



Will County Center for Community Concerns

COMMUNITY ACTION PLAN

January 1, 2017 to March 31, 2018

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Part I
Community Action
Plan Summary

COMMUNITY ACTION PLAN SUMMARY

The mission of the Will County Center for Community Concerns is to assist and enable low and moderate income individuals to obtain the opportunities needed to prepare themselves for self-sufficiency. As the Community Action Agency serving Will County, and through the versatility of the Community Services Block Grant, we strive to coordinate efforts and participate in networking with other social service entities to better accommodate those in need.

CSBG funding enables Will County Center for Community Concerns to collaborate with other agencies for referral of services, coordinate case management for homeless and at-risk clients, provide HUD-certified housing counseling services, weatherization and home rehab/repair, LIHEAP, dental assistance for veterans, assist financially with emergency assistance, employment support services, emergency prescriptions, homeless services, and provide education on landlord/tenant relationships. CSBG funding also provides school supplies, financial literacy classes, food baskets, scholarships, VITA, family support, and supports the YESS program for high school students.

The Community Services Block Grant (CSBG) makes this responsive planning process possible. To our knowledge, CSBG is the only government grant that offers the flexibility of local planning. CSBG contributes a substantial amount to the operational costs of the Agency, enabling us to administer over \$9,569,262 in federal, state, and private program funds. CSBG also drives the outreach and networking efforts for the entire Agency.

The Agency's Board of Directors, management, and staff are continuously evaluating agency programs and assessing client needs to seek new and innovative ways to address Will County's poverty problems. Customer's needs are determined by accepting comments, suggestions, and surveys from clients, board members and other entities throughout the year. Customers complete a Needs Assessment Survey at the point of intake, and responses are collected and evaluated throughout the year. In addition to paper surveys, the Agency hosts focus groups to gain a perspective of needs from the perspective of specific demographic groups; senior citizens, veterans, parents of young children, people experiencing homelessness, and the providers of health, childcare, and early childhood learning. The Agency favors this largely client-driven planning process because it allows for flexibility in programmatic planning. The main priorities as identified through more than 750 customer surveys are, in order of importance: Budgeting/Money Management; Financial Assistance with Utility Payments; Finding Permanent Full Time Employment; Getting Food from Food Pantries and Food Banks; and Finding Affordable Housing.

Through the coordination of the Will County Center for Community Concern's Board of Directors, involvement with the Will County Continuum of Care, local social services agencies, municipalities, educational institutions and churches, the needs of the community are constantly being evaluated to design programs that address needs specific to Will County. The significance of coordinating services within the county enables Will County Center for Community Concerns to determine appropriate programs that will offer quality services to Will County residents.

Needs Assessment

Data has been collected using the following methods:

- Various publications
- Census data
- Community Commons web site
- Web sites including Illinois Department of Employment Security, Will County Center for Economic Development, Workforce Services Division, and Illinois State Board of Education
- Verbal/written input collected from the Board of Directors and staff via surveys, board meetings, and manager/staff meetings
- Voluntary client surveys
- Focus groups
- County-wide service provider network - includes Will County Continuum of Care, monthly interagency networking meetings, social service network meetings, Joliet Region Chamber of Commerce events and other informal networking.

For the purpose of this report, needs are arranged under the following categories: Employment, Education, Financial/Legal Issues, Housing, Food & Nutrition, Parenting/Family Support, Transportation, Health, and Basic Needs.

Service Delivery System

The service delivery system data has been compiled through information from the following resources:

- Networking with other service providers through the Continuum of Care process
- Networking through the Community Services Council of Will County
- Workforce Services Division of Will County
- Advertising from other service providers
- Various referral listings from other service agencies
- HMIS reporting system

Linkages

Will County Center for Community Concerns' outreach efforts include the advertisement of all programs in county newspapers, on local cable television, public service announcements, and informational flyers and brochures. In 2016, outreach and information/referral services were provided at various community group fairs. Participation in outreach has been incorporated into our yearly calendar of events. Chamber of Commerce expos, as well as health and energy fairs, have become part of the outreach effort. WCCCC partners with the Will County Regional Office of Education to bring housing information services and nutrition assistance to families with school-aged children identified as being at risk of homelessness. WCCCC is hosting our next annual "Healthy Homes/Healthy Families" expo in October 2016 to educate our residents about physical health, financial health, energy conservation, "green" measures, and home safety. The majority of clients learn about the Agency through word of mouth or by referral from other service providers. Outreach staff work with other service providers directly to access other resources for the clients.

Coordination

With Will County Center for Community Concerns acting as the administrator of the Will County Continuum of Care, coordination with other service agencies has become pronounced. Both internal and external coordination allows this Agency to administer a better referral network to assist in the promotion of the county's programs which are offered to low income households.

The Agency hosts monthly interagency networking meetings and is a member of the Community Services Council of Will County, South West Suburban Philanthropic Network, the Emergency Food and Shelter Board, and the Joliet Region Chamber of Commerce. WCCCC has coordinated efforts and projects with various agencies including: Regional Office of Education, Salvation Army, Illinois Department of Human Services, St. Vincent DePaul Thrift Store, Senior Services Center of Will County, Will County Continuum of Care, MorningStar Missions, Catholic Charities/Daybreak Center, Will County Community Development Division, City of Joliet, as well as internal programs which include IHWAP and LIHEAP. Funding for our Home Repair Program is made available through partnerships with private businesses and foundations such as the Aileen S. Andrews Foundation, Alliant Credit Union, D'Arcy Motors, Ecolab Foundation, First Midwest Bank, Full Circle Foundation, George M. Eisenberg Foundation, GKN Foundation, Joliet Junior Woman's Club, Joliet Kiwanis Charities, Old Plank Trail Community Bank, Ozinga Foundation, St. Mary Margaret Church, The Home Depot Foundation, and the Tony DeRosa Foundation.

Innovative Community and Neighborhood-Based Initiatives

During 2015/2016, CSBG helped fund the homeless services, the Emergency Solutions Program, and partnered with MorningStar Mission's "Jump on the Bus" Program. WCCCC has applied for and received funding through HUD's Special Needs Assistance Program. WCCCC has again been awarded a HUD grant for the Housing Counseling Program. The Agency partnered with the County of Will and the City of Joliet for funding through the National Settlement Funds; we have received a 3-year award of \$3,000,000 to provide foreclosure prevention, housing counseling and assistance for future homeowners, and the acquisition, rehab and resale of vacant properties; WCCCC will also provide 8 hours of homeowner education counseling to each homebuyer. WCCCC has received grants from IHDA to administer the National Foreclosure Mediation Counseling Program and the Hardest Hit Program. WCCCC has developed a partnership with the Will County Foreclosure Mediation Court to allow our housing counselors to be on site two days per week as a resource to homeowners facing foreclosure. Our housing counselors also provide on-site services at the LaSalle and Grundy County foreclosure mediation courts. Will County Community Development Division has awarded WCCCC a grant for owner-occupied rehabilitation and tenant-based rental assistance. They have also awarded WCCCC Emergency Solutions Grant funds, and funds to administer the Homeless Services Program and coordination of services.

Youth Programming

In response to an identified need for youth programs, WCCCC will partner with Joliet Township High School District 204 to provide mentoring and guidance to high school students through the YESS Program (Youth Experiencing Success in School).

During 2016, CSBG will provide support for MorningStar Mission's "Jump on the Bus" Program. This program provides low-income households with clothing and school supplies to prepare the children to return to school. The Agency participated in Catholic Charities/Daybreak Center "Back to School"

Program, a day long event that provides information, school supplies, medical screenings and other services to low-income families.

Outcomes

Through Will County Center for Community Concern's assessment of surveys, Board, staff, and client input, as well as community involvement, several problem areas have been identified. These include: employment, education, financial/legal needs, housing needs, food/nutrition, parenting/family support, transportation, health needs, and basic needs.

Will County Center for Community Concerns is addressing these problems through such programs as:

- Job Training/Coaching Program
- Emergency Assistance (financial assistance with mortgage, rent, water bills, employment support, and prescriptions)
- Scholarship Program
- Volunteer Income Tax Program (VITA)
- Homeless Services
- Certified Renters (Housing/Income Management)
- Housing Counseling
- Holiday Food Baskets/Nutrition
- Family & Community Development (Goal Setting & Self-sufficiency)
- Dental Services for Veterans
- Information & Referral (Other Supportive Services/Agencies)

Other programs administered by the Agency are:

- Illinois Home Weatherization Assistance Program (IHWAP)
- Low Income Home Energy Assistance Program (LIHEAP)
- Will County Continuum of Care (Homeless/At Risk Population)
- IL Attorney General Foreclosure Settlement Program
- Will County HOME Rehab Owner-Occupied Rehab
- Will County Tenant Based Rental Assistance
- City of Joliet Down Payment Assistance
- IHDA Hardest Hit Program
- IHDA National Foreclosure Mediation Counseling Program
- Home Repair Program
- Com Ed Special Hardship Program
- Financial Literacy Education
- HUD Housing Counseling
- HUD Special Needs Assistance Program
- Emergency Food and Shelter National Board Program
- Emergency Solutions Grant

- SafeLink free cell phone program
- Valued Pharmacy Services discount prescription cards

Client issues that cannot be addressed internally are referred to other agencies in order to better serve our clients and help move them toward self-sufficiency.

Part II

Needs Assessment

NEEDS ASSESSMENT

Community Demographics

Statistics and data for this plan have been compiled from Community Commons/US Census Bureau, American Community Survey 2010-2014 and US Census Bureau, Decennial Census 200-2010.

Household type, Race, Urban or Rural

According to the US Census Bureau, American Community Survey 2010-2014, there are 682,108 people comprising 223,379 total households, and 171,217 family households residing in the county. The racial makeup of the county is 75.45% white, 10.98% black or African American, 4.85% Asian, 0.22% Native American/Alaska Native, 0.02% Native Hawaiian/Pacific Islander, 5.9% from other races, and 2.58% from multiple races. Those of Hispanic or Latino origin make up 16.1% of the population. Urban areas account for 96.07% of the county's total population; only 3.93% live in rural areas.

Household type

Of the 223,379 households, 39.5% had children under the age of 18 living with them, 61.0% were married couples living together, 10.9% had a female householder with no husband present, 23.4% were non-families, and 19.7% of all households were made up of individuals living alone. The average household size was 3.02 and the average family size was 3.5. The median age was 36.2 years.

Age, Gender, Veteran Status, Disability

The ration of male to female citizens is almost 50/50 (49.64% Male / 50.36% Female), with 27.78% of those persons under the age of 18, 61.99% of them between 18 and 64, and 10.22% aged 65 or older. Veterans make up 6.6% of the populations, and disabled persons account for 8.32% of the population.

Population Change

According to the US Census Bureau, Decennial Census 2000-2010, Will County has seen an increase of 34.9% in the total population since the 2000 census, making it the 4th most populous county in Illinois. The population change by race is as follows: White 25.21%; Black 44.25%; American Indian/Alaska Native 64.07%; Asian 177.15%; Native Hawaiian/Pacific Islander -16.05%; Other 114.4%; and Multiple Race 88.81%. The Hispanic population has increased by 141.76%, while the non-Hispanic population has increased only 24.69%.

Ethnicity

According to the US Census Bureau, American Community Survey 2010-2014, the non-Hispanic population of Will County by race is 78.9% white, 12.91 % black, 5.74% Asian, 0.09% Native American/Alaska Native, 0.02% Native Hawaiian/Pacific Islander, 0.15% other, and 2.2% multiple races. Those of Hispanic or Latino origin make up 16.1% of the population. Of that population, the breakout by race is 57.49% white, 0.92% black, 0.23% Asian, 0.92% Native American/Alaska Native, 0.01% Native Hawaiian/Pacific Islander, 35.85% other, and 4.58% multiple races.

Language

While only 3.56% of Will County residents live in a linguistically isolated household, 7.37% of the total population has limited English proficiency; of that group 68.15% speak Spanish, 18.5% speak other Indo-European languages, 10.92% speak Asian and Pacific Island languages, and 2.4% speak other Island languages.

Community and Client Surveys

Will County Center for Community Concerns has identified community needs by utilizing data compiled from various reports and agency-administered surveys. The DCEO-provided surveys sent to our networking agencies, municipalities, churches and educational institutions allow us to capture their opinions on areas of need in our community. The surveys touch on areas such as employment opportunities; availability of child care; issues impacting youth aged 12 to 17; the availability of emergency services, medical and dental care; wellness programs; public transportation; challenges facing the low-income residents; needs specific to senior citizens; and other areas of educational or financial assistance.

They were also asked to describe how well our community meets the needs of its low-income families and individuals. The WCCCC's Board of Directors and staff were asked to complete a similar DCEO-provided survey to identify gaps in services and other unmet needs that have been brought to their attention.

Client surveys have been collected from January through July of 2016 to determine the needs to be addressed for 2017. The surveys will help inform program planning and the creation of local partnerships to meet identified needs and areas of concern. Client surveys are completed and submitted by clients at the time of application, and are offered to all program applicants. Clients are asked to indicate their particular needs in the areas of employment, education, financial and legal issues, housing, food and nutrition, child care and child development, parenting and family support, transportation, health, and basic needs. These surveys also collect very basic information on the client, and includes a brief Customer Satisfaction Survey. Client comments are always a consideration in developing programs to meet the needs of Will County and to improve supportive services offered by the Agency.

In March of 2016, WCCCC asked the Board of Directors, agency staff, and community partners (including local municipalities, networking agencies, educational institutions, and churches) to complete a Community Needs Assessment Survey.

