community	none
	Chicago CRA Coalition	Consortiums/Collaboration			
Outreach	Chicago Executives Club	Non-Profit	Other	CEDA Awareness, coordination of services & outreach	Letter of Agreement
Outreach	Chicago Fire Department	Local Government	Other	CEDA awareness, coordination of services & outreach	none
Outreach	Chicago Lighthouse	Non-Profit	Other	CEDA Awareness, coordination of services & outreach	none

Outreach	Chicago Park District	Local Government	Other	CEDA awareness and presentation	none
ENERGY	Chicago South Community Development Organization	Non-Profit	Emergency Services	Intake	Contract
Outreach	ChildServ	Non-Profit	Linkages	CEDA awareness and presentation	none
Outreach	Chinatown Chamber of Commerce	Non-Profit	Other	CEDA awareness and presentation	none
ENERGY	Chinese American Service League	Non-Profit	Emergency Services	Intake	Contract
Outreach	Chinese American Service League	Non-Profit	Self Sufficiency	Coordination of services and Outreach	none
ENERGY	Chinese Mutual Aid Association	Non-Profit	Emergency Services	Intake	Contract
ENERGY	Christ Cathedral MB Church	Faith Based	Emergency Services	Intake	Contract
ENERGY	Christ United Faith Ministry	Non-Profit	Emergency Services	Intake	Contract
Housing	Christian League	Faith Based	Housing	Coordination of services	none
Housing	Christian Life Center	Faith Based	Housing	Coordination of services	none
Housing	Cicero Community Center	Non-Profit	Housing	In-kind space	none
CSBG west	Cicero Youth Taskforce	Consortiums/Coll	Linkages	CSBG staff attend CYTF meetings to collaborate with and inform the Cicero/Berwyn community about CEDA's services. This is also an opportunity for CSBG staff to stay informed about local issues	none
Outreach	City Colleges of Chicago	Institutions of post	Education	Expansion of services to military veterans and non military faculty & staff	none
Outreach	City of Chicago	Local Government	Other	CEDA awareness and presentation	none
Outreach	Comcast	For-Profit Business	Other	Coordination of services and Outreach	none
Outreach	Common Pantry	Non-Profit	Nutrition	CEDA awareness and presentation	none
CSBG west	Community Alliance - Casa Esperanza	Consortiums/Coll	Linkages	CSBG attend Community Alliance meetings to collaborate with and inform the Melrose Park community about CEDA's services and to learn about other resources in the area.	none
WIC	Community Alternatives Unlimited	Non-Profit	Health	Family case management	Letter of Agreement
Outreach	Community as a Campus (CAAC)	Non-Profit	Linkages	CEDA awareness and presentation to community agencies and activities.	none
ENERGY	Community Care Outreach	Non-Profit	Emergency Services	Intake	Contract
Outreach	Community Consolidated School District 15	Local Government	Education	CEDA awareness and presentation to all Social Workers with in this school district.	none
CSBG North	Community Quality Council	Consortiums/Coll	Linkages	Build relationship with IDHS & CBO's	none
WIC	Compass Group USA, Inc./Morrison Management	Institutions of post	Education	Dietetic intern rotations	Letter of Agreement
CSBG Central	Connections for the Homeless	Housing Consortium	Housing	Service Provider	Contract
Outreach	Cook County Health and Hospital System	Local Government	Health	CEDA Awareness, coordination of services & outreach	none
	Cook County of Illinois	Local Government			
WIC	Cradle to the Classroom (CHS Dist. 218)	Primary/Secondary	Education	On-site presentations on the importance of reading	Letter of Agreement
ENERGY	CRDDC (Chetwyn Rodgers Drive Development Center)	Non-Profit	Emergency Services	Intake	Contract
Outreach	Department of Veterans Affairs VetCenters	Local Government	Health	CEDA Awareness, coordination of services & outreach to military veterans	none
ETS	Dist 205	School District		Coordination of services/ outreach	
ETS	Dist 206	School District		Coordination of services/ outreach	
ETS	Dist 215	School District		Coordination of services/ outreach	
CSBG west	Early Childhood Committee/All Our Kids Network	Non-Profit	Health	CSBG staff attended a meeting of the Early Childhood Committee	none
Outreach	Earst & Young	For-Profit Business	Income Management	Expansion of services to military veterans	none
CSBG Central	Employment & Employer Services	Non-Profit	Employment	Employment Service Provider	Contract
ENERGY	European American Association	Non-Profit	Emergency Services	Intake	Contract
CSBG North	Evanston's Partner Meeting	Consortiums/Coll	Employment	Coordination of services and outreach	none
ENERGY	Evening Star M.B.C.	Non-Profit	Emergency Services	Intake	Contract
Outreach	Exelon	Non-Profit	Linkages	CEDA arewness, coordination of services & outreach	none
ENERGY	Faith Works Pavilion Community Development Corporation	Non-Profit	Emergency Services	Intake	Contract
WIC	Family Focus	Non-Profit	Education	Early childhood education (pregnant, children up to 3)	Letter of Agreement

