



**2020 Livingston County
Community Needs Assessment**

Summary Produced by
Mosaic Collective, LLC
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Introduction

Mid Central Community Action (MCCA) conducts a local community assessment every year as required for recipients of a Community Services Block Grant (CSBG). In 2020, for the first time, the Community Needs Assessment is focused on Livingston County. In prior years, the assessment also examined McLean County. Both counties are served by MCCA. An assessment in McLean County was conducted in 2019, which fulfills the CSBG requirement to conduct a county-level assessment at least every three years. The Livingston County focus in 2020 provides an opportunity to dig deeper into the unique issues in Livingston County and supports MCCA's goal of learning more about more rural service areas. MCCA will include Livingston County results in the annual Community Action Plan (CAP) and will continue to collaborate with other community service providers to ensure the needs of Livingston County are addressed in a healthy and efficient way.

Major Findings

- **Top Three Needs.** The top three biggest needs among residents in 2020 are related to Basic Needs, Food Security, and Housing. Basic Needs in this survey includes Utilities, which was by far the most commonly cited Basic Need. Housing includes rent and mortgage assistance, which was the most cited Housing need.
- **Key Theme: Transportation.** Residents expressed needs related to the cost of getting and maintaining their own reliable vehicle, including license, insurance and fuel costs, in multiple questions. They also cited the need for reliable transportation to get to work and school. Stakeholders cited transportation as the most frequently identified barrier to getting or keeping a job for low-income residents, the second biggest barrier to self-sufficiency for low-income families, and the biggest need for elderly residents. While the County has an interstate and Amtrak station facilitating commerce and travel into and out of and through the county, improved transportation choices within the County for residents is clearly a need; this might include public options, but residents expressed a preference for help getting an affordable, dependable, personal vehicle.
- **Emerging Need: Oral Health Care.** Oral health care emerged this year as the biggest health need in Livingston County according to respondents of both surveys. Residents cited both the availability of dentists in the community and the need for dentists that take Medicaid as the #1 and #2 health needs overall. A majority (55%) of stakeholders reported "few" dental services available for low-income residents of the county.
- **Systems Issues: Economy and Infrastructure.** Many of the needs expressed in this assessment related to the availability of jobs, retail, and public infrastructure will require robust collaboration and systems-level change. The State's recent capital program should provide some opportunities for County leaders.