Employment/Economic Development

The total unemployment rate for Will County in June 2016 was 6.4% of the civilian non-institutionalized population age 16 and older. The current unemployment rate is still higher than the Illinois rate of 6.0%, but is showing improvement over the last 4 years, dropping from 9.7% in 2012 and 2013, 7.4% in 2014, and 6.3% in 2015. Will County currently ranks 29 out of 102 counties in the state.

(Source: <http://www.ides.illinois.gov>)

The median family income for Will County is \$87,503. The per capita income is \$30,790; this figure includes all reported income for every man, woman and child in the area.

Median Family Income	Married Couple wo Children	Married w Children	Single Males wo Children	Single Males w Children	Single Females wo Children	Single Females w Children
\$87,503.00	\$93,155.00	\$101,612.00	\$70,833.00	\$52,829.00	\$55,431.00	\$32,691.00

(Source: US Census Bureau, American Community Survey 2010-14)

There are an estimated 55,275 people (8.21% of the population) who live at or below 100% of the federal poverty level; 21.06% of the Will County population lives at or below 200% of the FPL. 9.21% of females in Will County live at that poverty level, as do 7.18% of males. 11.84% of children in Will County live at or below 100% of the federal poverty level; 26.44% live at or below 200% of FPL. It is evident by the family income data that single mothers with children have the lowest reported income and would be most in need of assistance.

Unemployment (and underemployment) creates financial instability and barriers to insurance coverage, health services, healthy food, and other necessities.

(Source: www.communitycommons.org)

WCCCC’s Client Needs Assessment asked our clients to indicate their needs as related to employment. The top 3 responses from our customer survey indicate that our customers need help finding what jobs are available, getting training for those jobs, and then finding a permanent full time job that will provide them with adequate income.

Which employment needs could you use help with?

Finding a permanent FT job that will support me or my family	278	21.82%
Getting training for the job I want	205	16.09%
Knowing what jobs are available	173	13.58%
Getting an education for the job I want	158	12.40%
Learning how to write a resume	107	8.40%
Learning computer skills to apply for jobs	86	6.75%
Learning how to interview for jobs	80	6.28%
Obtaining appropriate clothing for my job	80	6.28%
Obtaining equipment (e.g. tools) for my job	60	4.71%
Learning how to fill out job applications	47	3.69%

WCCCC conducted focus groups with veterans, a group of Head Start parents, and seniors living in affordable senior housing. For the most part their responses mirrored the client’s needs, but they also need assistance in gaining computer skills to apply for jobs.

Which employment needs could you use help with?	Veterans	Parent Group	Seniors	% majority from totals
Finding a perm. FT job that will support me or my family	12	1	1	17.50%
Getting training for the job I want	8	1	3	15.00%
Learning computer skills to apply for jobs	6	2	3	13.75%
Knowing what jobs are available	7	1	2	12.50%
Getting an education for the job I want	4	3	1	10.00%
Learning how to write a resume	3	1	2	7.50%
Obtaining appropriate clothing for my job	4	1	1	7.50%
Obtaining equipment (e.g. tools) for my job	3	1	1	6.25%
Learning how to interview for jobs	3	0	1	5.00%
Learning how to fill out job applications	2	1	1	5.00%

Surveys received from our Board of Directors and staff show that 60.71% of the respondents believe that there are some, but not many, full time living wage opportunities in our community.

Are there FT living wage opportunities in your comm.?	Board	Staff	% majority from totals
Some	6	11	60.71%
Many	1	3	14.29%
Few	1	3	14.29%
None	1	1	7.14%
Unsure	-	1	3.57%

In response to a survey question about why people have trouble keeping a job, the following responses were recorded from our board members, staff and community members.

Why do you believe people have a problem keeping job?	Board Members	Staff	Community	% majority from totals
lack of education	6	12	24	13.55%
transportation	5	11	24	12.90%
jobs are not available	4	8	28	12.90%
better technical job skills	7	10	19	11.61%
need child care	2	12	22	11.61%
better communication skills	4	9	15	9.03%
language barriers	5	6	10	6.77%
substance abuse issues	1	7	13	6.77%
physical/mental disabilities	1	7	11	6.13%
other	-	5	9	4.52%
health issues	-	6	7	4.19%

WCCCC has an MOU with WIOA Will County Workforce Services Division to provide the following: outreach, intake, and orientation for job seekers; skills and supportive needs assessments; and information on the availability of supportive services and referrals. The WIOA One Stop Center is located directly across the street from WCCCC, making it convenient for customers who are seeking assistance. Employment & Employer Services maintains offices at both WCCCC, and has office space at Workforce Services Division to provide On the Job Training at that site.

WCCCC has contracted with Employment & Employer Services to recruit and enroll CSBG-eligible underemployed and unemployed individuals throughout Will County. They will provide intake services, identify prospective employers, enroll participants in job readiness training, provide direct client assistance for transportation costs, uniforms, and other requirements, and will provide drug testing and criminal background checks. Employment & Employer Services will verify employment at 30/60/90 days.

WCCCC has partnered with Cornerstone Services, Inc. to provide Job Coaching and On the Job Training to CSBG-eligible Cornerstone clients with developmental or physical disabilities. Trainees will be assigned to a worksite with the ultimate goal of preparing them to enter the workforce. Cornerstone Services has partnered with Walgreens stores and a local hotel to give the trainees practical on the job experience.

WCCCC has partnered with WIOA Will County Workforce Services Division to house and manage the "Clothes 4 Work", a collection of donated business-appropriate attire that will be provided to people who have job interviews or who have secured a job but need work clothing until they have they have funds to purchase their own work wardrobe.

Through our Emergency Assistance Program and case management, WCCCCC can provide employment support to CSBG-eligible households that can be used to provide uniforms, work shoes, or to help pay the cost of child care for working parents. Emergency Assistance funds can also be used to purchase or repair a car, as long as the applicant can prove employment, or the promise of employment to overcome a transportation barrier.

Workforce Services Division of Will County's Mobile Learning Center has a regular schedule to serve all job seekers throughout the county. The Mobile Unit has a state of the art computer lab and job seekers can access information on job openings, resume assistance, keyboarding lessons, job search assistance and internet access.

Education

Will County has 29 school districts and 4 universities/community colleges. According to the US Department of Education ED Facts 2013-2014, Will County has a cohort graduation rate of 91.1%.

The 2015 Illinois School Report Cards published by the Illinois State Board of Education yielded the following information for four of the high school districts within Will County:

	Low Income	LEP	Homeless	Chronic Truancy Rate	Dropout Rate	4 Yr Graduation Rate	Graduation Rate Econ Disadv
Bolingbrook HS	60.00%	4.10%	2.40%	35.00%	2.00%	78.40%	72.60%
Crete-Monee HS	66.70%	0.30%	3.90%	8.60%	2.20%	82.10%	79.50%
Joliet Central HS	75.90%	6.80%	3.20%	19.40%	3.50%	72.00%	71.30%
Joliet West HS	54.80%	1.90%	3.10%	9.00%	2.80%	84.90%	82.00%

According to the Will County Regional Office of Education, 741 individuals took the GED test in 2015; 327 were first-time testers and 414 were retesting. 205 people passed and received their GED Certificate.

According to the 2010-2014 American Community Survey 5-year estimates, 90.5% of Will County's population is high school or higher graduates. 13.4% of Will County residents aged 18 to 24 have not graduated from high school. The poverty rate for the population aged 25 and over without a high school diploma or equivalency is 16.5%. The poverty rate for that same group drops to 8.0% if they graduate high school or obtain a GED. The rate drops again to 5.7% with the achievement of some college or an associate's degree, and to is even lower (2.9%) for those with a bachelor's degree or higher. This demonstrates that education is a critical component to moving individuals out of poverty.

WCCCC's Client Needs Assessment asked our clients to indicate their needs as related to education. The top 3 responses from our customer survey indicate that our customers need help choosing a career and then defining a plan to obtain the education they need to achieve employment in their chosen field.

Which education needs could you or a family member use help with?

Choosing a career	172	16.70%
Obtaining a two-year college degree	145	14.08%
Obtaining a high school diploma or GED/HSED	139	13.50%
Getting financial assistance to complete my education	136	13.20%
Obtaining a four-year college degree or university degree	118	11.46%
Learning how to use a computer	99	9.61%
Choosing a technical school program	87	8.45%
Completing college aid forms (including FAFSA forms)	59	5.73%
Learning or improving communication or language skills	55	5.34%
Learning English (as a second language)	20	1.94%

WCCCC conducted focus groups with veterans, a group of Head Start parents, and seniors living in affordable senior housing. These responses, aside from needing assistance in choosing a career, focused more on their need for financial assistance and their capacity to use computer technology.

What education needs could you use help with?	Veterans	Parent Group	Seniors	% majority from totals
Learning how to use a computer	7	0	5	27.91%
Getting financial assistance to complete my education	3	2	2	16.28%
Choosing a career	4	0	2	13.95%
Choosing a technical school program	4	0	1	11.63%
Obtaining a high school diploma or GED/HSED	1	2	1	9.30%
Learning or improving communication or language skills	2	0	1	6.98%
Obtaining a four-year college degree or university degree	1	0	1	4.65%
Learning English (as a second language)	0	1	1	4.65%
Obtaining a two-year college degree	1	0	0	2.33%
Completing college aid forms (including FAFSA forms)	0	0	1	2.33%

Surveys received from our Board of Directors and staff show that 46.43% of the respondents believe schools meet the education needs of children in almost all or in most cases.

Do schools meet the education need of children?	Board	Staff	% majority from totals
In most cases	6	5	39.29%
In some cases	1	7	28.57%
Not at all	-	4	14.29%
Almost all cases	1	1	7.14%
Unsure	-	2	7.14%
In a few cases	1	-	3.57%

WCCCC offers ten \$1,000 scholarships annually to CSBG-eligible persons who are pursuing higher education at an accredited school in Illinois. Scholarships can be used to obtain certifications that may lead to immediate employment, or to pursue an Associate’s or Bachelor’s degree.

Students needing assistance in obtaining a high school equivalency certificate are referred to the Connect to Your Future Program, administered through the Will County Workforce Development Division and Joliet Junior College. The Connect to Your Future program is open to youth ages 18-24 who have earned their high school diploma or GED and meet income eligibility guidelines. Connect to Your Future program provides occupational training in high growth-high demand occupations in Will County. Services include occupational skills training, career assessments, one-on-one and small group mentoring and academic advising, work readiness workshops, and placement into employment. This program provides for no-cost GED testing for eligible students. The Will County Regional Office of Education website also provides information on GED and equivalency testing in Will County.

Students that need assistance in learning about the Free Application for Federal Student Aid (FAFSA) are directed to Joliet Junior College. JJC offers workshops in both English and Spanish for students who desire assistance with the application process. Information on other scholarship opportunities is also available at these workshops. To meet the needs of LEP students, JJC employs a Latino Outreach and Retention Specialist to assist first generation and Spanish speaking families attain their education goals.

WCCCC partners with MorningStar Missions and Catholic Charities/Daybreak Center to help prepare younger students for school. MorningStar Missions “Jump on the Bus” program provides students with

backpacks, school supplies, and uniforms or school clothes. Staff helps register and qualify families applying for this program. WCCCC hosts an information table at Catholic Charities/Daybreak Center's "Back to School Fair" to give families with school aged children resources on various types of assistance they may be eligible to receive.

Financial/Legal Issues

WCCCC's Client Needs Assessment asked our clients what financial and/or legal needs they need help with. The top responses from our customer survey indicate that our customers need help with budgeting and money management, issues with utility or phone companies, and credit.

Which financial and/or legal needs could you or your family use help with?

<i>Budgeting and managing money</i>	346	28.43%
<i>Solving problems with utility or telephone company</i>	135	11.09%
<i>Understanding credit scores</i>	116	9.53%
<i>Solving problems with a credit card or loan company</i>	116	9.53%
Filling out tax forms	78	6.41%
Opening a checking or savings account	70	5.75%
Solving bank foreclosure/bankruptcy/repossession issues	68	5.59%
Solving child support problems or issues	67	5.51%
Solving problems with payday loans	50	4.11%
Getting legal assistance when denied services	49	4.03%
Solving child custody problems or issues	38	3.12%
Solving divorce problems or issues	35	2.88%
Getting legal assistance with deportation or immigration	19	1.56%
Getting protection in domestic violence situations	16	1.31%
Solving restraining order problems or issues	14	1.15%

WCCCC conducted focus groups with veterans, a group of Head Start parents, and seniors living in affordable senior housing. Their responses mirrored the general customer responses.

Which financial and/or legal needs could you use help with?	Veterans	Parent Group	Seniors	% majority from totals
<i>Budgeting and managing money</i>	3	2	4	14.52%
<i>Solving problems with a credit card or loan company</i>	4	1	3	12.90%
<i>Solving problems with utility or telephone company</i>	4	2	2	12.90%
Understanding credit scores	2	1	3	9.68%
Opening a checking or savings account	3	0	2	8.06%
Filling out tax forms	2	0	3	8.06%
Solving divorce problems or issues	2	1	1	6.45%
Solving bank foreclosure/bankruptcy/repossession issues	2	0	1	4.84%
Solving child custody problems or issues	1	1	1	4.84%
Solving restraining order problems or issues	1	1	1	4.84%
Getting legal assistance when denied services	1	0	2	4.84%
Solving child support problems or issues	1	0	1	3.23%
Getting protection in domestic violence situations	1	0	1	3.23%
Getting legal assistance with deportation or immigration	0	0	1	1.61%
Solving problems with payday loans	0	0	0	0.00%

Community survey responses were in close alignment with the customer surveys. When asked in what areas people needed information, education, guidance or assistance the top responses included: financial credit issues (92.59%); budgeting/money management (91.89%); credit repair (82%); home energy utility costs (77.03%).