CSBG west	Family Service and Mental Health Center of Cicero	Non-Profit	Linkages	Regina Meza presented to CSBG West Region staff regarding the services that her organization can provide.	none
Housing	Fannie Mae	Financial/Banking	Institutions	Coordination of services	
ENERGY	Fernwood United Methodist Church	Faith Based	Emergency Services	Intake	Contract
Housing	Fifth Third Bank	Financial/Banking	housing	\$1000 grant for housing counseling	none
WIC	Firman Community Services, Inc.	Non-Profit	Health	Family case management	Letter of Agreement
Outreach	Governors State University	Primary/Secondary	Education	CEDA Awareness, coordination of services & outreach	none
CSBG Central	Greater Chicago Food Depository	Non-Profit	Nutrition	Food Bank	Contract
WIC	Greater Chicago Food Depository SNAP Program	Non-Profit	Nutrition	On-site SNAP enrollment	Letter of Agreement
WIC	Greater Elgin Family Care Center	Health Service Institutions	Linkages	Letter of support	none
WIC	Green Youth Farm (Chicago Botanic Garden)	Non-Profit	Nutrition	On-site produce classes and distribution	
Outreach	Habilitative Systems Institute	Non-Profit	Self Sufficiency	Coordination of services and Outreach	none
Housing	Habitat for Humanity	Non-Profit	Housing	coordination of services/advocacy	none
CSBG-ENERGY	Hanover Township	Local Government	Emergency Services	Energy Intake contractor; site host for CSBG remote staff	Contract
ENERGY	Hanover Township Senior Services	Local Government	Emergency Services	Intake	Contract
ENERGY	Hanul Family Alliance	Non-Profit	Emergency Services	Intake	Contract
Housing	Harris Bank NA	Financial/Banking	Institutions	Coordination of services	
ENERGY	Healing Temple Church	Faith Based	Emergency Services	Intake	Contract
Outreach	Health & Disability Advocates	Non-Profit	Other	Coordination of services for veterans	Letter of Agreement
WIC	Heartland International Health Center	Health Service Institutions	Linkages	Letter of support	none
WIC	Henry Booth House Family Case Management Program	Non-Profit	Health	Family case management	Letter of Agreement
Housing	Holy Spirit Ministries Outreach	Faith Based	Housing		none
Housing	Home Depot	For-Profit Business	Nutrition	\$700 grant for community garden	none
ENERGY	Hope Organization II	Non-Profit	Emergency Services	Intake	Contract
Housing	Housing Action Illinois	State wide association or collaboration		coordination of services/advocacy	
ENERGY-WIC	Howard Area Community Center	Non-Profit	Emergency Services	Energy Intake; WIC Family Case Management	Contract
WIC	Human Resources Development Institute (HRDI) Family Case Management	Non-Profit	Health	Family case management	Letter of Agreement
Outreach	Humana	For-Profit Business	Health	CEDA awareness and presentation	none
	IACAA	For-Profit Business or collaboration	Linkages	advocacy	
CSBG North	IDES	State Government	Employment	Coordination of services and delivery	Letter of Agreement
CSBG west	IL State Representative LaShawn K. Ford	State Government	Linkages	CSBG Staff attended a meeting with IL State Representative LaShawn K. Ford regarding CSBG services in the Western Suburbs.	none
Outreach	Illinois Department of Veterans Affairs	Local Government	Linkages	Expansion of services to military veterans	Letter of Agreement
CSBG	Illinois Hunger Coalition	Consortiums/Collaboration	Linkages	linkages /network	none
Outreach	Illinois Joining Forces	Non-Profit	Linkages	Expansion of services to military veterans	Letter of Agreement
Outreach	Illinois National Guard	Local Government	Other	CEDA awareness and presentation	none
ENERGY	Indo-American Center	Non-Profit	Emergency Services	Intake	Contract
ENERGY	Jane Addams Resource Corp	Non-Profit	Emergency Services	Intake	Contract
Outreach	Kids Rank	Non-Profit	Other	Coordinate Services and Outreach	none
ENERGY	Korean American Community Services	Non-Profit	Emergency Services	Intake	Contract
Outreach	La Casa Norte	Non-Profit	Housing	How could the two agencies work together to better service the community.	none
ENERGY	Labor Coalition for People's Action (subcontracted with PRUA)	Non-Profit	Emergency Services	Intake	Contract
CSBG North	Ladder UP	Non-Profit	Income Management	Financial Literacy Education	Contract
ENERGY	Latino Organization of the Southwest	Non-Profit	Emergency Services	Intake	Contract
ENERGY	Le Penseur Youth & Family Services	Non-Profit	Emergency Services	Intake	Contract
Outreach	Leave No Veteran Behind	Non-Profit	Other	Coordination of services and Outreach	none