Methodology

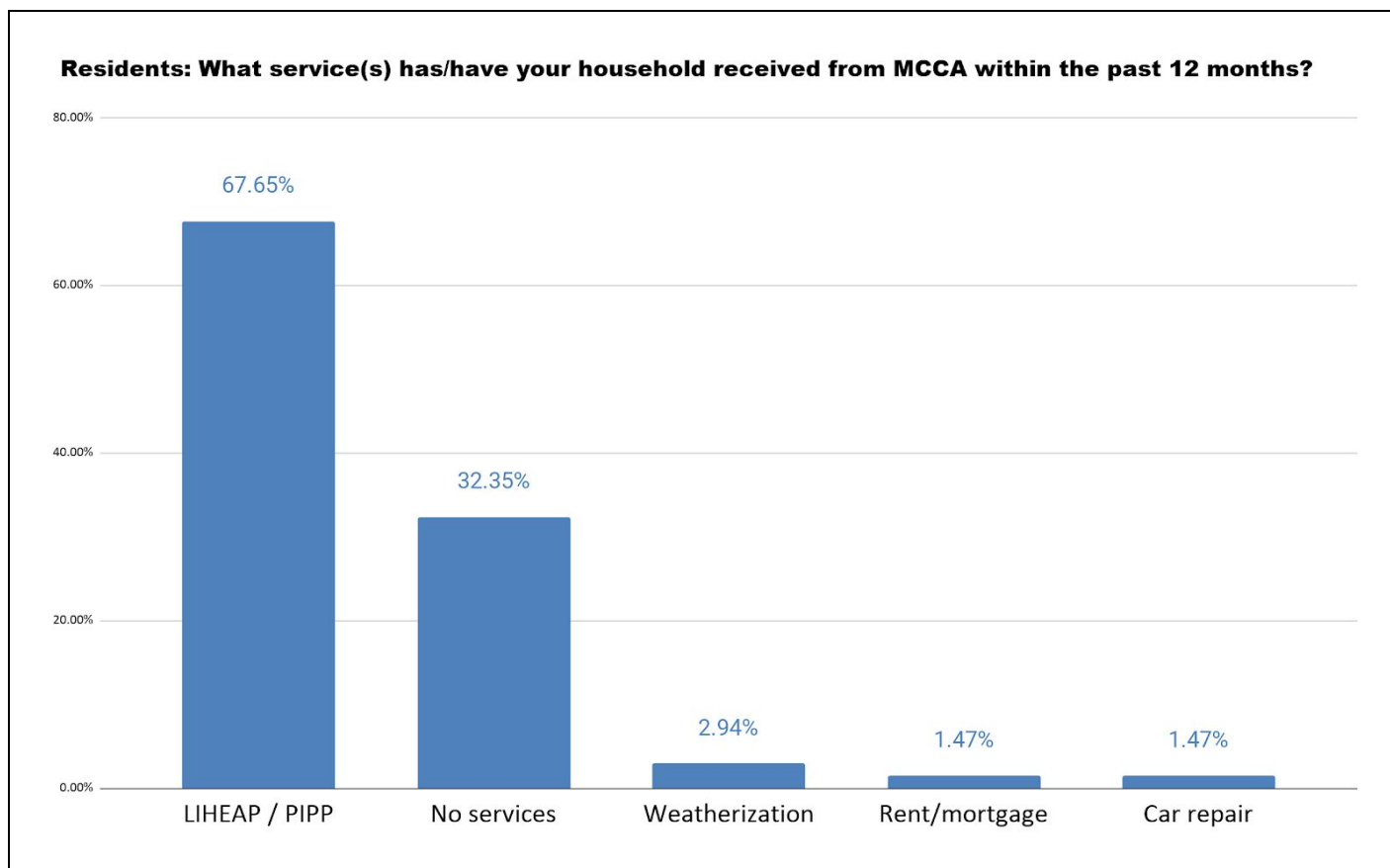
The community assessment process, as in prior years, utilized both primary and secondary data sources. Primary data was gleaned from a survey. Secondary data came from a variety of sources as explained below. Analysis of primary data and collection and synthesis of secondary data, as well as the production of this report, were managed by Mosaic Collective, LLC, an external consultant (consultant) contracted on a project basis for this purpose.

Primary Data Collection

The survey used for primary data collection was written in two versions: one for "community members" (i.e., residents of Livingston County) and a different one for "community stakeholders" (who either live and/or work in Livingston County, including employees or board members of community or social service agencies). Both the community member

and community stakeholder surveys were developed by MCCA staff in Survey Monkey, and then staff distributed both of the surveys on paper and in digital format. For the digital surveys, links for both the community and stakeholder groups were included on the home screen of MCCA's website (www.mccainc.org) and on MCCA's Facebook page. The link to the community member survey was also distributed via email to MCCA clients, and the link to the stakeholder survey was delivered via email to MCCA staff, board members, and contacts at other community and social service agencies in Livingston County. Hard copies of the community member survey were provided to MCCA clients by staff and were also distributed at community events and provider meetings in Livingston county throughout the year. Completed surveys from both groups were collected in the spring and early summer of 2020. Data entry for paper copies was manually entered into Survey Monkey by MCCA staff. Once the survey response period ended, all of the data from both survey groups was exported from SurveyMonkey into Microsoft Excel by the consultant, and then uploaded from Excel to Google Sheets for analysis, creation of graphics, and production of this final report.

In total, 113 people responded to the Livingston County Community Assessment survey in 2020. Of those, 106 were valid and included in the following analysis. Ninety three (93) individuals responded to the **"Community Member" (residents)** survey. Seven (7) of those ninety three respondents were excluded from all of the following analysis, because they reported residing outside Livingston County, leaving eighty-six (86) valid community member responses. Throughout the rest of this report, the community member group will be referred to simply as "residents." Residents were asked, "What services has your household received from MCCA within the last twelve months? Select all that apply." Eighteen respondents skipped this question, and 32.35% of those that responded stated they received no MCCA services in the prior year. Among those that responded, the most commonly cited service was "Energy assistance (LIHEAP/PIPP)," which was reported by 46 respondents. This is over half of all valid residents' responses (53.5%) and over two-thirds (67.65%) of those that answered this question. This pattern is consistent with years and most likely impacts the general results since most resident survey respondents sought help with energy bills.