WCCCC partners with local banks to offer a 10-hour financial literacy class. Each class is comprised of two 5-hour sessions. Participants will learn how to better manage their money, how to improve their credit history, strategies they can use to control their personal debt, and how to identify and avoid

predatory lending practices. CSBG-eligible participants who attend the entire class are eligible to receive a \$100 checking or savings account upon graduation.

Customers who are in need of legal assistance are referred to Prairie State Legals Services. Prairie State Legal Services offers free legal services for low income persons and those aged 60 and over who have serious civil legal programs and need help to solve them. Their resources are focused on helping clients within the areas of public benefits, family law, housing law, health care, guardianship and power of attorney, income benefits, tax law, and education issues.

WCCCC is a member of the Low Income Tax Assistance Coalition (LITAC), and has been a Volunteer Income Tax Assistance site for several years. Staff and volunteers are trained through an IRS-sponsored certification program. In 2016, WCCCC filed federal returns at no cost for 313 households, ensuring that they received the maximum allowable tax refund without having to pay to have their returns accurately prepared and filed.

Housing

According to the US Census Bureau, American Community Survey 2010-14, Will County has a total of 238,521 housing units; 223,379 are occupied. Of those units, 3,966 are HUD-assisted housing units (*source US HUD 2015*). Overall, 40.3% of all housing units were built prior to 1980 and could potentially be contaminated by lead paint.

81.9% of Will County's housing units are owner-occupied; 18.1% are renter-occupied. Of the owner-occupied units, 34.86% were built prior to 1980; for renter-occupied housing the percentage of housing built before 1980 rises to 60.93%, suggesting that renters are more often living in aged housing with the potential for lead paint contamination.

Of the total occupied housing units in Will County, only 2.71% of the units are considered overcrowded. Over a third of the units (35.61%) are substandard, having at least one of the following conditions: lack of complete plumbing facilities; lack of complete kitchen facilities; more than 1.01 occupants per room; or monthly owner costs or rent over 30% of household income.

More than 38% of homeowners with a mortgage in Will County are paying more than 30% of their income for housing, while more than 52% of renters pay more than 30% of their income for rent.

Illinois had the fifth highest foreclosure rate in the nation in June 2016. Will County had the fifth highest foreclosure rate in the state (1 in every 570 housing units). Of the five cities with the highest foreclosure rates in our county, three are in eastern Will County: University Park (1 in 198), Crete (1 in 340), and Monee (1 in 434); the other two cities are in northern Will County: Romeoville (1 in 375) and Bolingbrook (1 in 460)

(Source: <http://www.realtytrac.com/statsandtrends>)

The Out of Reach 2016 Report, jointly released by Housing Action Illinois and the National Low Income Housing Coalition, Will County is one of six counties in Illinois (Cook, DuPage, Kane, Lake, McHenry, and Will) with an extremely high Fair Market Rent. With an estimated hourly wage rate of \$10.93, an affordable monthly rent would be only \$568. To rent a 2-bedroom housing unit a FMR of \$1,176, it would be necessary for a renter household to earn \$22.62 per hour, or work 2.1 full-time jobs at the estimated hourly wage of \$10.93.

According to the Will County 2015-2019 Consolidated Plan, housing problems and cost burden continue to affect low income residents of the county, in spite of the County's high percentage of ownership vs. rental households. Even though homeownership is seemingly more attainable today than in the past, there is still an affordability gap even for moderate income households.

According to the City of Joliet's 2015-2019 Five Year Consolidated Plan, there is a need to improve the quality of the housing stock in the community by increasing the amount of decent, safe, sound, and accessible housing for homeowners, renters, and homebuyers that is affordable to low- and moderate-income persons and families.

In 2016, the Will County Continuum of Care conducted a street count as part of the January 27, 2016 Point In Time. In this effort, led by Will County Center for Community Concerns, the 2016 Point In Time count identified 290 homeless persons. There were 160 people in emergency shelters, 82 in transitional housing, and 48 were unsheltered (on the street). 195 were single adults, including 17 chronically

homeless individuals. There were 27 families identifying as homeless on that night, including 66 children.

In the first 6 months of 2016, the local emergency shelter located in Joliet provided 11,388 nights of emergency shelter. Another local shelter for women and children provided 5,907 nights of shelter to 94 women and 58 children. A report drawn from the Homeless Management Information System used by the Will County Continuum of Care counted 184 people identified as literally homeless in need of housing and waiting for referral to an appropriate CoC-funded project. Of those 184 people, 23.1% would require high intensity interventions (Permanent Supportive Housing project), 52.8% would need a mid-level intervention such as Rapid Rehousing, and 24.1% would need only low-level intervention such as move-in assistance.

WCCCC’s Client Needs Assessment asked our clients to indicate their needs as related to housing. The top 4 responses from our customer survey indicate that our customers need help finding safe, affordable housing, financial assistance to meet rent, and help qualifying for and financing their down payment and paying closing costs.

Which housing needs could you or your family use help with?

<i>Finding affordable housing that fits my family's needs</i>	252	20.37%
<i>Getting financial assistance with rent payments</i>	192	15.52%
<i>Qualifying for a loan to buy a home</i>	134	10.83%
<i>Getting financial assistance with a down payment or closing costs</i>	132	10.67%
Making my home more energy efficient	117	9.46%
Learning basic home repair and property maintenance skills	107	8.65%
Getting financial assistance with rent deposits	92	7.44%
Obtaining home ownership education	73	5.90%
Obtaining renter/tenant rights and responsibilities education	66	5.34%
Making changes to my home for a person with disabilities	44	3.56%
Getting emergency shelter	28	2.26%

WCCCC conducted focus groups with veterans, a group of Head Start parents, and seniors living in affordable senior housing. These responses reflect a need for financial assistance with rent deposits and payments as well as for help finding safe, affordable housing.

Which housing needs could you or your family use help with?	Veterans	Parent Group	Seniors	% majority from totals
<i>Getting financial assistance with rent payments</i>	6	1	2	18.75%
<i>Finding affordable housing that fits my family's needs</i>	3	3	1	14.58%
<i>Getting financial assistance with rent deposits</i>	4	1	2	14.58%
Obtaining home ownership education	3	1	0	8.33%
Obtaining renter/tenant rights and responsibilities education	1	0	3	8.33%
Learning basic home repair and property maintenance skills	4	0	0	8.33%
Getting financial assistance with a down payment or closing costs	2	0	1	6.25%
Qualifying for a loan to buy a home	2	1	0	6.25%
Making my home more energy efficient	2	0	1	6.25%
Getting emergency shelter	1	1	1	6.25%
Making changes to my home for a person with disabilities	0	0	1	2.08%

Will County Center for Community Concerns has developed a variety of programs that address the issues of aging and/or inadequate housing stock. WCCCC has a grant award from Will County to administer an owner-occupied rehabilitation program. This program will provide for the correction of code violations and the elimination of sub-standard housing conditions.

WCCCC has a privately-funded Home Repair program to address code violations or repairs that must be addressed to avoid eviction of the homeowner. These funds are utilized when a resident falls outside of the guidelines of a grant-funded program but still are in need of help.

The Illinois Home Weatherization Assistance Program (IHWAP) grants provide funding to make homes more energy-efficient, thereby reducing their utility bills. In addition to insulation and other energy-conservation measures, this program provides for the repair or replacement of heating systems and the installation of energy-efficient appliances.

WCCCC, in partnership with Will County and the City of Joliet, administers the IL Attorney General's National Foreclosure Settlement Program. The 3-year grant provides for the purchase and rehabilitation of foreclosed and vacant housing units in areas most impacted by foreclosure activity. The properties are then sold to qualified buyers. WCCCC's housing counselors provide 8 hours of pre-purchase counseling to each of the buyers to ensure that they will be successful homeowners. The program also provides for emergency housing assistance and some utility assistance.

WCCCC has received funds through Will County to administer the HOME Rehab Owner-Occupied Rehab program. The program provides rehab work on owner-occupied homes to address structural deficiencies or make repairs necessary to address code violations. Rehabilitation work will include but is not limited to electrical, plumbing, roof and structural measures.

WCCCC has received funds through Will County to administer the Tenant Based Rental Assistance Program. The program provides rental assistance for up to 24 months for households who have recently completed a transitional housing or shelter program. Funds may be used to help with security deposits, rent and utilities that are not included in the rent. Households may be required to pay a percentage of their income toward the rent.

In the past WCCCC partnered with Will County Community Development Division and the Will County Health Department in the Lead Hazard Reduction Program to both protect young children from the hazards associated with lead-based paint and to increase the number of lead-free affordable homes in Will County. More than 300 homes occupied by families with young children were assessed for lead contamination and appropriate measures taken to address any identified lead hazards.

The Emergency Solutions Grant Program is a low intensity housing intervention program to help individuals or families experiencing homelessness or who are at risk of becoming homeless to rapidly regain housing. Participants will receive case management, housing location services, life skills education, and advocacy services. Based on a budget they create with their case manager, they may be responsible for a portion of their rent. This program is matched with CSBG funds to provide rental deposits and assistance with rent payments.

In cooperation with the City of Joliet, WCCCC is offering the Down Payment Assistance Program. The program helps low-income home buyers purchase a home. The down payment assistance is provided in the form of a zero interest, deferred payment loan. The homebuyer must provide a minimum of \$2,500 from his/her own funds toward the purchase.

WCCCC administers two Illinois Housing Development Programs. The National Foreclosure Mitigation Counseling Program supports the provision of foreclosure intervention counseling services, and will allow WCCCC to expand and supplement our current housing counseling services. The IHDA Hardest

Hit/Homeowner Emergency Loan Program provides temporary mortgage payment assistance to households that are struggling due to unemployment and underemployment. Assistance is available for up to 12 months, with a maximum benefit of \$35,000.

WCCCC partners with the counties of Will, LaSalle, and Grundy as a part of their Foreclosure Mediation Programs to provide no-cost housing counseling to homeowners who have received a foreclosure filing and been summoned to Foreclosure Mediation Court. A HUD-certified housing counselor is at court on scheduled days to provide on-site foreclosure prevention counseling, and to schedule appointments for residents who need more comprehensive counseling services.

Will County Center for Community Concerns has been a HUD-approved housing counseling agency since 1993. Our staff of housing counseling counselors provide a variety of services, including loss mitigation counseling, pre- and post-purchase counseling, home equity conversion mortgage counseling, and teach financial literacy and homebuyer education classes.

WCCCC does have funds to provide emergency rental assistance to CSBG-eligible households. There is a coordination and referral of services between WCCCC and Daybreak Shelter to service households in need of rental services.

Our housing counseling staff teaches Certified Renters classes to customers who have applied for financial assistance with rent or for their water bills. The Certified Renters class addresses issues such as money management, budgeting, landlord/tenant relations, fair housing rights, and tenant rights and responsibilities. This is a 3-hour class offered on an ongoing basis, and is offered in a group setting or one-one-one as requested. The class may also be required for households enrolled in other rental or housing assistance programs.

The Emergency Food & Shelter Program for Will County provides funds for rental assistance through Catholic Charities. The EF & S Program also funds shelter programs at Catholic Charities/Daybreak Center, Guardian Angel Community Services, MorningStar Missions, and Crisis Center for South Suburbia.

Food/Nutrition

According to the US Department of Agriculture, Economic Research Service, more than 45% of Will County residents live in census tracts designated as food deserts, more than twice the state's rate of 20.44%. Of the low income population, 6.85% have low food access; this is likely due to the distribution of the low income population in larger municipalities. Food pantries and soup kitchens are located throughout the county.

Per the US Census Bureau American Community Survey 2010-14, 8.36% of Will County households are receiving SNAP benefits, an increase of 3.7% over the last 10 years. According to the Will County Health Department's 2015 Annual Report, the WIC program served an average of 8,088 clients monthly, providing food and nutrition education to all participants. The US Department of Agriculture Economic Research Service 2011 reported that there are 102 WIC-Authorized food stores in Will County. A 2016 report by the USDA Food and Nutrition Services shows that Will County has 359 SNAP-authorized retailers.

According to the Nutrition Director, Will County Meals on Wheels is currently serving 396 persons over the age of 60 daily meals, five days per week. There is currently a waiting list of 516 pre-qualified persons over the age of 60 waiting to receive meals.

WCCCC's Client Needs Assessment asked our clients to indicate their needs as related to food and nutrition. The top responses from our customer survey indicate that our customers need help providing enough food for their families.

Which food and nutrition needs could you or your family use help with?

Getting food from food pantries, food banks, or food shelves	255	25.15%
Having enough food at home	191	18.84%
Learning how to stretch my food dollar	143	14.10%
Learning how to shop and cook for healthy eating	142	14.00%
Getting emergency food assistance	95	9.37%
Enrolling in the Food Assistance Program	62	6.11%
Learning how to model healthy eating for my children	53	5.23%
Getting meals delivered to my home	34	3.35%
Obtaining breastfeeding education and assistance	21	2.07%
Getting nutritious foods during pregnancy	18	1.78%

WCCCC conducted focus groups with veterans, a group of Head Start parents, and seniors living in affordable senior housing. These responses reflect the same need for finding enough food.

Which food and nutrition needs could you or your family use help with?