CSBG west	Lemont Township	Local Government	Self Sufficiency	CSBG staff work with Lemont Township Human Services and Community Services staff. Lemont staff refer clients to CSBG and host CSBG staff each Thursday. This site administers GA for Lemont Twp.	Letter of Agreement
ENERGY	Leyden Family Services	Non-Profit	Emergency Services	Intake	Contract
CSBG west	Leyden Township	Local Government	Self Sufficiency	CSBG staff work with Leyden Township GA staff, who refer clients to CSBG and host CSBG staff every other Wednesday.	MOU
Outreach	Local 2 Firefighters Union	Non-Profit	Self Sufficiency	CEDA awareness, coordination of services & outreach	none
WIC	Loyola University Chicago Dietetic Internship Program	Institutions of higher education	Education	Dietetic intern rotations	Letter of Agreement
Outreach	LUCHA Latin United Community Housing Assoc.	Non-Profit	Housing	CEDA awareness and presentation, participation in community events.	none
WIC	Lurie Children's Hospital of Chicago	Health Service Institutions	Education	Medical resident rotations	Letter of Agreement
WIC	Lutheran General Hospital	Health Service Institutions	Education	Medical resident rotations	Letter of Agreement
WIC	Lutheran Social Services	Faith Based	Health	Referrals for family case management	Letter of Agreement
ENERGY	Maine Township	Local Government	Emergency Services	Intake	Contract
ENERGY	Marillac Social Center	Non-Profit	Emergency Services	Intake	Contract
CSBG west	Maywood Workforce Center - E&S	Non-Profit	Self Sufficiency	Provides services to unemployed and underemployed workers, including job placement, job readiness, and WIA/WIOA funding. Refers clients to CSBG and hosts CSBG staff every other Tuesday	Letter of Agreement
Outreach	McCormick Foundation	Non-Profit	Other	CEDA Awareness and Presentation	none
CSBG west	Melrose Park Chamber of Commerce	For-Profit Business	Linkages	CSBG staff attended a Legislative Breakfast hosted by the Melrose Park Chamber of Commerce and Westlake Hospital	none
ENERGY	Metro Chicago Methodist Church	Faith Based	Emergency Services	Intake	Contract
ENERGY	Metropolitan Asian Family Services	Non-Profit	Emergency Services	Intake	Contract
WIC	Metropolitan Family Services	Non-Profit	Health	Referrals for pregnant women	Letter of Agreement
Outreach	MikeyO Production	For-Profit Business	Linkages	CEDA awareness and presentation	none
ENERGY	Mt. Carmel M.B. Church	Faith Based	Emergency Services	Intake	Contract
ENERGY	Muslim Women Resource Center	Non-Profit	Emergency Services	Intake	Contract
Outreach	National A. Phillip Randolph Pullman Porter Museum	Non-Profit	Other	CEDA Awareness, coordination of services & outreach	none
Outreach	National Association of Black Veterans	Non-Profit	Other	Coordination of services and Outreach	none
	National Community Reinvestment Coalition	Housing Consortia/Collaboration		Coordination of services and Outreach	
	National Council of La Raza (NCLR)	Housing Consortia/Collaboration	Linkages	Coordination of services and Outreach	
Outreach	National Museum of Puerto Rican Arts & Culture	Non-Profit	Linkages	CEDA awareness and presentation	none
CSBG west	National Seminar Training	Institutions of higher education	Education	National Seminar Training facilitated two trainings for CSBG staff	none
Outreach	National Women Veterans Association	Non-Profit	Self Sufficiency	Coordination of services and Outreach	none
Outreach	NBC Community Action Board	Consortia/Collaboration	Linkages	CEDA awareness and presentation	Letter of Agreement
Housing	Neighbor Works America	Non-Profit		Training/ certification entity	
CSBG South	Neighborhood Housing Coalition	Non-Profit	Housing	coordination of services	none
ENERGY	New Eclipse Community Alliance	Non-Profit	Emergency Services	Intake	Contract
Outreach	New Life Covenant Church/Chicago Dream Center	Faith Based	Linkages	CEDA awareness and presentation	none
ENERGY	New Life Ministries	Non-Profit	Emergency Services	Intake	Contract
CSBG North	New Trier Township	Local Government	Self Sufficiency	Coordination of services and delivery	Letter of Agreement
CSBG North	Niles Family Services	Local Government	Self Sufficiency	Coordination of services and outreach	MOU
CSBG North	Niles Township	Local Government	Self Sufficiency	Coordination of services and delivery	Letter of Agreement
Outreach	Norigewan American Hospital	Health Service Institutions	Linkages	community agencies and activities.	none
ENERGY	North Lawndale Employment Network	Non-Profit	Emergency Services	Intake	Contract
ENERGY	North Shore Senior Center	Non-Profit	Emergency Services	Intake	Contract
CSBG-ENERGY	Northfield Township	Local Government	Emergency Services	Energy Intake contractor, Coordination of services and delivery	Contract
ENERGY	Northwest Austin Council	Non-Profit	Emergency Services	Intake	Contract