Twenty (20) individuals identifying as “**Community Stakeholders**” (**stakeholders**) completed the stakeholder survey and all of these responses were included in the analysis. Eighteen (18) of those reside in Livingston County and two (2) of those reside in McLean County but work in Livingston County. Unlike in 2019 when most of the community stakeholders were MCCA staff and board members (64.8%), only one (5%) stakeholder respondent in 2020 was a MCCA staff member; 55% of stakeholder responses were collected from “other” community stakeholders and 40% were collected from “board or staff of another community agency (not MCCA).” Throughout the rest of this report, the community stakeholder group will be referred to simply as “stakeholders.”

Secondary Data Collection

During the analysis phase, the consultant retrieved additional data and information from secondary sources including the 2019 Livingston County Community Health Needs Assessment (CHNA), 2019 - 2020 Heartland Head Start Community Assessment, the Livingston County Health Department, the Greater Livingston County Economic Development Department, the Pontiac Chamber of Commerce, Heartland Community College Pontiac Campus, the Grundy-Livingston-Kankakee Workforce Board, and the US Census Bureau. Secondary data sources are referenced, where applicable, throughout this report.

Demographics

Please note that the total number of responses for a particular demographic may not add up to the total responses since not all items were answered by all respondents. Whenever comparisons to the general population are made, the source for comparison data is the US Census Bureau (see www.data.census.gov). Of particular importance, readers should note that the vast majority of all respondents across both surveys were women and living in zip code 61764 (Pontiac). Respondents to the resident survey were most likely to be female, young, receiving at least one public benefit, have a high school level education, single, living in a household with no children, and/or white. Respondents to the stakeholder survey were more likely to be female and/or nearing middle age. Stakeholders were not asked about benefits, disability, education level, household size, income level, marital status, or race/ethnicity, so no general profile is available for stakeholders.

Age

Age information was collected from both residents and stakeholders; one (1) stakeholder and three (3) residents skipped this question. The majority of residents were younger, with the greatest number of respondents in the 26-35 age group (23.3%). This is generally consistent with prior years. In contrast, the stakeholders were more likely to be a little older, with the greatest number of respondents in the 46-55 age group (35%). In general, age groups were well distributed for both surveys. There were no stakeholders above the age of 66, which is consistent with the fact that stakeholders often work at other social service agencies and thus are not of retirement age.

Age Range	# Stakeholders	% Stakeholders	# Residents	% Residents
18-25	2	10.0%	3	3.5%
26-35	2	10.0%	20	23.3%
36-45	3	15.0%	14	16.3%
46-55	7	35.0%	14	16.3%
56-65	4	20.0%	17	19.8%
66+	0	0.0%	15	17.4%

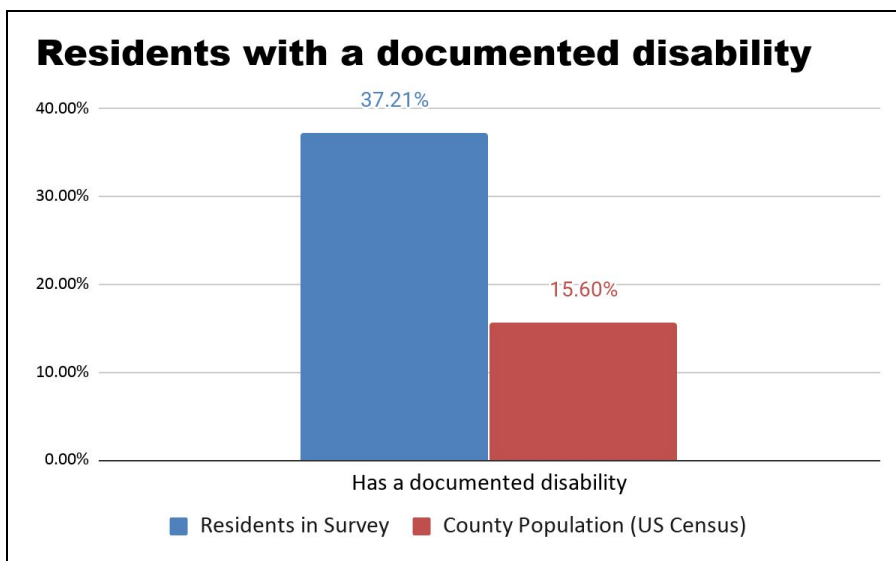
Benefits

For the third year in a row, the vast majority of residents reported receiving Supplemental Nutrition Assistance Program (SNAP [73.49%]), followed by Medicaid (55.42%). Over the past three years, the portion of residents that receive Medicaid has decreased, while the portion that report receiving Medicare has increased. (Note that Medicare was not included as a choice on this survey question before 2019. However, this trend may be consistent with the aging population of Livingston County.) The portion receiving food at food pantries and Low Income Home Energy Assistance Program (LIHEAP) has also increased.