	Veterans	Parent Group	Seniors	% majority from totals
Getting food from food pantries, food banks, or food shelves	6	1	3	21.28%
Having enough food at home	3	0	4	14.89%
Learning how to shop and cook for healthy eating	2	1	4	14.89%
Getting emergency food assistance	4	1	2	14.89%
Learning how to stretch my food dollar	3	1	2	12.77%
Getting meals delivered to my home	0	0	4	8.51%
Enrolling in the Food Assistance Program	1	0	3	8.51%
Learning how to model healthy eating for my children	0	1	1	4.26%
Getting nutritious foods during pregnancy	0	0	0	0.00%
Obtaining breastfeeding education and assistance	0	0	0	0.00%

Will County Center for Community Concerns provides food to CSBG-eligible households directly at three events. In the spring, WCCCC partners with the Will County Regional Office of Education to host the Families In Transition event. The Northern Illinois Food Bank's Mobile Pantry is on site and provides fresh produce, meats, and pantry staples to up to 300 households. A second event, the Healthy Homes/Healthy Families hosted by WCCCC in the fall, again provides income-eligible households with food from the Mobile Pantry. In December, CSBG-eligible households with children aged 16 or younger are registered for our Holiday Basket Program to provide food and outerwear. Families are provided with food for a holiday meal, and staples for several more days.

There are several food co-ops, pantries and food distribution sites in Will County. Most requests for assistance are referred to the Crisis Line of Will County. They coordinate food pantries and meals throughout the area. When requested from clients we distribute a list of food pantries and soup kitchens. The Northern Illinois Food Bank website allows a search by zip code to locate a pantry or soup kitchen near a client's home, and through their Summer Meals Program, families have access to breakfast, lunch and snacks for their children at thirteen sites throughout Will County.

There are various churches and shelters (mostly in Joliet) which serve meals at different times during the week. The Shepherd's Table at the Catholic Charities/Daybreak Center provided 11,919 meals in the first six months of 2016. Guardian Angel Community Services provided 16,540 meals to the women and children in shelter. The WIC program for expectant/new mothers and their children is available through the Will County Health Department. The school lunch program also provides free or reduced cost lunches for low-income children.

The Meals on Wheels Program for Will County is administered by Kankakee County Community Services. In July 2016 they reported serving 396 seniors aged 60 and over; meals are provided five times each week. WCCCC hopes to partner with the administering agency to ensure that more seniors can be served.

The Emergency Food & Shelter Program of Will County provides funds for food to Catholic Charities/Daybreak Center, MorningStar Missions, the Northern Illinois Food Bank, and the Visitation & Aid Society.

Parenting/Family Support

According to data from the Centers for Disease Control and Prevention, over 19% of Will County residents aged 18 and older report that they receive insufficient social and emotional support all or most of the time. Social and emotional support is critical for navigating the challenges of daily life, and is also linked to educational achievement and economic stability.

WCCCC’s Client Needs Assessment asked our clients who have children under the age of 18 living with them what developmental needs they have. The responses show a need for convenient child care, and for financial assistance with school supplies and fees.

If you have children under 18 living with you, which child care and/or child development needs could you or your family use help with?

Getting financial assistance with school supplies	115	11.77%
Getting financial assistance with school fees	101	10.34%
Finding child care in a convenient location	95	9.72%
Finding affordable child care	92	9.42%
Getting financial assistance with school or club activities	88	9.01%
Getting financial assistance with child care costs	76	7.78%
Finding a before/after school program	71	7.27%
Finding quality licensed child care	61	6.24%
Finding evening or nighttime child care	48	4.91%
Finding weekend child care	48	4.91%
Finding child care for toddlers	42	4.30%
Finding quality preschool	41	4.20%
Preparing my preschool child for public school	36	3.68%
Finding child care for babies	33	3.38%
Finding child care for preschoolers	30	3.07%

The same question was asked of the survey groups. Their responses did not entirely align with general customer surveys.

If you have children under 18 yo living with you, which child care and/or child development needs could you or your family use help with?

	Veterans	Parent Group	Seniors	% majority from totals
Finding child care in a convenient location	0	4	0	13.79%
Finding affordable child care	1	3	0	13.79%
Finding quality licensed child care	0	3	0	10.34%
Finding child care for babies	0	3	0	10.34%
Getting financial assistance with child care costs	0	2	1	10.34%
Finding child care for toddlers	0	2	0	6.90%
Finding evening or nighttime child care	0	2	0	6.90%
Finding weekend child care	0	2	0	6.90%
Finding child care for preschoolers	0	1	0	3.45%
Finding quality preschool	1	0	0	3.45%
Finding a before/after school program	0	1	0	3.45%
Getting financial assistance with school supplies	0	0	1	3.45%
Getting financial assistance with school fees	0	0	1	3.45%
Getting financial assistance with school or club activities	0	0	1	3.45%
Preparing my preschool child for public school	0	0	0	0.00%

WCCCC's Client Needs Assessment asked our clients who have children under the age of 18 living with them what supports needs they have.

If you have children under 18 yo living with you, which parenting and/or family supports needs could you or your family use help with?

Learning how to set goals and plan for my family	145	21.48%
Learning how to discipline my children more effectively	93	13.78%
Learning how to help my child cope with emotional issues	88	13.04%
Learning how to communicate and deal with my teenager	86	12.74%
Communicating better with my children's care provider/teachers	65	9.63%
Learning how to talk to my children about sex, AIDS, STDS, etc.	62	9.19%
Learning how to talk to my children about drugs or alcohol	55	8.15%
Learning how to deal with my child who displays violent behavior	43	6.37%
Learning how to deal with the bullying/violence of child's friends	38	5.63%

The same question was asked of the survey groups. Their responses did not entirely align with general customer surveys. Their responses aligned with two of the general customer survey responses.

If you have children under 18 yo living with you, which parenting and/or family supports needs could you or your family use help with?

	Veterans	Parent Group	Seniors	% majority from totals
Learning how to discipline my children more effectively	0	3	0	75.00%
Learning how to set goals and plan for my family	1	0	0	25.00%
Learning how to communicate and deal with my teenager	0	0	0	0.00%
Learning how to deal with my child who displays violent behavior	0	0	0	0.00%
Learning how to deal with the bullying/violence of child's friends	0	0	0	0.00%
Learning how to talk to my children about drugs or alcohol	0	0	0	0.00%
Learning how to talk to my children about sex, AIDS, STDS, etc.	0	0	0	0.00%
Learning how to help my child cope with emotional issues	0	0	0	0.00%
Communicating better with my children's care provider/teachers	0	0	0	0.00%

The survey completed by the Board of Directors, agency staff, and the Will County community asked a different question about the needs of youth age 12 to 17.

In what areas do youth (12-17) need information, education, guidance, or assistance?

	Board	Staff	Community	% majority from totals
after school supervision	6	11	33	10.00%
mentoring and leadership	6	13	28	9.40%
finding employment	4	8	35	9.40%
affordable school/community activities	4	11	31	9.20%
substance abuse/tobacco	3	9	26	7.60%
gang participation	3	10	20	6.60%
teen parenting	3	10	18	6.20%
tutoring	3	14	10	5.40%
behavior disorders	2	12	13	5.40%
birth control	1	11	15	5.40%
school attendance	3	10	13	5.20%
STD	-	8	13	4.20%
learning disabilities	2	8	7	3.40%
obesity	-	5	12	3.40%
mental health	-	-	15	3.00%
volunteering	1	9	3	2.60%
physical health and dental issues	-	-	13	2.60%
none apply	-	4	1	1.00%

In response to the identified need for after school supervision, leadership and mentoring, WCCCC will join other community partners to support the Joliet High School District 202's Youth Experiencing Success in School (YESS) program. The YESS program gives students direct access to community-based support services on site at the high schools, eliminates a lengthy referral process, gives students immediate support, and prevents troubled youth from falling through the cracks. The program gives troubled youth, many of whom are low income, immediate and convenient access to counseling services provided through the Will County Health Department. Other community partners include the Joliet Park District, Greater Joliet YMCA, United Way of Will County, Aunt Martha's Youth Services, Joliet Police Department, Guardian Angel Community Services, and Child Care Resource & Referral.

Families seeking assistance with child care are referred to Child Care Resource & Referral. CCR & R assists families with identifying safe, appropriate, convenient child care, and can assist eligible households with the cost of child care.

Through the Emergency Assistance Program and case management, WCCCC can provide CSBG-eligible working households with financial assistance with child care.

Through Family and Community Development, specially trained and certified staff provides intensive case management to promote self-sufficiency in the family. By working one on one with a family, they can formulate goals and define the steps needed to achieve these goals. Goal planning is a continual process through which clients are given cash incentives and assistance with bill payment upon reaching short and long term goals.

WCCCC partners with MorningStar Missions "Jump on the Bus" program and Catholic Charities/Daybreak Center's "Back to School Fair" to get young students ready for school. School supplies, backpacks, clothing and uniforms are distributed to qualified youth. The "Back to School Fair" also provides information to parents on community services such as legal assistance, employment and financial needs, and students may participate in dental and vision screenings, haircuts, school physicals, and asthma and lead screenings. Both "Jump on the Bus" and "Back to School Fair" are held annually in August.

Illinois law requires school fees should be waived for all students whose parents are unable to afford them, including but not limited to children eligible for free lunches or breakfast, and for households who have had a very significant loss of income due to severe illness or injury or unusual expenses such as fire, flood or storm damage. Schools must be notified in writing of the district's waiver of fee policy upon enrollment. For unaccompanied homeless youth, the school homeless liaison should assist the youth in obtaining a fee waiver. Parents seem to be often unaware of this option for aid.

Transportation

Will County does have some public transportation, including passenger rail service to the Chicago area, and public buses. The majority of people (83.3%) drive a personal vehicle to work, and another 6.7% of workers carpool. Only 4.1% of workers over the age of 16 use public transportation to commute to work. Limited bus routes, especially for second and third shift workers, are inadequate. Most households do have a private vehicle; of the 223,379 households only 3.89% do not own a car. For households with workers aged 16 or over, 13.1% have one vehicle available; 46% have access to two vehicles; and 39.7% have access to three vehicles.

(Source: US Census Bureau, American Community Survey 2010-14 Table S0801)

WCCCC’s Client Needs Assessment asked our clients what their transportation needs are.

Which transportation needs could you or your family use help with?

Getting financial assistance to make car repairs	210	16.87%
Getting financial assistance to buy a dependable car	167	13.41%
Having dependable transportation to and from work	144	11.57%
Getting financial assistance to buy car insurance	138	11.08%
Having access to public transportation	126	10.12%
Getting financial assistance to pay car registration or license fees	105	8.43%
Getting a driver’s license	75	6.02%
Getting to and from medical or dental appointments	63	5.06%
Going shopping and doing errands	49	3.94%
Getting my children to and from school	48	3.86%
Getting my children to and from school or club activities	41	3.29%
Getting my children to and from child care	40	3.21%
Getting myself to and from school	39	3.13%

The same question was asked of the survey groups. Unlike our clients, these respondents do seem to use public transportation, perhaps because they do not have a valid driver’s license.

Which transportation needs could you or your family use help with?

	Veterans	Parent Group	Seniors	% majority from totals
Having access to public transportation	8	0	6	18.18%
Getting a driver's license	8	1	1	12.99%
Getting financial assistance to make car repairs	4	3	2	11.69%
Getting to and from medical or dental appointments	3	0	5	10.39%
Having dependable transportation to and from work	6	0	1	9.09%
Getting financial assistance to buy a dependable car	2	0	5	9.09%
Getting financial assistance to buy car insurance	3	0	3	7.79%
Getting financial assistance to pay car registration or license fees	2	1	3	7.79%
Going shopping and doing errands	3	0	3	7.79%
Getting my children to and from school	0	0	2	2.60%
Getting myself to and from school	0	0	1	1.30%
Getting my children to and from school or club activities	0	0	1	1.30%
Getting my children to and from child care	0	0	0	0.00%

The majority of people in Will County (over 90%) travel to work by car. Pace Bus offers fixed route bus transportation, Dial A Ride for seniors and persons with disabilities, ADA Paratransit, and Call N Ride for the general public is available in west Joliet.

Through our Emergency Assistance Program and case management, WCCCCC can provide employment support to CSBG-eligible households that can be used to provide uniforms, work shoes, or to help pay the cost of child care for working parents. Emergency Assistance funds can also be used to purchase or repair a car, as long as the applicant can prove employment, or the promise of employment to overcome a transportation barrier.

Through WCCCC's Homeless Services Department, bus passes and gas cards are available to eligible customers as a temporary means of getting them to work, to attend classes, or for medical appointments. WCCCC anticipates expanding the availability of passes through regular outreach at the downtown branch of the public library, and to residents of MorningStar Mission and Guardian Angel Community Services to reduce the barrier of obtaining transportation. Catholic Charities/Daybreak Center also distributed bus passes to their shelter participants. Senior Services Center of Will County provides passes for the Pace Dial A Ride to eligible senior citizens.

Health

In 2014 the Will County MAPP (Mobilizing for Action through Planning and Partnerships) Collaborative issued a report that assessed the community health needs of Will County. The report (Will County Community Health Needs Assessment and Plan 2014-2017) is the source of the following data:

Health Resource Availability:

- Will County has three hospitals, three health centers, and multiple outpatient treatment centers, dialysis facilities, nursing homes, and home health providers to serve the needs of residents.
- The nearest State facility for inpatient chronic mental illness closed in July 2012, leaving a gap for these services for Will County residents.
- A Veteran's Clinic opened in March 2013 to expand healthcare services for veterans.
- Three new FQHC (Federally Qualified Health Center) have been added in Will County: two Aunt Martha's locations in Joliet and one Visiting Nurses' Association in Bolingbrook.

Behavioral Risk Factors:

- Adults
 - 29% of those with high blood pressure are not taking required medication.
 - 30.3% of adults are considered obese and 38.2% are considered overweight.
 - The number of current smokers in Will County has decreased, but is still higher than the HHS Healthy People 2020 target.
- Youth
 - Alcohol is the primary substance used among students in all grades (6th-12th grade).
 - The use of cigarettes and marijuana increased as the grades increased, while the use of inhalants decreased.
 - The intake of fruits and vegetables slightly decreased as the grades increased.
 - The prevalence of obesity remained the same across all grades.