CSBG-ENERG	Northwest Compass Inc.	Non-Profit	Emergency Services	Energy Intake contractor, Coordination of services and delivery	Letter of Agreement
CSBG North	Northwest Suburban Alliance on Domestic Violence	Consortiums/Coll	Linkages	Coordinate services and Outreach	none
ENERGY	Oak Park Senior Services	Non-Profit	Emergency Services	Intake	Contract
Outreach	Office of Congressman Dan Lipinski	Local Government	Other	CEDA awareness and presentation	none
Outreach	Office of Rep. Michelle Mussman Advisory Council	Local Government	Self Sufficiency	CEDA awareness and presentation	none
Outreach	Office of US Senator Richard Durbin	Local Government	Linkages	Working to expand CEDA visibility	none
Outreach	Office Rep. Bob Dold Veterans Advisory Council	Local Government	Self Sufficiency	CEDA awareness and presentation to military veterans	none
Outreach	Office Rep. Cynthia Soto	Local Government	Other	CEDA awareness and presentation	none
Housing	Operation Able	Non-Profit	Employment	Refer residents for job services	none
ENERGY	Operation Brotherhood	Non-Profit	Emergency Services	Intake	Contract
Outreach	Operation PUSH	Non-Profit	Self Sufficiency	Coordination of services and Outreach	none
CSBG South	Orland Township	Local Government	Self Sufficiency	service delivery	Letter of Agreement
ENERGY	Our Lady of Guadalupe	Non-Profit	Emergency Services	Intake	Contract
CSBG west	Our Lady of Mt. Carmel - Casa Esperanza	Faith Based	Linkages	Coordinate services for low-income families living in or near Melrose Park. Refers clients to	Letter of Agreement
Housing	Overflow Ministry	Faith Based	Housing	Donations for veteran residents	none
CSBG North	Palatine Opportunity Center Partners Meeting	Non-Profit	Self Sufficiency	Coordination of services and Outreach	Letter of Agreement
ENERGY	Palatine Township	Local Government	Emergency Services	Intake	Contract
ENERGY	Palatine Township Senior Citizens Council	Non-Profit	Emergency Services	Intake	Contract
WIC	Parenthesis Family Center	Non-Profit	Education	Provide on-site education about parenting and support	Letter of Agreement
WIC	PCC Community Wellness Center Farmers' Market	Health Service Ins	Education	On-site produce classes and distribution	Letter of Agreement
CSBG west	Pillars	Non-Profit	Linkages	CSBG staff presented to Pillars staff regarding CSBG services	none
WIC	Pillars Child & Family Development Center	Non-Profit	Linkages	Referrals for early head start program	Letter of Agreement
ENERGY-WIC	PLCCA	Non-Profit	Emergency Services	Energy Intake; Referrals for early head start program	Contract
ENERGY	PLOWS Agency on Aging- Seniors & Adults with disabilities in Palos/Lemont/Orland/Worth	Non-Profit	Emergency Services	Intake	Contract
ENERGY	Polish American Association	Non-Profit	Emergency Services	Intake	Contract
Outreach	Preservation of Human Dignity	Non-Profit	Linkages	CEDA awareness and presentation	none
ENERGY	Puerto Rican Cultural Center	Non-Profit	Emergency Services	Intake	Contract
ENERGY	Puerto Ricans Unidos En Accion (PRUA)	Non-Profit	Emergency Services	Intake	Contract
CSBG Central	Respond Now	Housing Consorti	Housing	Service Provider	Contract
CSBG South	Restoration Ministries	Faith Based	Self Sufficiency	service delivery	Letter of Agreement
CSBG South	Rich Township	Local Government	Self Sufficiency	service delivery	Letter of Agreement
Outreach	Rincon Family Services	Non-Profit	Housing	CEDA awareness and presentation	none
Outreach	Robert Morris University	Primary/Seconda	Education	CEDA Awareness, coordination of services & outreach	none
Outreach	Roberto Clemente High School	Local Government	Linkages	CEDA awareness and presentation	none
Outreach	Rolling Meadows Police Department	Local Government	Linkages	CEDA awareness and presentation within different apartment complexes in the community	none
ENERGY	Romanian American Community Center	Non-Profit	Emergency Services	Intake	Contract
Outreach	Rush University Road Home Program	Non-Profit	Education	CEDA Awareness, coordination of services & outreach to military veterans	none
Housing	Salvation Army	Faith Based	Housing		none
ENERGY	San Lucas United Church of Christ	Faith Based	Emergency Services	Intake	Contract
ENERGY	SANAD	Non-Profit	Emergency Services	Intake	Contract
CSBG-ENERG	Schaumburg Township	Local Government	Emergency Services	Energy Intake. Site host for CSBG	Contract
ENERGY	Search Outreach Program	Non-Profit	Emergency Services	Intake	Contract
Outreach	Sears Holdings	For-Profit Busines	Linkages	CEDA Awareness, coordination of services & outreach	none
Outreach	Seaway Bank	For-Profit Busines	Income Manageme	Coordination of services and Outreach	none
Outreach	Secretary of State Veterans Advisory Council	Local Government	other	Expansion of services to military veterans	none
ENERGY	Seniors Assistance Center	Non-Profit	Emergency Services	Intake	Contract
Outreach	Sheilds Elementary School	Local Government	Education	CEDA awareness and presentation	none