Residents Receiving Benefit	2018	2019	2020
SNAP	55 (70.5%)	86 (64.2%)	61 (73.49%)
Medicaid	47 (60.3%)	75 (56.0%)	46 (55.42%)
Medicare	N/A	36 (26.9%)	37 (44.58%)
Food pantries	25 (32.1%)	37 (27.6%)	35 (42.17%)
LIHEAP	16 (20.5%)	34 (25.4%)	22 (26.51%)
Percentage of Income Payment Plan (PIPP)	4 (5.1%)	4 (3.0%)	7 (8.43%)
Free or reduced child care costs	8 (10.3%)	4 (3.0%)	6 (7.23%)
Housing vouchers or subsidies	4 (5.1%)	3 (2.2%)	4 (4.82%)

Disability

Among residents, a much higher proportion reported having a documented disability (37.2%) compared to the general population (15.6%). (Three residents skipped this question.) This pattern is consistent with prior assessments and with the fact that many people with a documented disability rely on the services of providers like MCCA.



Education

Among residents, the greatest number of respondents reported achieving a high school diploma or equivalent as their highest level of education (56.98%) which is higher than the general population. According to the US Census, 89.3% of Livingston County's population has a high school education or higher by age 25. In contrast, only 27.91% of survey respondents reported educational attainment beyond high school. These patterns are consistent with prior surveys in Livingston County.

Highest Level of Education	# and % of Residents
K-12 grade / non-graduate	13 (15.12%)
High school diploma / GED	49 (56.98%)
Trade or vocational school	6 (6.98%)
Some college	12 (13.95%)
Associate's degree	3 (3.39%)
Bachelor's degree	1 (1.16%)
Master's degree / Post-graduate degree	2 (2.33%)

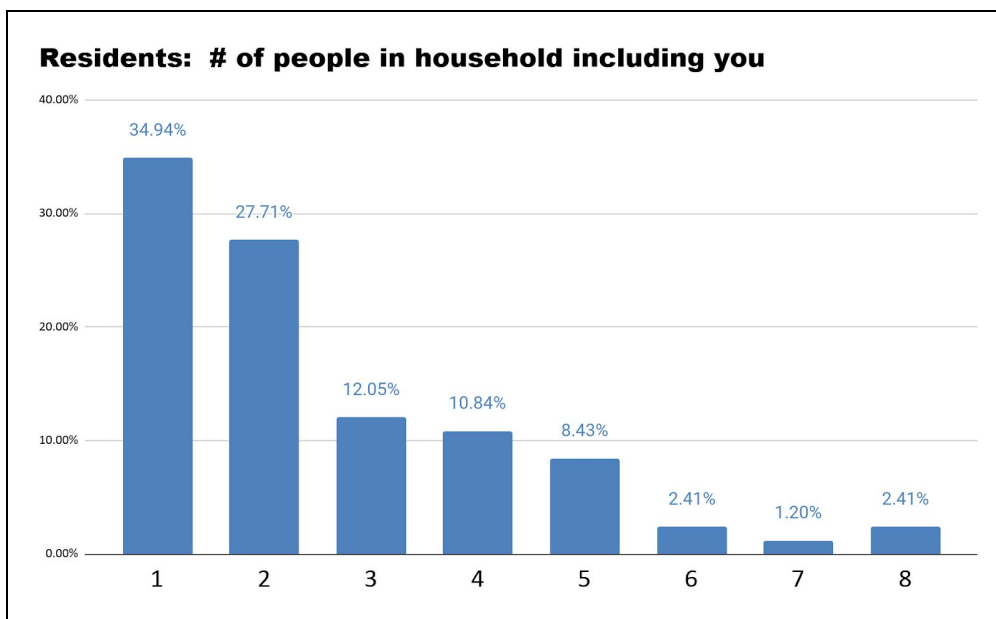
Gender

Gender information was collected from both residents and stakeholders. Females comprise 49.8% of the general population in Livingston County but were 85.54% of residents and 95% of stakeholders in the survey. For the past three years, no respondents in either category have identified as “transgender/non-binary” or “other,” and the vast majority have been female. Three (3) residents skipped this question.