Environmental Health:

- Will County ranked toward the bottom of all counties in the state in terms of environmental health. The following factors for Will County were ranked in the below the 50th percentile:
 - Safety of drinking water
 - Number of fast food restaurants
 - Limited access to healthy foods
- Nearly 7% of the Will County low income population has limited access to a grocery store. This number is higher than that found statewide or nationally.
- The number of supplemental nutrition assistance program (SNAP) authorized food stores in Will County per 100,000 people is nearly half of what is found statewide or nationally.

Social and Mental Health:

- Will County has limited resources for inpatient hospitalization for mental disorders.
- Mental health disorders attributed to 7.3% of all Will County hospitalizations in 2011.
- In 2009, the crude rates for drug and alcohol related emergency room visits were both above the State of Illinois rates.

Maternal and Child Health:

- The infant mortality rate for African Americans is significantly higher as compared to Whites between 2005 and 2009.
- Low birth weight for Will County is 7.61%, which is better than Illinois and the U.S.
- Very Low Birthweight for African American women is approximately three times higher than Whites between 2005 and 2009.
- The number of African American women entering prenatal care during the first trimester of pregnancy (79%) is significantly lower than white women (90.3%).
- Alcohol and tobacco use during pregnancy has shown a steady decline between 2004 and 2008.

Death, Illness and Injury:

- Cancer remains the leading cause of death in Will County, accounting for 25.8% of total deaths in 2010.
- Lung cancer is the most common cause of cancer death for Will County residents.
- Chronic Lower Respiratory Disease is the fourth leading cause of death in 2010 with 4.8% of total deaths.
- Accidental overdoses accounted for 28.2% of unnatural deaths in Will County with 72 deaths.
- In 2012, heroin deaths (52) were the leading cause of accidental overdose deaths.

Of the total civilian noninstitutionalized population of Will County, an estimated 9.2% are uninsured. People aged 18 to 64 are most likely to be uninsured (13.3%). Males have a higher rate of being uninsured than females. An estimated 20.3% of the Hispanic population is uninsured. Other populations with high numbers of uninsured persons are: persons with less than a high school education (28.8%); unemployed persons (30.7%); and persons who worked less than full time, year round (16.6%).

(Source: US Census Bureau, American Community Survey 2010-14 Table S2701)

An estimated 23% of the population under 138% of the poverty threshold is uninsured; for those between 138% and 199% of the poverty threshold an estimated 18.1% are uninsured. Of households with income under \$25,000 an estimated 20.4% are uninsured; at the next income level between \$25,000 and \$49,999 that percentage drops to an estimated 17.4%.

An estimated 76.9% of the insured population has private health insurance; 22.5% have public insurance which includes Medicare, Medicaid, or VA Health Care.

WCCCC's Client Needs Assessment asked our clients what their health needs are.

Which health needs could you or a family member use help with?

Having affordable health insurance	220	14.74%
Having affordable dental insurance	188	12.59%
Finding a dentist willing to accept Medicaid (Title XIX)	116	7.77%
Finding a doctor willing to accept Medicaid (Title XIX)	108	7.23%
Getting financial assistance for items: glasses, hearing aids, etc.	96	6.43%
Having dental care available in my community	91	6.10%
Getting financial assistance for regular dental checkups	89	5.96%
Dealing with stress, depression, or anxiety	83	5.56%
Getting financial assistance for medicine and prescriptions	77	5.16%
Getting financial assistance for regular medical checkups	73	4.89%
Having health care available in my community	58	3.88%
Getting financial assistance for long-term health care	48	3.22%
Getting health insurance questions answered	42	2.81%
Regular check-ups, development screens, or physicals for children	37	2.48%
Dealing with problems physical, emotional, or sexual abuse	34	2.28%
Getting treatment and services for mental health	27	1.81%
Getting immunizations for my children	25	1.67%
Obtaining family planning or birth control education and assistance	23	1.54%
Getting my children tested for lead poisoning	23	1.54%
Getting good medical care before my baby is born	19	1.27%
Getting treatment for a drug or alcohol problem	16	1.07%

The same question was asked of the survey groups. Respondents also noted a need for affordable health and dental insurance, as well as financial assistance for glasses and hearing aids.

Which health needs could you or a family member use help with?

	Veterans	Parent Group	Seniors	% majority from totals
Having affordable health insurance	2	1	6	10.71%
Getting financial assistance for items: glasses, hearing aids, etc.	2	1	6	10.71%
Having affordable dental insurance	2	1	5	9.52%
Having dental care available in my community	4	0	4	9.52%
Getting financial assistance for regular medical checkups	4	1	2	8.33%
Finding a doctor willing to accept Medicaid (Title XIX)	1	1	4	7.14%
Having health care available in my community	1	0	4	5.95%
Finding a dentist willing to accept Medicaid (Title XIX)	1	0	4	5.95%
Getting financial assistance for medicine and prescriptions	2	0	3	5.95%
Getting financial assistance for regular dental checkups	1	0	3	4.76%
Getting financial assistance for long-term health care	1	0	3	4.76%
Dealing with stress, depression, or anxiety	2	0	2	4.76%
Getting treatment for a drug or alcohol problem	2	0	1	3.57%
Dealing with problems physical, emotional, or sexual abuse	1	0	2	3.57%
Getting health insurance questions answered	0	0	1	1.19%
Obtaining family planning or birth control education and assistance	0	0	1	1.19%
Getting immunizations for my children	0	0	1	1.19%
Getting treatment and services for mental health	1	0	0	1.19%
Getting good medical care before my baby is born	0	0	0	0.00%
Regular check-ups, development screens, or physicals for children	0	0	0	0.00%
Getting my children tested for lead poisoning	0	0	0	0.00%

The survey completed by the Board of Directors, agency staff, and the Will County community asked if adequate health services are available to the low-income community.

Medical services available for low-income in comm.?	Board	Staff	Community	% majority from totals
Yes	7	16	16	50.65%
Unsure	1	3	16	25.97%
No	-	-	8	23.38%
Dental services available for low-income in comm.?				
Unsure	3	7	18	36.36%
Yes	4	9	12	32.47%
No	1	3	20	31.17%
Wellness programs available for low-come in comm.?				
Unsure	5	8	17	39.47%
No	2	4	19	32.89%
Yes	1	7	13	27.63%

The responses to the 2016 surveys indicate that for our low income customers, finding affordable health and dental insurance is very important. For those who are enrolled in Medicaid, they are challenged to find providers who will take their insurance. Clients in need of medical and dental assistance are referred to the Will/Grundy Medical Clinic, to the Will County Health Department’s Community Health Center, and to Aunt Martha’s Health Centers.

The Will County Health Department has Affordable Care Act counselors to assist individuals in applying to the Marketplace for health insurance or for Medicaid.

The Will County Community Health Center accepts more than 30 medical and 10 dental plans. The Center provides primary care services, dental care, and has a Mobile Dental Van to provide services at sites throughout the county. Bus passes may be available for households needing transportation to the Center for medical and/or dental care.

The Will/Grundy Medical Clinic is the only totally free clinic in the area for those who have no insurance and limited financial resources. The Clinic provides both medical and dental services, and patient education is an important component of care at the clinic. The Clinic offers wellness programs, exercise classes, nutrition counseling, and mental health seminars monthly. Due to funding shortages, Will-Grundy Medical Clinic no longer sees children, since all children can be covered under the State Health Plan (AllKids). The Clinic does not serve individuals who have insurance, Medicare or Medicaid, US Veteran Health Benefits, or have income over the WCMC guidelines.

Aunt Martha’s has health centers on the east and west side of Joliet, as well as locations in Cook County that are closer to eastern Will County residents. They offer primary medical care, dental care, mental health care, women’s health care, substance abuse care, HIV/AIDS & STD services, and insurance & benefits enrollment.

There are three VNA Healthcare Clinics in Will County, one on the west side of Joliet, one in Bolingbrook, and a third in Romeoville. The Clinics offer primary health care for adults and children, and accepts patients with Medicare and Medicaid. They also accept patients with private insurance and patients with no insurance. The clinics also offer wellness classes.

WCCCC offers dental assistance to veterans and limited prescription assistance to customers experiencing an emergency. The Agency also provides prescription discount cards to our customers to help reduce their out of pocket cost for prescribed medications.

Basic Needs

In addition to gathering information about specific needs such as Employment, Education, Housing, etc., our survey asked our clients to tell us about basic needs they need help with.

WCCCC's Client Needs Assessment asked our clients what their health needs are.

Which basic needs could you or your family use help with?

<i>Getting financial assistance with utility bills (heat, electric, water)</i>	318	24.22%
<i>Getting basic furniture, appliances, or house wares</i>	257	19.57%
<i>Getting personal care items: soap, diapers, toilet paper, etc.</i>	206	15.69%
Getting clothing and shoes	158	12.03%
Having access to the internet	131	9.98%
Doing yard work or snow removal	72	5.48%
Doing house work or laundry	66	5.03%
Having a reliable phone	65	4.95%
Managing medications	40	3.05%

The same question was asked of the survey groups. These responses closely match those of our customers.

Which basic needs could you or your family use help with?	Veterans	Parent Group	Seniors	% majority from totals
<i>Getting financial assistance with utility bills (heat, electric, water)</i>	7	4	4	20.83%
<i>Getting basic furniture, appliances, or house wares</i>	8	2	3	18.06%
<i>Getting personal care items: soap, diapers, toilet paper, etc.</i>	6	3	2	15.28%
<i>Getting clothing and shoes</i>	7	3	1	15.28%
Having access to the internet	3	2	2	9.72%
Having a reliable phone	3	1	1	6.94%
Doing yard work or snow removal	3	0	1	5.56%
Doing house work or laundry	1	0	3	5.56%
Managing medications	1	0	1	2.78%

Assistance with utility bills is available through a variety of programs. The Low Income Home Energy Assistance Program (LIHEAP) helps income-eligible households pay their home energy bills, either through a direct payment to the utility vendor, or through the Percentage of Income Payment Plan (PIPP), where customers pay a percentage of their income toward their utility bill, earning a monthly benefit for each on-time payment they make. LIHEAP also provides for the repair or replacement of non-operational heating systems.

Through our Emergency Assistance Program, CSBG funds can provide income-eligible households with emergency water bill assistance.

The ComEd Special Hardship helps families facing financial hardships pay their electric bills. WCCCC staff qualifies each household that applies based on ComEd's criteria. This program is of great benefit to households who have had high medical expenses, loss of income or employment, family crisis, or have been the victim of a crime.

Through the Emergency Food & Shelter program, Will County households can find help with their gas, electric and water bills, food, and shelter. In Phase 33, more than \$373,000 in funds was distributed through our local United Way office. WCCCC uses the funds to provide utility assistance, Catholic

Charities receives funds to do rental assistance, MorningStar Missions receives funds to purchase food, and the Northern Illinois Food Bank uses ES & F funds to provide food to local shelters and food banks.

Clients who indicate a need for household goods or furniture are provided with a voucher for free merchandise at St. Vincent DePaul Resale Shop. St. Vincent has two locations in Joliet, one on the east side and another on the west side. CSBG staff interview customers to determine needs and issue vouchers as part of our Information & Referral program.

WCCCC maintains a small amount of donated personal hygiene items at our office for customers who have an immediate need for them. Staff can put together a "kit" that suits specific needs or requests, drawing from a stock of soap, shampoo, deodorant, razors, tissue, and other personal items. Diapers are available at no cost through Birth Right of Joliet.

WCCCC has partnered with WIOA Will County Workforce Services Division to house and manage the "Clothes 4 Work", a collection of donated business-appropriate attire that will be provided to people who have job interviews or who have secured a job but need work clothing until they have they have funds to purchase their own work wardrobe. Donations of clothing that may not be suitable for job interviews or for work are kept aside and may be given to customers who are in need of clothing.

Free pregnancy screenings, maternity and baby clothes, and diapers are available through Birthright of Joliet.

WCCCC's 2016 Customer Needs Assessment Survey:

WILL COUNTY CENTER FOR COMMUNITY CONCERNS



Client Needs Assessment

Illinois's community action agencies are 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
- Obtaining appropriate clothing for my job
- Obtaining 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)...

- Obtaining a high school diploma or GED/HSED
- Obtaining a two-year college degree
- Obtaining 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

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
- Obtaining home ownership education
- Obtaining 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
- Obtaining 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
- Obtaining 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 were unable to 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. 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

20. What are your sources of household income? Select all that apply:

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

21. In the last 12 months, how has your household's income situation changed?

- Increased Decreased No change

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

- Weekday hours of 8:00 am - 4:30 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

23. What services has your household received from our agency within the last 12 months? Select all that apply:

- Energy Assistance (LIHEAP) _____ _____
- Weatherization _____ _____
- Head Start/Early Head Start _____ _____
- _____ _____
- _____
- _____ _____
- _____

24. 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

25. 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 5%) Some (6 to 33%) Quite a few (26 to 66%) Most (67 to 95%) Almost everyone (96 to 100%)

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

- Almost none (0 to 5%) Some (6 to 33%) Quite a few (26 to 66%) Most (67 to 95%) Almost everyone (96 to 100%)

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

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

YES NO Unsure If YES, please provide your name and phone number:

FIRST NAME:

LAST NAME:

PHONE NUMBER (999-999-9999):

Customer Satisfaction Survey

1. I was helped in a timely manner. YES NO N/A (not applicable)
2. I was treated with respect. YES NO N/A
3. The staff were friendly and helpful. YES NO N/A
4. I got the information and/or the services I needed. YES NO N/A
5. I was informed about other agency or community services. YES NO N/A
6. I would recommend your agency to family and friends. YES NO N/A
7. What is ONE thing you would change about the services you received from our agency?