ENERGY	Solutions for Care	Non-Profit	Emergency Services	Intake	Contract
ENERGY	South Austin Coalition Community Council	Non-Profit	Emergency Services	Intake	Contract
Housing	South Suburban Community Services	Non-Profit	Linkages	\$2000 donation for Veteran activities	none
CSBG South	South Suburban PADS	Housing Consortium	Housing	coordination of services	none
ENERGY	South-East Asia Center	Non-Profit	Emergency Services	Intake	Contract
ENERGY	Southland Hispanic Leadership Council	Non-Profit	Emergency Services	Intake	Contract
ENERGY	Spanish Action Committee of Chicago	Non-Profit	Emergency Services	Intake	Contract
ENERGY	Spanish Coalition for Housing	Non-Profit	Emergency Services	Intake	Contract
ENERGY	St. Vincent De Paul Center	Non-Profit	Emergency Services	Intake	Contract
Outreach	State Rep. Anna Moeller, 43rd District	Local Government	Linkages	CEDA awareness and presentation	none
Outreach	State Rep. Christine Winger, District 45	Local Government	Linkages	CEDA awareness and presentation	none
Outreach	State Rep. David Harris, 53rd District	Local Government	Linkages	CEDA awareness and presentation	Passed Bill SB14
Outreach	State Rep. Fred Crespo, District 44	Local Government	Linkages	CEDA awareness and presentation	none
Outreach	State Rep. Mike Fortner, 49th District	Local Government	Linkages	CEDA awareness and presentation	none
Outreach	State Rep. Thomas Morrison, 54th District	Local Government	Linkages	CEDA awareness and presentation	none
Outreach	State Rep./Republican Leader Jim Durkin, 82nd District	Local Government	Linkages	CEDA awareness and presentation	none
	Statewide Housing Action Coalition	State wide association or collaboration		coordination of services/advocacy	
ENERGY	Stickney Township	Local Government	Emergency Services	Intake	Contract
Outreach	Student Veterans of America - IL	Non-Profit	Education	Expansion of services to military veterans	Letter of Agreement
CSBG South	Tabitha House	Non-Profit	Self Sufficiency	coordination of services	none
Outreach	Team Red, White, and Blue	Non-Profit	Health	Expansion of services to military veterans	none
WIC	Text4Baby (National Health Mothers, Healthy Babies Coalition)	Non-Profit	Education	Referral for pregnant women	MOU
ENERGY	The Link and Option Center	Non-Profit	Emergency Services	Intake	Contract
Outreach	The Mission Continues	Non-Profit	Other	Expansion of services to military veterans	none
CSBG west	The Resurrection Project	Non-Profit	Housing	CSBG partner with The Resurrection Project for financial literacy trainings and as a referral for housing-related barriers identified during case management	none
CSBG-ENERGY	Thornton Township	Local Government	Emergency Services	Energy Intake contractor. CSBG site host for 2 locations	Contract
CSBG Central	Together We Cope	Non-Profit	Housing	Contractor for CSBG Rental Assistance. Site host for CSBG remote site	Contract
ENERGY	Total Resource Comm. Organization / Triadstone	Non-Profit	Emergency Services	Intake	Contract
CSBG west -	Town of Cicero	Local Government	Linkages	CSBG staffed a table at the Town of Cicero Women's Wellness Day Community Resource Fair - in an effort to network with other local	none
CSBG west	Township of Lyons	Local Government	Linkages	CSBG staff work with Lyons Township General Assistance staff, who refer clients to CSBG and host CSBG staff every other Wednesday. This site administers GA for Lyons Township	MOU
ENERGY	Trinity Resurrection United Church	Faith Based	Emergency Services	Intake	Contract
Housing	United Military Mortgage	For-Profit Business	housing	Fee for service - Predatory lending counseling	none
Outreach	United Services Organization of Illinois	Non-Profit	Self Sufficiency	CEDA Awareness, coordination of services & outreach to military veterans	none
ENERGY	Universal Prayer Tower	Non-Profit	Emergency Services	Intake	Contract
Outreach	University of Illinois - Chicago	Primary/Secondary	Education	CEDA Awareness, coordination of services & outreach	none
WIC	University of Illinois Chicago Dietetic Internship Program	Institutions of higher education	Education	Dietetic intern rotations	Letter of Agreement
CSBG North	University of Illinois extension program	Institutions of higher education	Nutrition	Nutritional Education	Letter of Agreement
Outreach	US Department of Veterans Affairs	Local Government	Other	Expansion of services to military veterans	Letter of Agreement
Outreach	Veterans Higher Education Affinity Group	Non-Profit	Education	CEDA awareness and presentation	none
Outreach	Veterans Leadership Program	Non-Profit	other	CEDA Awareness, coordination of services & outreach to military veterans	Letter of Agreement
Outreach	Veterans of Foreign Wars	Non-Profit	Self Sufficiency	CEDA Awareness and presentation	none
Outreach	Veterans Upward Bound	Non-Profit	Other	Coordinate services and Outreach	none
Housing	VFW Post 411	Non-Profit	Housing		none