Gender	Residents	Stakeholders
Female	71 (85.54%)	19 (95%)
Male	12 (14.46%)	1 (5%)

Household Composition

The general composition of residents' households, in terms of size and number of children present, has not changed significantly since prior surveys. Collectively, residents in the survey population live in households with an average of 2.54 persons, which is higher than in the prior two years (2.43 in 2019; 2.44 in 2018) and also higher than Livingston County (2.37 persons [US Census]). The majority of respondents reported a household of one (1), which is consistent with the fact that most respondents also reported being single and in the 26-35 age bracket.



The number of residents who report having children under 18 years old in the household has been somewhat variable since 2018 (51.7% in 2018; 42.2% in 2019, 47.89% in 2020). Seventeen residents skipped this question in 2020, which may have impacted results.

Income

Residents were asked two questions about their household income: net monthly income and sources of income. Related data for each measure are below. Among the residents surveyed, 89.15% reported netting less than \$2,000/month in 2020 (< \$24,000 per year). The median full-time earnings for the average woman in Livingston County is \$32,623 (US Census).

Residents' Net Monthly Income	2018	2019	2020
No income	12 (17.9%)	23 (19.5%)	8 (9.64%)
\$1 – 1,000	24 (35.8%)	33 (28.0%)	26 (36.14%)
\$1,001 – 2,000	27 (40.3%)	54 (45.8%)	35 (43.37%)
\$2,001 – 3,000	4 (6.0%)	4 (3.4%)	5 (7.23%)
\$3,001 – 4,000	0 (0%)	2 (1.7%)	0 (0%)
Over \$4,000	0 (0%)	2 (1.7%)	2 (3.61%)

While as shown in the Analysis above under “economic stability,” most respondents reported “no change” or “decreased” *annual* income, as a group, there is a small trend towards higher *net monthly* household incomes over the past three years. A greater portion of residents reported \$2,001 or higher in 2020 compared to prior years (10.84% in 2020; 5.8% in 2019; and 6.0% in 2018). There is no immediately obvious explanation for these two seemingly conflicting patterns, although it should be noted that ten (10) respondents skipped the net monthly income question (11.6%), which may have affected the results. Regardless, those netting between \$1,000 and \$2,000 per month have consistently been the largest group of respondents.

Residents were asked to report all of their sources of income by choosing all that applied from a list. The majority of residents reported one (1) source of income (74%); one (1) respondent skipped this question. Of all the possible sources of income, the greatest number of respondents indicated receiving Social Security income (41.18% [see important related note in “Limitations”]). Other results are shown below.

Residents' Source(s) of Household Income	2018	2019	2020
Social Security	13.2%	22.2%	41.18%
Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI)	17.1%	17.0%	31.76%
Employment	34.2%	40.7%	28.24%
No income	13.2%	14.8%	7.06%
Child support/alimony	9.2%	8.1%	7.06%
Unemployment insurance	6.6%	0.0%	3.53%
Self-employed	2.6%	3.7%	2.35%
Pension/retirement plan	2.6%	5.9%	1.18%
TANF/FIP	1.3%	2.2%	1.18%
Other (includes Family, Workman's Comp, SSA, Veteran's Disability, Unspecified)	2.6%	4.4%	5.90%

The large percentage of respondents receiving SSI or SSDI is generally consistent with the large percentage of respondents with a documented disability. For three years in a row, no one in Livingston County has reported any General Assistance/Township income, so that line was eliminated from the table above.

Marital Status

In each year since 2018, most residents reported being single, although the proportion of singles has trended down. Conversely, the percentage of those reporting being divorced or widowed has trended up since 2018. Two (2) respondents skipped this question.