Will County Center for Community Concerns Resource Guide

<http://www.wcccc.net> 2455 Glenwood Avenue, Joliet IL 60435 (815) 722-0722 fax (815) 722-6344

This guide is compiled and distributed by the Will County Center for Community Concerns, the Community Action Agency serving Will County. Funding for the agency is received from the Illinois Department of Commerce and Economic Opportunity and private donations. If you wish to seek assistance from any sources listed in this guide, we suggest you call first to make sure the resource can help you.

Services listed are subject to change without notice.

Child Care

Child Care Resource and Referral

801 North Larkin Avenue
Joliet IL 60435
Joliet: 815-741-4622 9am- 3pm M-F
Outside Joliet: 800-641-4622

Head Start Catholic Charities

203 North Ottawa Street
Joliet IL 60432
815-723-3405

Drug/Alcohol Rehab

**Presence/
St. Joseph Medical
Center:**
815-741-7545

Silver Cross Hospital:
815-740-7039

Stepping Stones
1621 Theodore Street
Joliet IL 60435
815-744-4555

MorningStar Mission
350 E Washington Street
Joliet IL 60433
815-722-5780

Education

**Aunt Martha's Youth
Services**
409 West Jefferson Street
Joliet IL 60435
815-768-8750

**Learning and Skills
Center**
1256 West Jefferson
Street
Joliet IL 60435
815-744-8670

Workforce Services
2400 Glenwood Avenue
Joliet IL 60435
815-727-4444
Job training
Case management

**Joliet Junior College
cont'd**
Early School Leaver's
Program
815-280-1460
For high school dropouts
(ages 16-21)
Small Business
Development Center
815-280-1400
Start your own business

Joliet Job Corps
1101 Mills Road
Joliet IL 60433
815-727-7677

Peter Claver Center
172 South Chicago Street
Joliet IL 60436
815-722-6361

Joliet Junior College
IET Program
815-280-1526

Employment

Dislocated Workers
Workforce Services
2400 Glenwood Avenue
Joliet IL 60435
815-727-4444

**Division of Adult and
Family Services**
Joliet Junior College
City Center Campus
214 North Ottawa, Room 300
Joliet IL 60432
815-280-1333

Divorced, widowed,
separated, and/or single
parent females only.
Experience Works
Toll-Free: 800-368-7569
P.O. Box 456
Marseilles IL 61341

**Prisoner Release
Ministry**
815-730-8541

**IL Dept. of Employment
Security**
250 North Chicago Street
Joliet IL 60432
815-740-5100

Food/Meals

East Side Café (Meal)
MorningStar Mission
350 East Washington
Street
Joliet IL 60433
815-722-5780
Mid-day meal

F.I.S.H. (Groceries)
P.O. Box 2354
Joliet IL 60434
Call Crisis Line for
appointment
815-722-3344

H.E.L.P. Food Pantry
(Groceries)
Catholic Charities
611 Cass Street
Joliet IL 60432
815-774-4663

**Illinois Dept of Human
Services (DHS)**
(Food Stamps)
45 East Webster
Joliet IL 60432
815-740-5350

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Food/Meals continued

MorningStar Mission
350 E Washington St
Joliet IL 60433
815-722-5780
Breakfast, Lunch, Dinner

Second Baptist Church
(Meal)
158 S Joliet St
Joliet IL 60436
815-726-3731
Lunch on Thursday, 1-2
pm

**Senior Services Center
of Will County**
251 N Center St
Joliet IL 60435
815-723-9713
Meals on Wheels

Shepherd's Table
(Meal)
Catholic Charities
Daybreak Center
611 E Cass St
Joliet IL 60432
815-774-4663
Breakfast and Lunch
(Mon, Tue, Wed, & Fri)

Health Care

WIC Clinic
1-800-WIC-FOOD
Joliet:
815-727-8524
Bolingbrook:
815-679-7010
Eastern Will County:
708-534-0800

**Senior Services Center
of Will County**
251 North Center Street
Joliet IL 60435
815-723-9713
Prescriptions

**Will County
Community Health Center**
1106 Neil Avenue
Joliet IL 60433
815-727-8670
Clinic

**USF
Health and Wellness Center**
311 North Ottawa
Joliet IL 60432
877-613-9393
Healthcare, Counseling

Will-Grundy Medical Clinic
213 East Cass Street
Joliet IL 60432
815-726-3377
For those with no insurance or medical
card

Housing/Shelter

Catholic Charities Daybreak Center
611 East Cass Street
Joliet IL 60432
815-774-4663
Limited rent/mortgage payment,
shelter for homeless

Evergreen Terrace Apartments
350 North Broadway
Joliet IL 60435
815-722-7515
Subsidized apartments

MorningStar Mission
350 East Washington Street
Joliet IL 60433
815-722-5780
Male only emergency shelter.
Women & children/family program.

**City of Joliet – Neighborhood
Services**
150 West Jefferson Street
Joliet IL 60432
815-724-4090
Home repair loans – JOLIET residents
only

Guardian Angel Comm Svcs
1550 Plainfield Road
Joliet IL 60435
815-729-1228
Domestic violence shelter, counseling

**Veterans Assistance Commission of
Will County**
2400 Glenwood Avenue
Joliet IL 60435
815-740-8389
Limited financial assistance for
VETERANS only.

**Community Service Council of
Northern Will County**
440 Quadrangle Dr, Unit C
Bolingbrook, IL 60440
630-759-9494
Housing Counseling
Will / DuPage County residents only

Joliet Housing Authority
Six South Broadway
Joliet IL 60436
815-727-0611
Section 8, public housing

**Will County Center for Community
Concerns**
2455 Glenwood Avenue
Joliet IL 60435
815-722-0722
Counseling & limited rent/mortgage,
home weatherization, limited home
repairs

Lamb's Fold Women's Center
81 N Ottawa Street
Joliet IL 60436
815-723-5262
Women and children only.

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Utilities

Salvation Army

300 Third Avenue
Joliet IL 60433
815-726-4834
NICOR sharing, must not be receiving LIHEAP

Will County Center for Community Concerns

2455 Glenwood Avenue
Joliet IL 60435
815-722-0722
LIHEAP payment assistance – lights, gas

Other Resources

American Red Cross

1293 Windham Parkway
Romeoville, IL 60446
630-378-0344
Victims of fire or natural disaster only.
Must call within 24 hours of disaster.

Crisis Line of Will County

815-722-3344
24-hr INFO/referral service

Cornerstone Services

800 Black Road
Joliet IL 60432
815-727-6666

DHS Office of Rehabilitation Services

1617 West Jefferson Street
Joliet IL 60435
815-730-4200

IL Bureau of

Child Support Enforcement

16 West Cass Street, 4th Floor
Joliet IL 60432
815-740-3061

IL Dept. of Human Services

45 East Webster
Joliet IL 60432
815-740-5350

Will County Legal Assistance Program

5 West Jefferson Street, Lower Level
Joliet IL 60432
815-727-5123

Social Security Administration

552 Houbolt Rd
Joliet IL 60431
866-783-7302

Spanish Community Center

309 North Eastern Avenue
Joliet IL 60432
815-727-3683

Will/Grundy Center for Independent Living

2415-A W Jefferson St
Joliet, IL 60435
815-729-0162
TTY: 815-729-2085
VRS: 815-768-2582

Township Offices

Channahon

25461 S Fryer St
Channahon IL 60410
815-467-2569

Crete

1367 Wood St
Crete IL 60417
708-672-8279

Custer

37131 Essex Rd
Wilmington IL 60481
815-458-2252

DuPage

241 Canterbury Ln
Bolingbrook IL 60440
630-759-1317

Florence

18385 W Commercial St
Wilmington IL 60481
815-478-3150

Frankfort

11008 W Lincoln Hwy
Frankfort IL 60423
815-469-4907

Green Garden

25510 S Center Rd
Monee IL 60449
815-469-4222

Homer

14350 W 151st St
Homer Glen IL 60491
708-301-0522

Jackson

P.O. Box 355
Elwood IL 6021
815-423-5771

Joliet

175 W Jefferson St
Joliet IL 60432
815-726-4781

Lockport

222 E Ninth St
Lockport IL 60441
815-838-0380

Manhattan

P.O. Box 127
Manhattan IL 60442
815-478-3123

Monee

26124 S Egyptian Tr
Monee IL 60449
708-534-6020

New Lenox

1100 S Cedar Rd
New Lenox IL 60451
815-485-6431

Peotone

8212 W Kennedy Rd
Peotone IL 60468
708-258-9192

Plainfield

22525 W Lockport Rd
Plainfield IL 60544
815-436-8308

Reed

440 N Division St
Braidwood IL 60408
815-458-6068

Troy

25448 Seil Rd
Shorewood IL 60404
815-744-1968

Washington

30200 Town Center Rd
Beecher IL 60401
708-946-2026

Wesley

21399 W Ballou Rd
Wilmington IL 60481
815-476-7869

Wheatland

4262 Tower Ct
Naperville IL 60564
630-851-3952

Will

30317 S Will Center Rd
Peotone IL 60468
708-258-3060

Wilmington

30515 S Kavanaugh Rd
Wilmington IL 60481
815-476-9272

Wilton

28722 S Elevator Rd
Manhattan IL 60442
815-478-5507

Frequently Requested Phone Numbers:

St. Vincent (815) 722-1140

Senior Service for 60+ years old or 50 if medical problems

State Medicare/Medical (800) 252-8942

CEDA (800) 571-2332

Court House (815) 727-8400

Will County (815) 722-5515

Guardian Angel (815) 723-0930

PACE Paratransit (800) 244-4410

Birthright of Joliet (815) 725-3411

Part III

Service Delivery System

Service Delivery System

On the whole, Will County enjoys a strong service delivery system. Most agencies participate in the Will County Continuum of Care, Community Services Council of Will County, or the informal interagency network and share information frequently. There is minimal competition for funds. All of the agencies seem to cooperate very well, even referring each other to funding sources on occasion. Though service delivery is fragmented, with the HMIS for the Homeless Initiative it is easier to track client referrals and follow up on clients being serviced. Client Service Representatives can better piece fragments of client's history together due to effective networking and the HMIS.

Many agency offices are located in the City of Joliet. Joliet is accessible by public transportation for most of the county; however, the public transportation system is scant and most people get to services through a private car or cab. Those that do not live within close proximity of the Agency (Northern, Eastern and Southern Will County) are directed to various outreach sites which the WCCCC visits on a regular basis. Scheduling of these outreach dates are made known to the public via our web site and Facebook page, or information is given on client call-in. Those in need in Eastern Will County also rely on their township offices and churches for assistance.

Will County utilizes church and volunteer civic organizations whose resources are, for the most part, untapped by the social services network. The United Way of Will County started a volunteer referral service in 1997 to coordinate appeals for volunteers.

There has been increased cooperation throughout the county's social service agencies to better service low-income households. A strong referral network has been used as well as the HMIS/Service Point system which is used in referral and tracking client's services. We are able to determine the effectiveness of low-income services by tracking clients through this system to determine if services are being rendered after referral.

Clients being serviced by the Will County Center for Community Concerns are given a resource sheet listing other agencies that address other common requested needs. These agencies are identified by the Crisis Line of Will County. The Crisis Line is open to receive calls 24 hours a day.

To better serve our clients we have implement a centralized intake model. We have fully trained all staff to take all applications for CSBG programs, LIHEAP and Weatherization. We have found this to be a success because clients can apply for all services with only one visit to our agency. More than half our Customer Service Representatives have been trained as Family and Community Development Specialists, and the remainder of the CSRs will also go receive Family and Community Development training.

Workforce Services Division of Will County's Mobile Learning Center has a regular schedule to serve all job seekers throughout the county. The Mobile Unit has a state of the art computer lab and job seekers can access information on job openings, resume assistance, keyboarding lessons, job search assistance and internet access.

In order to fulfill services in outlying areas of the county, WCCCC has set up specific days that outreach services are conducted in University Park, Bolingbrook, Monee and Crete Townships at least one day and in most cases twice a week during the LIHEAP program year.

Part IV

Linkages

Description of Linkages

The Will County Center for Community Concerns provides information and referral to anyone seeking assistance. Those who walk in or phone in, regardless of income, are given information/referral to assist them in any way we can.

The Will County Center for Community Concerns is the administering agency for the Will County Continuum of Care and the HMIS. WCCCC is host to committee meetings on an ongoing basis, which are attended by representatives of local social service agencies.

The agency has initialized a more intensive outreach effort to better inform residents of program availability and ensure proper referral of clients to other agencies to meet their needs. In 2002, the agency became a partner in HMIS (Homeless Management Information System) through the coordination of the Will County Continuum of Care. This system tracks clients who are homeless and/or at risk, who have been serviced by other social service agencies. Clients applying at one of the participating agencies are entered into this system so that upon referral to other agencies, data can be accessed to see what services have been offered and what additional needs must be met.

Clients sign a *Release of Information* so that personal information can be shared. Services that have been rendered by other agencies are then entered, as well as any monetary assistance that they may have been given. This is a great tracking/case management tool as it allows staff to track the referral agencies that their clients have been sent too. A coordinated assessment allows for standardized access and assessment for all individuals, as well as a coordinated referral and housing placement process to ensure that people experiencing homelessness receive appropriate assistance with both immediate and long-term housing and service needs.

Participating HMIS agencies include: Agape Missions, Crisis Line of Will County, MorningStar Mission, Catholic Charities/Daybreak Center, Lamb's Fold Women's Center, Cornerstone Services, Family & Friends, Will County Health Department PATH Program, Veterans Assistance Commission of Will County, Hines Veterans Administration, and Will County Center for Community Concerns. Other social service agencies have been invited to participate through the efforts of the Will County Continuum of Care.