Housing	VFW Post 702	Non-Profit	Housing		none
Housing	Village of Melrose Park	Local Government	Housing	In-kind space	none
CSBG west	Village of North Riverside	Local Government	Linkages	CSBG staffed a table at the North Riverside Senior Fair - in an effort to network with other local service providers and to educate West	none
WIC	Village of Oak Park	Local Government	Linkages	Shared/rented space; family case management	Letter of Agreement
Housing	Village of Skokie	Local Government	Housing	In-kind space	none
CSBG west	Vision of Restoration - VOR	Non-Profit	Self Sufficiency	Coordinate services for low-income families living in or near Maywood. Refers clients to CEDA CSBG and serves as a CSBG field-based partner site, hosting CSBG staff every other Tuesday	Letter of Agreement
Outreach	Volunteers of America	Non-Profit	Other	Coordinate Services and Outreach	None
	Wells Fargo	Financial/Banking Institutions			
WIC	West Cook Local Interagency Council (Early Intervention)	Non-Profit	Linkages	State program for EI; CEDA WIC serves on advisory board	MOU
Outreach	West Suburban Housing Alliance	Housing Consortium	Housing	CEDA awareness and presentation	none
	West Suburban PADS	Non-Profit		Coordination of services	
Outreach	Westside Ministerial Alliance	Faith Based	Other	Coordination of services and Outreach	none
CSBG-ENERGY	Wheeling Township	Local Government	Emergency Services	Intake	Contract
Outreach	Willow Creek Care Center	Faith Based	Linkages	CEDA awareness and presentation	none
WIC	Windy City Harvest (Chicago Botanic Garden)	Non-Profit	Nutrition	On-site produce classes and distribution	Letter of Agreement
	WIOA Board	Local Government	Employment	Coordination of services	
ENERGY	Women in Partnership	Non-Profit	Emergency Services	Intake	Contract
ENERGY	Workers Education	Non-Profit	Emergency Services	Intake	Contract
CSBG South	Youth Service Board Local Area Network (LAN) 53	Consortiums/Collaboration	Linkages	linkages /network	none
CSBG North	YWCA	Non-Profit	Income Management	Financial Literacy Education	Contract

COMMUNITY NEEDS ASSESSMENT SURVEYS

Survey Methodology

Survey Instruments

In its 2016 Community Assessment process, CEDA used survey instruments created and distributed for the Illinois Community Action Network by the State CSBG office within the Department of Commerce and Economic Opportunity. Three different survey instruments were prescribed by the state CSBG office: one for “Clients”; one for “Community Stakeholders”; and one for “Agency”. After discussion with the Program Planning and Evaluation Committee of the CEDA Board of Directors, CEDA made some minor modifications to these, in consultation with our Grants Manager from the State CSBG office. (See Appendix 6 for copies of the finalized survey instruments)

Among those modification was re-naming of the survey. The “Client Survey” instrument was renamed “Community Resident Survey”. This was to reflect CEDA’s intention and practice of gathering input, not only from its enrolled customers, but from as broad a sampling as possible of all low-income residents of CEDA’s planning and service area. The “Community Stakeholder” (or “Stakeholder”) Survey is intended to capture input from community officials, service partners, providers of human and social services, government agencies, professionals from health and education sectors, and others with knowledge and interest in services in low-income communities. The “Agency” Survey is intended to capture input from the board, staff, and volunteers of CEDA.

Data Gathering

Collection Plan

CEDA conducted its Needs Assessment Survey between March 20, 2016 and May 31, 2016. The surveys were loaded into Survey Monkey for electronic data collection. Links to the Resident and Stakeholder surveys were posted on CEDA’s main website. In addition to the electronic survey tools, CEDA printed and distributed paper copies of the Resident and Stakeholder surveys. The Resident survey was translated into Spanish and Arabic, using professional translation services purchased from Zinacle, Inc. These other-language survey instruments were available only in paper. (See Appendix 6 for copies of the other-language survey instruments). The electronic survey tool in Survey Monkey was in English only.

It was not deemed necessary to reproduce the Agency survey as a paper document since all CEDA board and staff members are connected to agency business by email and all have access to and competency with computers. The President and CEO of CEDA sent an email with a link to the Agency Survey to all CEDA staff and board members. The email indicated required action, gave a specific deadline, and was followed up with two subsequent emails.