Marital Status of Residents	2018	2019	2020
Single	43 (58.1%)	50 (37.0%)	30 (35.71%)
Married	14 (18.9%)	29 (21.5%)	16 (19.05%)
Separated	6 (8.1%)	5 (3.7%)	8 (9.52%)
Divorced	7 (9.5%)	41 (30.4%)	19 (22.62%)
Widowed	4 (5.4%)	10 (7.4%)	11 (13.10%)

In all three years shown above, “Other” was provided as a choice, but zero (0) respondents chose that answer in any year. In 2018, “Common Law” was an option, but zero (0) respondents from Livingston County chose that option. “Common Law” was eliminated from the list of choices beginning in 2019, and “Other” was eliminated from in 2020.

Race/Ethnicity

As shown below, the race/ethnicity of survey respondents is consistent with that of the general county population, except for responses missing from the smallest minorities among the general population (Native American/Alaskan Native, Asian, and Native Hawaiian/Pacific Islander). Residents were allowed to choose more than one item.

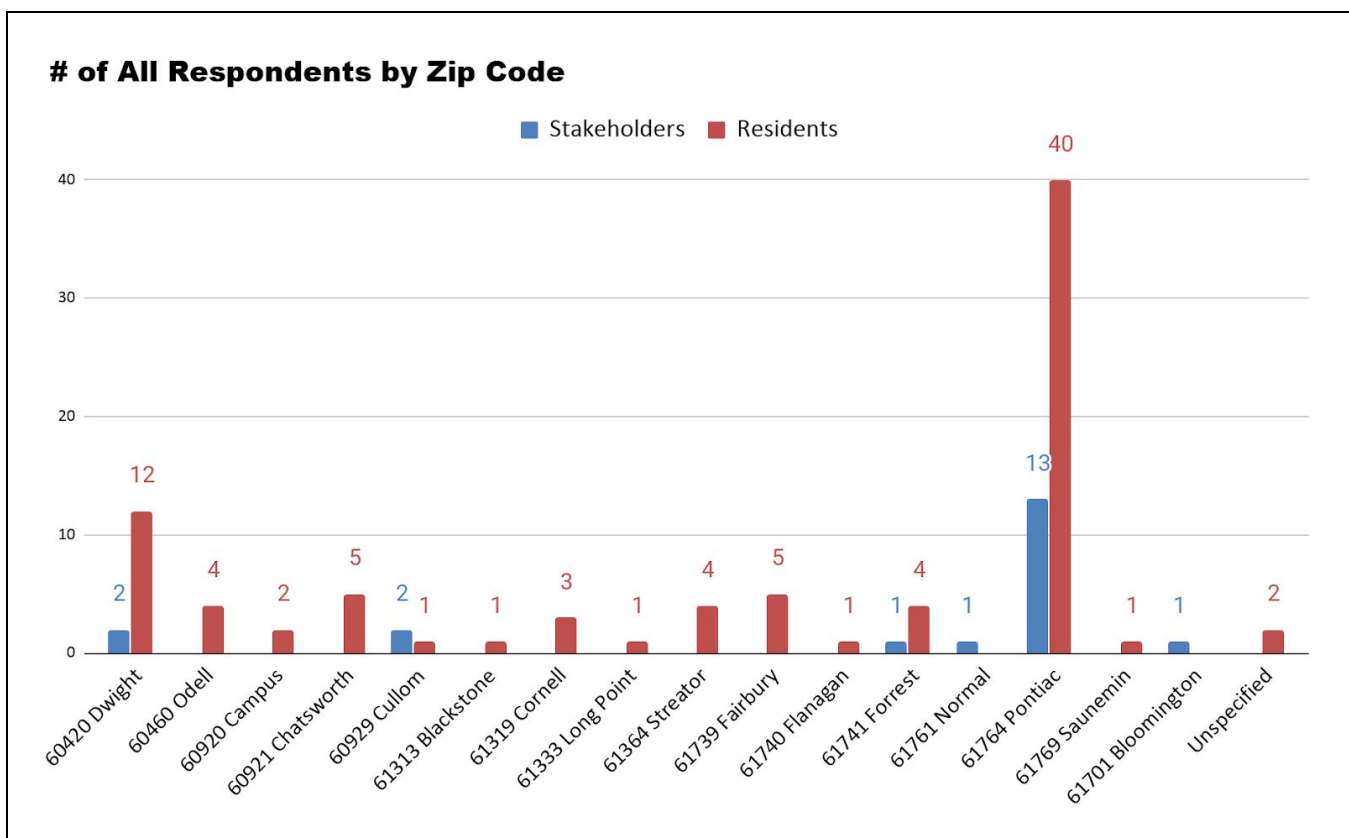
Race/Ethnicity of Residents	# Survey Respondents	% Survey Respondents	% of County Population (US Census)
Caucasian/White	72	83.72%	88.80%
Other (>1)/Unspecified	7	8.14%	1.60%
African American/Black	5	5.81%	4.30%
Hispanic or Latino/a	2	2.33%	4.80%
Native American or Alaskan Native	0	0.00%	0.30%
Asian	0	0.00%	0.90%
Native Hawaiian/Pacific Islander	0	0.00%	<.01%