WCCCC is a member agency of the Latino/Hispanic Coalition and partners with the Spanish Community Center to ensure that non-English speaking residents are aware of available services and programs. Outreach and educational materials are provided in both English and Spanish at expos and fairs in order to best serve the Will County community. University of St Francis in Joliet provides document translation services upon request.

Coordination with county newspapers has improved in the publishing of press releases and news articles for the availability of programs. Outreach efforts with low income housing projects, senior services and other entities have assisted in supplying residents with information regarding WCCCC programs and have assisted in setting up available sites for the Will County Center for Community Concerns to come to their facilities to assist clients that may have difficulty in accessing transportation to our main facility.

Outreach sites have been set up on specific days of each month throughout the county. Applications are taken in eastern Will County at Monee Township, Crete Township, and University Park Towne

Center. Northern Will County is serviced at DuPage Township. Southern Will County is serviced once a month in Braidwood at the Fossil Ridge Library. Other locations are set up throughout the month in cooperation with Senior Services Center of Will County, Housing Authority of Joliet, senior/disabled residences, and other townships and community centers.

Outreach to the homeless population is provided twice a month in cooperation with the downtown branch of the Joliet Public Library. Homeless Services staff is available to speak with and provide referrals and services to the “street homeless” who congregate in the downtown area.

In 2016, the Agency again participated in the annual “Back to School Fair”, hosted by Catholic Charities/Daybreak by staffing a table to present information and educational literature to the public. WCCCC has also been a participant at the Senior Expo held at DuPage Township and the Joliet Chamber Expo at Westfield Mall.

A monthly interagency meeting is hosted by WCCCC to which staff from other service agencies come to network and share information about new programs or any program updates that may be occurring that month. This increases the availability and accuracy in referrals.

A searchable resource directory (www.crisisline247.org or www.willfinduhelp.org) is maintained by Crisis Line of Will County and is used by WCCCC to maintain a current resource list, as well as by our customer service reps when they are looking for additional resources for their customers. On this site you are able research resources such as food, housing, clothing, scholarships and many more.

The Agency has contracted with Employment & Employer Services to find and secure employment for CSBG-eligible customers. Customer’s initial applications for assistance are taken by WCCCC staff and verified for eligibility. Once we have a completed application it is then given to Employment & Employer Services to assist with things such as resume writing, job coaching, job search, and job placement. Employment & Employer Services conduct follow-up with participants to track job retention rates.

Part V

Coordination

Coordination

Internal services are coordinated within the agency, with the Low Income Home Energy Assistance Program and the Illinois Home Weatherization Program both being funded through the Department of Health and Human Services. Clients applying for one of the agency programs will be informed of all agency programs and, if the need is present, applications for appropriate programs will be taken at same time so to not make clients return for another appointment. This is performed for all programs except Housing Counseling, unless a housing counselor is providing the initial intake.

The Will County Continuum of Care is administered by the WCCCC. Member agencies work in partnership with other service agencies in case management using the HMIS (Homeless Management Information System). This links all participating agencies together in tracking the progress of homeless or at risk clients.

In 2015/2016 the agency received foundation grants/donations from the Aileen S. Andrews Foundation, Alliant Credit Union, D'Arcy Motors, Ecolab Foundation, First Midwest Bank, Full Circle Foundation, George M. Eisenberg Foundation, GKN Foundation, Joliet Junior Woman's Club, Joliet Kiwanis Charities, Old Plank Trail Community Bank, Ozinga Foundation, St. Mary Margaret Church, The Home Depot Foundation, and the Tony DeRosa Foundation

WCCCC has Memoranda of Understanding in place with many of the social service agencies in the county, as well as with the township offices, to formalize our partnerships and to better serve those in need of assistance. MOU's are in place with the following social service agencies:

- Agape Missions: provides services to formerly incarcerated individuals and people with HIV/AIDS
- Catholic Charities/Daybreak Center: provides emergency food, shelter, case management and support services to those in need
- Child Care Resource & Referral: promotes and facilitates affordable, quality child care
- Cornerstone Services: provides comprehensive services to people with developmental disabilities, mental illnesses, and physical disabilities
- Crisis Line of Will County: provides 24/7 Information & Referral, telephone counseling and support, suicide prevention and intervention
- Guardian Angel Community Services: offers services to individuals and families through the Dillard Harris Educational Center, Exchange Club Center, Foster Care, Groundwork, Partner Abuse Intervention Program, Sexual Assault Service Center, and Suzy's Caring Place
- Housing Authority of Joliet: promotes adequate and affordable housing free from discrimination
- IL Department of Human Services: assists with self-sufficiency, independence and health by providing integrated services
- Lamb's Fold Center for Women and Children: offers residency support services for homeless women, homeless pregnant women, and abused women with or without children
- MorningStar Missions: provides emergency food, shelter, case management, and support services
- Salvation Army: equips the community with tools necessary to live productive lives
- Senior Services Center of Will County: assists senior citizens through programs designed to maintain health and wellness, and remain independent
- Stepping Stones Treatment and Recovery: provides professional alcohol and drug treatment
- United Way of Will County: improves people's lives by mobilizing the community

- Veterans Assistance Commission: provides interim and/or emergency financial assistance for basic living expenses for honorably discharged veterans and their families
- Will County Regional Office of Education: serves as the intermediary between the IL School Board of Education and local schools; administers GED testing and homeless services
- Will/Grundy Center for Independent Living: informs persons with disabilities of their rights, educates about responsibilities, and provides support services and advocacy
- Will/Grundy Medical Clinic: provides free medical and dental care to adults who have no insurance

WCCC also has Memoranda of Understanding in place with 10 of our townships who offer General Assistance funds; referrals are made between the township offices and WCCCC as needed.

On a monthly basis the agency hosts an interagency meeting where networking with other social service agencies takes place. The meeting format is set up as a roundtable discussion where information is shared about various agency programs. The WCCCC also hosts monthly meetings for the various committees for the Continuum of Care. The WCCCC Executive Director and Program Directors are participants on several of the Continuum committees.

External agency coordination:

- St Vincent DePaul Resale Store
 - *307 N Chicago Street, Joliet IL 60432
 - *1820 W Jefferson Street, Joliet IL 60435
 Shop provides vouchers for free merchandise. WCCCC staff performs the intake and issues vouchers as part of our Information & Referral program.
- MorningStar Missions “Jump on the Bus”
 - 350 E Washington Street, Joliet IL 60433
 Sponsorship program to service 60 CSBG eligible youth by supplying school supplies for the school year 2016/2017.
- Illinois Bureau of Child Support Enforcement
 - 16 W Cass Street, 4th Floor, Joliet 60432
 Staff addresses child support with all single parent households with children to ensure that they are getting child support and makes referrals to Child Support Enforcement as appropriate.
- Employment and Employer Services
 - 223 West Jackson Boulevard, Suite 1005 Chicago Illinois 60606
 Provides job search, placement, and employment verification; have office onsite at WCCCC. WCCCC staff do initial intake and refers individuals to E & ES for enrollment and service.
- Cornerstone Services, Inc.
 - 777 Joyce Road, Joliet IL 60436
 Job coaching and on the job training for persons with developmental disabilities.
- Joliet Township High School District 204
 - 300 Caterpillar Drive, Joliet IL 60436
 The YESS Program provides social emotional services for at-risk high school students.
- Workforce Services Division of Will County
 - 2400 Glenwood Avenue, Joliet IL 60435
 The “Clothes4Work” closet is now housed at WCCCC. Seasonal professional clothing is provided at no cost to individuals interviewing for work or beginning a new job.

Internal agency coordination resources:

The following programs are administered by the agency, funded by non-CSBG sources.

- Housing Counseling – HUD
- Emergency Fund – Private Donations
- Low Income Home Energy Assistance Program – Department of Commerce and Economic Opportunity funded.
- Illinois Home Weatherization Program – Department of Commerce and Economic Opportunity funded.
- Will County Continuum of Care – Will County CDBG funded
- Home Repair program – various foundations, businesses and individuals
- Foreclosure Settlement Program – IL Attorney General’s National Foreclosure Settlement Fund
- ComEd Special Hardship Program – ComEd through the Illinois Association of Community Action Agencies
- Emergency Food and Shelter Program – United Way of Will County
- Down Payment Assistance – City of Joliet
- Illinois Hardest Hit Program – Illinois Housing Development Authority
- National Foreclosure Mitigation Counseling Round 10 – Illinois Housing Development Authority
- Emergency Solutions Grant – HUD/Will County Continuum of Care
- HOME Owner-Occupied Rehab – Will County
- Tenant Based Rental Assistance – Will County

Agency participation with local groups consists of:

- Administrative agency and partner of the Continuum of Care and HMIS
- Member of the Community Services Council of Will County
- Member of Joliet Region Chamber of Commerce and Industry
- Member of Southwest Suburban Philanthropic Network
- Participates in planning/evaluation of projects for other groups including the local Head Start, DHS and the Will County Center for Economic Development.
- As a HUD-approved Housing Counseling agency, we are listed on the HUD website along with other HUD-approved agencies throughout the state.
- Partner with the St. Vincent DePaul Resale Shop by screening clients for eligibility and issuing vouchers to purchase necessary household or clothing items.
- The HMIS plays a major part in the coordination of external participation linking many of the county social services together through this system
- WCCCC participates annually in the Back to School Fair (Catholic Charities/Daybreak Center).
- Presentations are set up at Chamber expos as well as various job and informational fairs held throughout the county.

Part VI
Innovative Community and
Neighborhood-Based Initiatives

Innovative Community and Neighborhood-Based Initiatives

WCCCC partners with the counties of Will, LaSalle, and Grundy as a part of their Foreclosure Mediation Programs to provide no-cost housing counseling to homeowners who have received a foreclosure filing and been summoned to Foreclosure Mediation Court. A trained housing counselor is at court on scheduled days to provide on-site foreclosure prevention counseling, and to schedule appointments for residents who need more comprehensive counseling services.

WCCCC has received a \$234,000 award through Will County to administer an owner-occupied rehab program.

WCCCC has received a \$140,000 award through Will County to administer a tenant-based rental assistance program.

WCCCC has received a \$774,925 award through the City of Joliet to administer a down payment assistance program.

WCCCC has recently been awarded a HUD grant for Housing Counseling.

WCCCC is the recent recipient of local Emergency Food and Shelter funds for utility assistance.

WCCCC has received a \$3,000,000 award through the Illinois Attorney General's National Foreclosure Settlement Awards. This 3-year program will allow provision of housing counseling, assistance for renters/homebuyers, and rehab and resale of vacant dwellings.

Due to the large Hispanic population, the Agency has continued to be an active member of the Hispanic/Latino Coalition of Will and Grundy County.

The DHS/Kid Care/Family Care program will be offered to all clientele that apply for any programs of WCCCC.

WCCCC is the administering agency for the Will County Continuum of Care, and houses the Homeless Services Director, Homeless Services Coordinator and the Homeless Services Specialist for the Will County Homeless Initiative.

WCCCC is the administering agency for the Homeless Management Information System, and houses the HMIS System Administrator for the tracking purposes of the Homeless Initiative in Will County.

In 2016/2017, CSBG will help fund the YESS Program (Youth Experiencing Success In School): offers guidance, mentoring, and counseling to high school students who need direct, immediate access to support services.

During 2015/2016, CSBG helped to fund the following community based initiatives:

Home Repair Program: In 2015 this program provided 16 homes with roofs, electrical, plumbing and structural repairs to maintain habitability of the dwelling.

WCCCC partners with Old Plank Trail Community Bank and First Midwest Bank to provide Financial Literacy Education to give families and individuals the tools to better manage their financial resources. Other banks, such as Fifth Third Bank, have also indicated an interest in partnering with WCCCC on this project.

Emergency Solutions Program (ESG): WCCCC provides financial assistance to stabilize housing for CSBG-eligible households at risk of becoming homeless. Assistance may be in the form of rental assistance, application fees, security deposits, utility payments and moving costs. CSBG funding is used as a match for the ESG Program.

Holiday Food Baskets: During the Christmas season, Holiday Food Baskets are distributed to 125 CSBG-eligible households that have children aged 16 or younger.

Jump on the Bus: WCCCC partners with MorningStar Missions to provide 60 children with school supplies for 2016/2017 school year.

The agency has also participated in or is scheduled for participation in the following fairs and events. Some of these events are recur annually:

- Community Resource Fair: Sponsored by Plainfield School District & Valley View School District
- Joliet Region Chamber of Commerce 2016 Expo: Sponsored by the Joliet Region Chamber of Commerce
- Families in Transition: Sponsored by the Will County Regional Office of Education/WCCCC
- Plainfield Township Abilities Fair: Sponsored by Plainfield Township
- Super Senior Resource Day: Sponsored by DuPage Township
- Rockdale Career Fair: Sponsored by Rockdale School District
- Teachers Expo: Sponsored by the Will County Regional Office of Education
- Mission Meals: Sponsored by One Love Global Wellness Foundation
- Senior Resource Fair: Sponsored by Senior Services Center of Will County
- Back to School Fair: Sponsored by Catholic Charities/Daybreak Center
- Back to School Fair: Sponsored by DuPage Township
- Joy Fest: Sponsored by Bolingbrook Community Volunteers
- Senior Celebration: Representative Emily McAsey
- Healthy Homes/Healthy Families: Sponsored by WCCCC
- Mainstream Benefits Forum: Sponsored by Will County Continuum of Care
- Kid's Fair: Senator Bertino-Tarrant
- Community Family Fair: Joliet School District 86
- Bolingbrook Rotary Club
- Joliet Kiwanis Club

Part VII

YOUTH PROGRAMMING

Youth Programming

WCCCC will collaborate with Joliet High School District 204 and other entities to provide the YESS Program (Youth Experiencing Success in School). There is an identified need for social/emotional services for at-risk high school students. Students who struggle with discipline, low academic achievement, or attendance have direct access to community-based support services on site, thereby providing immediate support and prevent students from falling through the cracks. Services are provided at consistent weekly sessions. The YESS program has improved attendance rates from 79.3% in 2005 to 92% in 2014. The number of incidences of fighting has dropped from 336 in 2005 to 104 in 2014, and expulsions have been dramatically reduced from 110 in 2005 to 36 in 2014. Other community partners in the YESS Program include the Joliet Park District, Greater Joliet YMCA, United Way of Will County, Aunt Martha's Youth Services, Joliet Police Department, Guardian Angel Community Services, and Child Care Resource & Referral.