CEDA management contacted their partners and professional networks with emails containing links to the Resident and Stakeholder surveys and requested that they complete the Stakeholder Survey and distributed these links to the customers and colleagues within their organization. Each CEDA WIC

service location (“clinic”) in suburban Cook County was assigned a quota of surveys to gather from their clientele. To track each site’s performance on its goal, a unique portal to the Survey Monkey survey was created for each WIC clinic. CEDA LIHEAP intake site partners were also enlisted in the collection of surveys from Energy Assistance customers. Weatherization inspectors were provided surveys and self-addressed, stamped envelopes to leave with all Weatherization customers when they were in the homes. Emails which contained a link to the Survey Monkey Resident survey were sent to all Housing Counseling customers and to all parents of Educational Talent Search participants. CSBG-funded staff of the Family Support and Community Engagement (FSACE) Department gathered surveys from their customers and CEDA sites. Additionally they gathered surveys from the customers of FSACE numerous partner locations: Township offices, Illinois Department of Employment Security (IDES) offices and faith-based and community-based organizations. CEDA staff gathered surveys from community residents at special community events such as health fairs, job fairs, and a special energy-intake event.

Survey Collection Results

In gathering Agency survey responses, the emails from the CEDA Chief Executive Officer to board and staff resulted in 273 completed surveys from the agency. These appear to include responses from all board members. All of the Agency Survey responses were directly inputted into Survey Monkey by the individual respondents, allowing for export of data into an Excel format for immediate analysis.

The efforts described above resulted in the collection of 104 responses from community Stakeholders and results from 2,174 customers and other low-income residents. CEDA found, however, that despite efforts to capture responses directly into Survey Monkey, only 50 percent of Stakeholders used the computerized survey versus the paper survey. Only 169 out of 992, or 17 percent, of Resident Survey gathered outside of WIC Clinics were completed electronically. More than 700 paper surveys had to be entered into Survey Monkey by Central Office staff. It was also discovered by WIC Clinic staff that the survey was too long and time consuming for their customers to complete using staff iPads as had been the plan. Slow internet connection and lengthy survey combined to force many customers to use the paper survey tools. This required that WIC staff later transfer the information on the paper forms into Survey Monkey. This was the case for many of the 1182 surveys collected by WIC clinics.

Despite the use of electronic, internet-based survey instruments, the Needs Assessment Survey process was extremely labor-intensive, since estimated 80 percent of responses had to be inputted into Survey Monkey by staff. All of this work needed to be completed before the data could be analyzed.

The target population CEDA sought to survey was the low-income residents and those serving them low income communities in suburban Cook County (all of Cook County outside the city of Chicago). CEDA understands that there is a flow of people and resources across the city limits and across county lines. Such understanding makes input from Chicago residents and from residents of collar counties valuable and informative to the planning process. Results from Chicago residents and stakeholders and from collar County residents and stakeholders are calculated in the overall data analyzed by CEDA and reported in this report. However, for regional analysis, only responses from residents and Stakeholder of communities within each suburban region are reported.

The questions posed in the survey of Agency staff and board are nearly identical to those in the Stakeholder Survey. It is therefore a straightforward process to compare and contrast these results. The Client/Resident Survey probes similar topics (the needs and challenges of low-income residents), but from a different perspective. It offers a different array of options from which respondents can choose than those offered in the Agency and Stakeholder surveys. This poses a challenge for data analysts who seek to compare or compile the opinions of low-income residents with the opinion of service providers and community leaders.

North Region Municipalities (Sorted by Poverty Rate, highest to lowest)

NORTH REGION MUNICIPALITY	POPULATION	POVERTY RATE (100% FPG)	NUMBER BELOW POVERTY
Hanover Park *	13,221	15.9	2,102
Elgin*	21,629	15.2	3,277
Evanston	75,282	13.9	10,464
Wheeling	37,886	12.4	4,698
Skokie	65,056	11.7	7,612
Niles	29,939	11.4	3,413
Prospect Heights	16,344	11.2	1,831
Rolling Meadows	23,646	10.6	2,506
Norridge	14,713	10.3	1,515
Palatine	69,015	9.7	6,694
Barrington	10,830	8.3	899
Barrington Hills	3653	8.0	292
Des Plaines	58,802	7.3	4,293
Morton Grove	23,424	6.8	1,593
Schaumburg	74,560	6.5	4,846
Elk Grove Village	33,288	6.1	2,031
Hoffman Estates	52,271	5.4	2,823
Lincolnwood	12,653	5.0	633
Roselle *	12,651	4.9	621
Arlington Heights	75,577	4.7	3,552
Streamwood	40,746	4.6	1,874
Northfield	5,332	4.4	235
Mount Prospect	54,589	4.3	2,347
Park Ridge	37,511	4.0	1,500
Buffalo Grove *	9,967	3.9	387
Glenview	45,400	3.7	1,680
Northbrook	33,396	3.7	1,236
Bartlett	17,484	3.5	605
Glencoe	8,824	3.2	282
South Barrington	4,811	3.1	149
Wilmette	27,345	3.0	820
Winnetka	12,366	2.0	247
Golf	490	1.8	9
Kenilworth	2,648	1.6	42
Inverness	7,516	0.1	8

* Multi-county Municipality. The data in this table is calculated from only census tracts within Cook County.