Veteran Status

Four (4) residents (4.65%) reported being veterans. This is a lower percentage than in previous years (8% in 2018; 9% in 2019) and a lower percentage of Veterans compared to the general county population (9.2% [US Census]). Three (3) respondents skipped this question, so it’s possible that some residents chose not to disclose a Veteran status.

Zip Code

Residents and stakeholders both reported their zip code of residence. Responses from residents that reported zip codes that are not located within Livingston County were removed from the assessment data. One resident stated that they reside in Livingston County but did not specify a zip code. Stakeholders residing outside Livingston County were permitted if they work in Livingston County. That response was included in the analysis for all questions. The greatest number of valid responses on both surveys were from 61764, which includes Pontiac (46.51% of residents; 65% of stakeholders). Respondents from this zip code were disproportionate to the county population; 31.57% of the County population resides in 61764. However, this is somewhat predictable since Pontiac is the county seat and home to most of the services available in the region. Dwight, which is in zip code 60420, is the second most populated area of the county (11.20% of the population), and tracked more closely with responses on both surveys (13.95% of residents, 10% of stakeholders). Some zip codes had no responses, including 60934 (Emington), 61311 (Ancona), 61743 (Graymont), and 61775 (Strawn). Details are pictured in the chart below.



Analysis

The questions on the resident and stakeholder surveys used in Livingston County for 2020 are different both from each other and also to some degree from the formats used in previous years, and thus cannot be directly compared to one another or to prior results. Results are presented below in alphabetical order by topic, and discussion centers around areas of need as identified by one or both groups. Comparisons to the state or US or other secondary data sources are provided for context. Please refer to the Appendices to review the exact wording for each question and answer choices if needed.

Biggest Need(s) Overall

Residents

Residents responded to a series of questions about needs they may have organized by topic, including (in alphabetical order) basic needs, child care and child development, education, employment, food and nutrition, health, housing, financial and legal, parenting and family support, safety, and transportation. For each question, residents had the option to either skip the question entirely, or choose “My family and I do not have a need” [in this area]. Among those that answered the questions, “Basic Needs” was the most commonly identified need in 2020 (55% of residents that responded), which is consistent with prior years.

Rank	Area of Need	% Residents that need help
1	Basic Needs	55.00%
2	Food & Nutrition	43.21%
3	Housing	35.90%
4	Health	35.53%
5	Financial & Legal	32.93%
6	Transportation	30.00%
7	Employment	19.54%
8	Education	17.50%
9	Safety	16.95%
10	Parenting & Family Support	10.61%
11	Child Care & Development	8.82%

The table below shows which specific problems residents reported having under each area of need shown above, in the same order. In some cases, there was a tie between two or three specific problems in a category.