In 2016, WCCCC will support MorningStar Mission's, "Jump on the Bus" program by providing clothing and school supplies for 60 CSBG eligible school age children as we have in the past. Participants are provided with clothing, shoes and a back pack full of school supplies for the new school year. We also assist in the application and distribution process. WCCCC also participates in Catholic Charities/Daybreak Center's "Back to School Fair", which provides children from low income households with back to school supplies, medical and dental exams, haircuts and other services.

The agency also refers clients to other youth focused service providers including: Girls Scouts of Greater Chicago and Northwest Indiana, Salvation Army, Lamb's Fold Women's Shelter, Child Care Resource and Referral, and Will County Children's Advocacy Center.

Part VIII

Outcomes

EMPLOYMENT

Problem Statement: ***Lack of on the job training for low-income and vulnerable population to enable them to secure employment.***

1.2 Job Counseling

National CSBG Goal 1: Low-income People become more self-sufficient.

Measurable Outcomes: Obtained skills/competencies required for employment (1.2.A)

Desired Outcome: A chance for the vulnerable population to obtain skills for employment.

Coordination: Cornerstone Services, Joliet Junior College, Lewis University, Governor’s State University.

Problem Statement: ***Lack of employment in low-income and vulnerable households.***

1.4 On the Job Training

National CSBG Goal 1: Low-income People become more self-sufficient.

Measurable Outcomes: Unemployed and obtained a job (1.1.A)

Desired Outcome: To connect customers with employment opportunities.

Coordination: Contract with Employment & Employer Services to seek employers to connect customer to employment opportunities

EDUCATION

Problem Statement: ***Advancement of technology requires workers to have higher education in order to attain a higher paying job. The number of low to semi-skilled jobs continues to decrease. Service jobs mostly pay much less than the \$15.00 per hour needed to afford a two bedroom apartment.***

2.7 Other Education Projects

National CSBG Goal 1: Low-income People become more self-sufficient.

Measurable Outcome: Make progress toward their post-secondary degree or certificate. (1.2.M)

Coordination: Joliet Junior College, Lewis University, Governor’s State University, University of St. Francis, Rasmussen College, Healthcare Training Institute, and Genesis Healthcare – advertising to students and Workforce Development to verify accredited Illinois Educational Institutions.

Desired Outcome: Individuals will make progress toward a post-secondary or vocational education program. To eventually obtain a certificate or degree, this will increase their possibilities for adequate employment.

2.9 Community Organization, Brokerage/Advocacy

National CSBG Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems.

Measurable Outcome: Youth increase academic, athletic, or social skills for school success. (6.3.B.5)

Coordination: Partner with MorningStar Mission for the Jump on the Bus Program to provide clothing, backpacks, and school supplies to CSBG eligible students.

Desired Outcome: Children better prepared for school with clothing and educational supplies.

INCOME MANAGEMENT

Problem Statement: *The basic necessities of life: shelter, utilities, food, transportation, clothing, etc., are not affordable to those on fixed incomes and the “working poor”.*

3.1 Housing Financial Counseling and Information and Referral

National CSBG Goal 1: Low-income people become more self-sufficient

Measurable Outcome: Number and percent of participants demonstrating ability to complete and maintain a budget for over 90 days. (1.3.B.1)

Coordination: Old Plank Community Trail Bank and First Midwest Bank give a presentation on banking and also open accounts for all participants upon completion of class. These accounts have no minimum balance and no monthly fees. First Midwest Bank also provides funding for customer accounts.

Desired Outcome: Low-Income people become educated on managing their finances and become more self-sufficient

Information and Referrals given to address problem:

- A. Partnership with St. Vincent’s Resale (Catholic Charities) to provide clothing and furnishing by means of voucher program.
- B. Continue Home Weatherization program to reduce heating bills.
- C. Continue LIHEAP program to help pay gas and electric bills.
- D. Solicit funding from private sources, as with Holiday Food Baskets and Emergency Funding.
- E. Include budgeting exercises in all CSBG work programs.
- F. Your Money / Your Goals; MoneySmart; Your Money & Your Life (Financial Education Class)
- G. Transportation assistance from Department of Human Services.

(Some of these approaches do not have a corresponding CSBG work program.)

Coordination: St. Vincent DePaul Resale, Daybreak/Catholic Charities, MorningStar Mission, Old Plank Community Trail Bank and First Midwest Bank.

Desired Outcome: Households will be better able to provide themselves with life’s necessities. Self-sufficiency is a very distant dream for those living a crisis-centered lifestyle.

3.2 Volunteer Income Tax Assistance (VITA)

National CSBG Goal 1:	Low-income people become more self-sufficient.
Measurable Outcome:	Number and percent of participants in tax preparation program who qualified for any type of Federal or State tax credit. (1.3.A.1)
Coordination:	We are calling the group the Low-Income Tax Assistance Coalition (LITAC). It includes the IRS, United Way of Will County, Spanish Community Center, Catholic Charities, Senior Services Center of Will County, Childcare Resource & Referral, Prairie State Legal Services, Center for Economic Progress, and Joliet Junior College. The IRS provides all the training, software for electronic filing, etc.
Desired Outcome:	To provide VITA Program to help to low- to moderate-income (generally, \$53,000 and below) people who cannot prepare their own tax returns. This program is a free service provided by certified volunteers / agency employees who receive training to help prepare basic and advanced tax returns.

HOUSING/ EMERGENCY SERVICES

EMERGENCY SERVICES

Problem Statement: ***Low income coupled with high cost of living presses many into crisis status. Low income household are not able to save for unforeseen circumstance and because of that they sometimes find themselves unable to pay their rent, mortgage, car repairs, child care, prescriptions, obtain required work clothes and/or equipment. Budgeting is a huge obstacle in most cases. Education on tenant rights and responsibilities are needed. Without emergency services in place some household will find themselves in a more vulnerable state. Homeowners are in need of education on their rights and responsibilities as a homeowner, and also on the possible options available to them from their lender and in some cases financial assistance.***

5.2 Emergency Assistance

National CSBG Goal 1:	Low-income People become more self-sufficient.
National CSBG Goal 6:	Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems.

Measurable Outcome: Emergency Rent or Mortgage Assistance. (6.2.C) and/or Emergency fuel or utility payments funded by LIHEAP or other public and private funding sources. (6.2.B)

Parents and other adults learn and exhibit improved family functioning skills. (6.3.C.2)

Employed and maintained a job for at least 90 days. (1.1.B)

Emergency Medical Care (6.2.F)

Units of Clothing 6.5.C and Emergency Clothing 6.5.K

Coordination: WCCCC receives referral from Salvation Army, Daybreak Shelter, Veterans Assistance Commission, Morning Star Mission, Stepping Stones Rehab, St. Vincent De Paul Resale Stores, mortgage companies, Will / Grundy Center for Independent Living, The City of Joliet, Will County, Habitat for Humanity, Joliet Housing Authority, Will County Township offices, various churches and others organization for emergency services for customers.

Housing and Urban Development (HUD) for training and certification of program.

Prairie State Legal Administration, Legal Assistance of Will County participate by doing a presentation at our certified renter's classes and answer any question the participants may have.

Child Care Resource and Referral, DHS, IDES and IETC/Workforce Development Council for referrals, Work'n Gear for equipment, various auto repair shops, uniform retail stores and dealerships to assist with any barriers.

Various pharmacies which accept vouchers. Educate customers on Wal-Mart four dollar prescription plan, Pharmaceutical Assistance Program, Will-Grundy Medical Clinic, Medicare Prescription Drug Program and the National Hook Up for Black Women for additional DCA funds for customer's prescriptions.

Desired Outcome: To help assist vulnerable household with unforeseen expenses that could ultimately avoid a serious crisis situation.

Other services / programs available to further address issues in low-income households:

- Continue IHWAP (Weatherization program) to help preserve warmth and cut utility bill cost.

- Continue work with Continuum of Care for homeless prevention.
- Continue work with Will County Legal Assistance Program in Mediation Court.

(Some of these services / programs do not have a corresponding CSBG work program.)

NUTRITION

Problem Statement: Many persons who could benefit from the county’s food resources are not aware of them as well as alternative resources of food which are largely untapped in the county.

6.3 Food Pantries/Shelves

National CSBG Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems.

Measurable Outcome: Food Boxes (6.5.A)

Coordination: Referrals to the Crisis Line of Will County and Department of Human Services. Maintain referrals to food pantries and other food sources.

Desired Outcome: To help supply needed nutritious food and winter clothing item to low-income families.

LINKAGES

Problem Statement: Low income persons are often not aware of the resources available to them. Some also have difficulty accessing services for various reasons.

7.1 Information and Referral

National CSBG Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.

Measurable Outcome: Information and Referral Calls. (6.5.E)

Coordination: Crisis Line of Will County maintains a comprehensive directory of services countywide. Townships and various volunteer groups are accessed for information on smaller, more local resources. Will County Continuum of Care and Interagency Network provide countywide view of services available.

Desired Outcome: Low Income persons will receive information on resources and programs available in Will County.

7.2 Family/Individual Counseling Program

National CSBG Goal 6:	Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.
Measurable Outcome:	Students and families seeking counseling and the reduction in negative outcomes throughout the school system. (6.3.B.2, 6.3.B.3, 6.3.B.4, 6.3.B.5)
Coordination:	Joliet Township High School District 204, Joliet Park District, Greater Joliet YMCA, United Way of Will County, Aunt Martha’s Youth Services, Joliet Police Department, Guardian Angel Community Services, and Child Care Resource & Referral.
Desired Outcome:	Students and families receive counseling and resources that will improve their quality of life. The goal is to improving attendance, test scores, graduation rate, and behavior and to decrease truancy and drop-out rate.

SELF-SUFFICIENCY

Problem Statement: ***Low-income households equipped with the knowledge, support, resources and assistance to achieve and maintain sustainability.***

8.5 Family Development /Intervention for Family Stabilization

National CSBG Goal 1:	Low-income People become more self-sufficient.
National CSBG Goal 6:	Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems.
Measurable Outcome:	Emergency Rent or Mortgage Assistance. (6.2.C) and/or Emergency fuel or utility payments funded by LIHEAP or other public and private funding sources. (6.2.B)
	Parents and other adults learn and exhibit improved family functioning skills. (6.3.C.2)
	Employed and maintained a job for at least 90 days. (1.1.B)
	Emergency Medical Care (6.2.F)
	Units of Clothing 6.5.C and Emergency Clothing 6.5.K

Obtained access to reliable transportation and/or driver license (1.2.F)

Obtained safe and affordable housing (1.2.H)

Obtained care for child or other dependents (6.4.B)

Coordination:

WCCCC receive referrals from Salvation Army, Daybreak Shelter, Veterans Assistance Commission, Morning Star Mission, Stepping Stones Rehab, St. Vincent De Paul Resale Stores, mortgage companies, Will / Grundy Center for Independent Living, The City of Joliet, Will County, Habitat for Humanity, Joliet Housing Authority, Will County Township offices, various churches and others organization for emergency services for customers.

Housing and Urban Development (HUD) for training and certification of program.

Prairie State Legal Administration, Legal Assistance of Will County participate by doing a presentation at our certified renter's classes and answer any question the participants may have.

Child Care Resource and Referral, DHS, IDES and IETC/Workforce Development Council for referrals, Work'n Gear for equipment, various auto repair shops, uniform retail stores and dealerships to assist with any barriers.

Various pharmacies which accept vouchers. Educate customers on Wal-Mart four dollar prescription plan, Pharmaceutical Assistance Program, Will-Grundy Medical Clinic, Medicare Prescription Drug Program and the National Hook Up for Black Women for additional DCA funds for customer's prescriptions.

Desired Outcome:

To help assist vulnerable household with unforeseen expenses that could ultimately avoid a serious crisis situation.

Other services / programs available to further address issues in low-income households:

- Continue IHWAP (Weatherization program) to help preserve warmth and cut utility bill cost.
- Continue work with Continuum of Care for homeless prevention.
- Continue work with Will County Legal Assistance Program in Mediation Court.

(Some of these services / programs do not have a corresponding CSBG work program.)

HEALTH

Problem Statement: ***Public health programs are very lacking in the provision of coverage for prescription drugs. Without medication, many illnesses will take much longer to heal and some will develop into life-threatening conditions.***

9.2 Dental Assistance

National CSBG Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems.

Measurable Outcome: Dental Care (6.2.F)

Coordination: Various dental offices, medical facilities, Veterans Assistance Commission of Will County, pharmacies, and Crisis Line of Will County for possible referrals.

Desired Outcome: Low-income people will receive needed dental assistance to help avoid potential health issues.

10.1 Assistance provided for Agency Development

National CSBG Goal 5: Agency Development

Measurable Outcome: Agency activities that increase the agencies capacity.

Coordination: Department of Commerce & Economic Opportunity and Illinois Association of Community Action Agencies

Desired Outcome: To ensure Board members are provided with training on duties and responsibilities as required by Organizational Standards, and staff development/training (including ROMA) is conducted on an ongoing basis.