Source: US Census 2010-2015 ACS, 5-year

South Region Municipalities (Sorted by Poverty Rate, highest to lowest)

SOUTH REGION MUNICIPALITY	POPULATION	POVERTY RATE (100% FPG)	NUMBER BELOW POVERTY
Ford Heights	2,777	45.2	1,255
Dixmoor	3,635	40.3	1,465
Phoenix	2,143	36.4	780
Harvey	25,225	35.0	8,829
East Hazel Crest	1,652	30.4	502
Robbins	5,221	30.1	1,572
Markham	12,625	29.8	3,762
Chicago Heights	30,410	29.0	8,819
Burnham	4,225	26.4	1,115
Riverdale	13,278	25.3	3,359
Dolton	23,262	24.5	5,699
Sauk Village	10,545	22.9	2,415
Calumet City	37,197	22.0	8,183
Blue Island	23,453	21.8	5,113
University Park *	600	21.5	129
Chicago Ridge	14,410	20.5	2,954
Steger	9,569	20.5	1,962
Park Forest	22,490	20.1	4,520
South Chicago Heights	4,164	19.1	795
Lynwood	9,260	18.8	1,741
Hazel Crest	14,102	18.6	2,623
Calumet Park	8,189	17.9	1,466
Country Club Hills	16,752	17.2	2,881
Posen	5,934	16.1	955
Richton Park	13,718	14.6	2,003
Thornton	2,826	13.6	384
Worth	10,827	13.4	1,451
Lansing	28,486	12.9	3,675
Midlothian	14,901	11.9	1,773
Glenwood	9,040	11.7	1,058
Palos Hills	17,584	11.2	1,969
Alsip	19,385	11.0	2,132
Matteson	19,097	10.8	2,062

* Multi-county Municipality. The data in this table is calculated from only census tracts within Cook County.

Source: US Census 2010-2015 ACS, 5-year

SOUTH REGION MUNICIPALITY	POPULATION	POVERTY RATE (100% FPG)	NUMBER BELOW POVERTY
Orland Hills	7,252	10.2	740
Oak Lawn	56,969	10.1	5,754
South Holland	22,123	8.9	1969
Evergreen Park	19,924	8.2	1634
Crestwood	11,006	7.9	869
Merrionette Park	1,748	7.8	136
Tinley Park	57,099	7.3	4,168
Homewood	19,642	7.1	1,395
Oak Forest	28,104	5.8	1,630
Burr Ridge	5,280	5.7	301
Hometown	4,358	5.4	235
Orland Park	57,802	5.3	3,064
Olympia Fields	5,022	3.6	181
Palos Heights	12,572	3.3	415
Flossmoor	9,339	2.7	252
Palos Park	4,919	2.3	113

* Multi-county Municipality. The data in this table is calculated from only census tracts within Cook County.

Source: US Census 2010-2015 ACS, 5-year

West Region Municipalities (Sorted by Poverty Rate, highest to lowest)

WEST REGION MUNICIPALITY	POPULATION	POVERTY RATE (100% FPG)	NUMBER BELOW POVERTY
Rosemont	4,043	25.8	1,043
Stone Park	4,959	23.3	1,155
Cicero	84,423	22.0	18,573
Bridgeview	16,550	21.5	3,558
Maywood	24,148	21.2	5,119
Summit	11,367	18.0	2,046
Hickory Hills	14,117	15.9	2,245
Melrose Park	25,514	15.9	4,057
Countryside	5,974	15.6	932
Berwyn	56,762	15.5	8,798
Justice	13,001	15.1	1,963
Hillside	8,192	14.7	1,204
River Grove	10,268	14.4	1,479
Lyons	10,667	13.0	1,387
Bellwood	19,149	12.8	2,451
Northlake	12,368	12.7	1,571
Bedford Park	604	12.4	75
Burbank	29,097	11.9	3,463
Hodgkins	2,185	11.4	249
Franklin Park	18,389	11.2	2,060
Broadview	7,956	10.7	851
North Riverside	6,940	10.1	701
Harwood Heights	8,656	9.8	848
Schiller Park	11,842	9.7	1,149
Stickney	6,810	9.7	661
Brookfield	19,022	9.6	1,826
Forest Park	14,202	9.1	1,292
Elmwood Park	24,960	8.0	1,997
McCook	212	7.1	15
La Grange Park	13,624	6.9	940
Willow Springs	5,692	6.9	393
La Grange	15,675	6.8	1,066

* Multi-county Municipality. The data in this table is calculated from only census tracts within Cook County.

Source: US Census 2010-2015 ACS, 5-year

WEST REGION MUNICIPALITY	POPULATION	POVERTY RATE (100% FPG)	NUMBER BELOW POVERTY
Westchester	16,786	6.7	1,125
Oak Park	51,988	6.1	3,171
Berkeley	5,219	5.6	292
Indian Head Park	3,837	4.8	184
River Forest	11,211	4.2	471
Riverside	8,915	3.9	348
Lemont	16,376	3.5	573
Forest View	774	2.7	21
Western Springs	13,066	1.2	157

* Multi-county Municipality. The data in this table is calculated from only census tracts within Cook County.
Source: US Census 2010-2015 ACS, 5-year