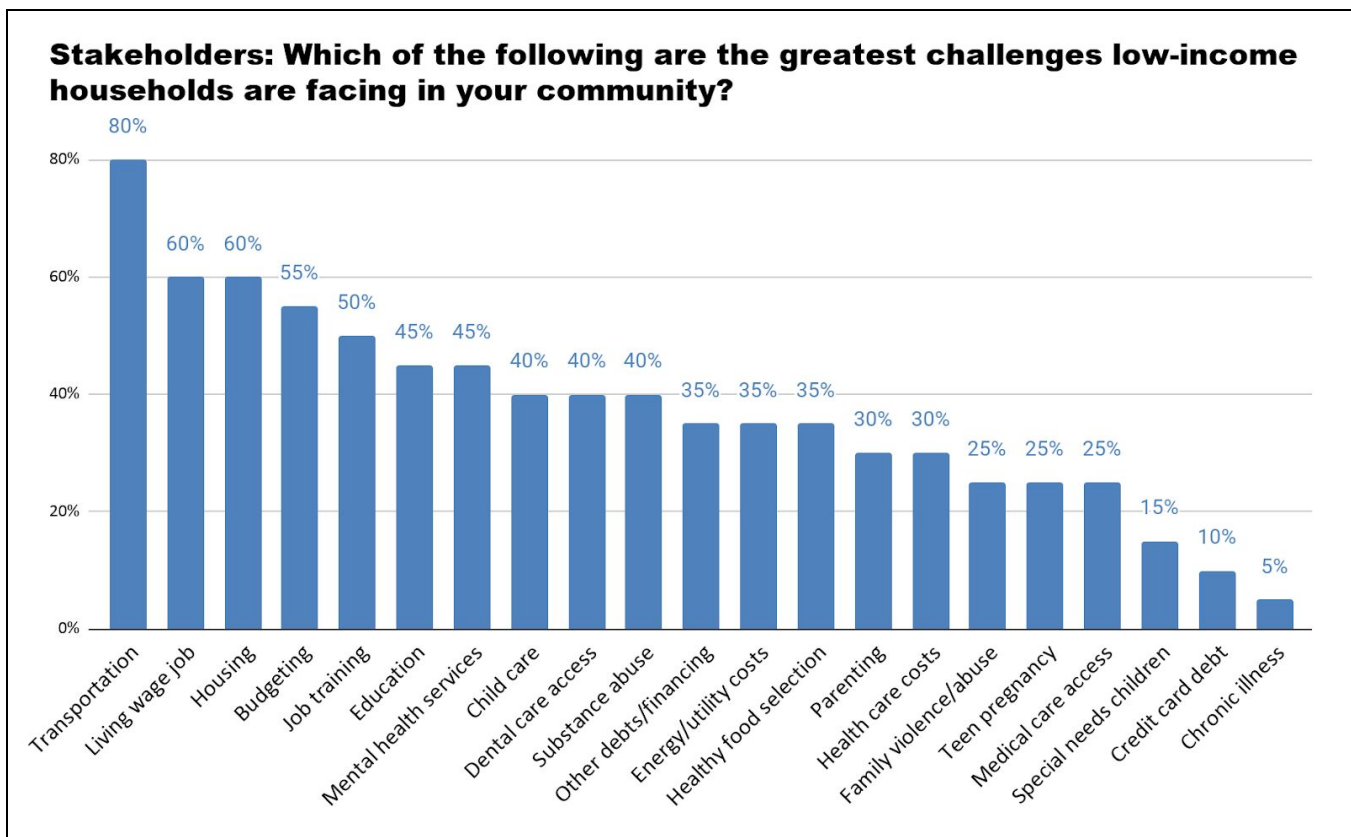
Area of Need	Most Common Problem	% that need help with most common problem
Basic Needs	Utilities	43.75%
Food & Nutrition	Getting food from food pantries/banks	16.05%
	Having enough food at home	16.05%
Housing	Help with rent/mortgage	23.08%
Health	Dental care availability	14.47%
Financial & Legal	Budgeting	13.41%
Transportation	Buying dependable car	10.00%
	Car repairs	10.00%
	Registration/license fees	10.00%
Employment	Education/training	9.64%
Education	Getting HSD/ GED/HSED	7.50%
Safety	In parks/playgrounds	8.47%
Parenting & Family Support	Bullying/violence of child's friends	4.55%
	Helping child cope w/ stress/depression/emotions	4.55%
Child Care & Development	Financial assistance with school/club activities	4.41%

The table below shows the top six specific problems cited by residents, in order of most to least common, the past three years in Livingston County. Utilities is consistently the most commonly cited problem, which is predictable since most respondents are MCCA's LIHEAP/PIP clients. Food security and paying for housing have both moved up in terms of importance since 2018. In 2020, dental care access and buying a dependable car appear in the top six problems for the first time in the past three years. Meanwhile, problems like budgeting, finding a full-time job, getting personal care items, and car repairs have fallen off the list. These trends seem to suggest that more people in Livingston County might be struggling with more basic needs than in prior years (e.g., food and housing). The inclusion of "getting food from food pantries/food banks" every year may suggest a transportation barrier in addition to food insecurity.

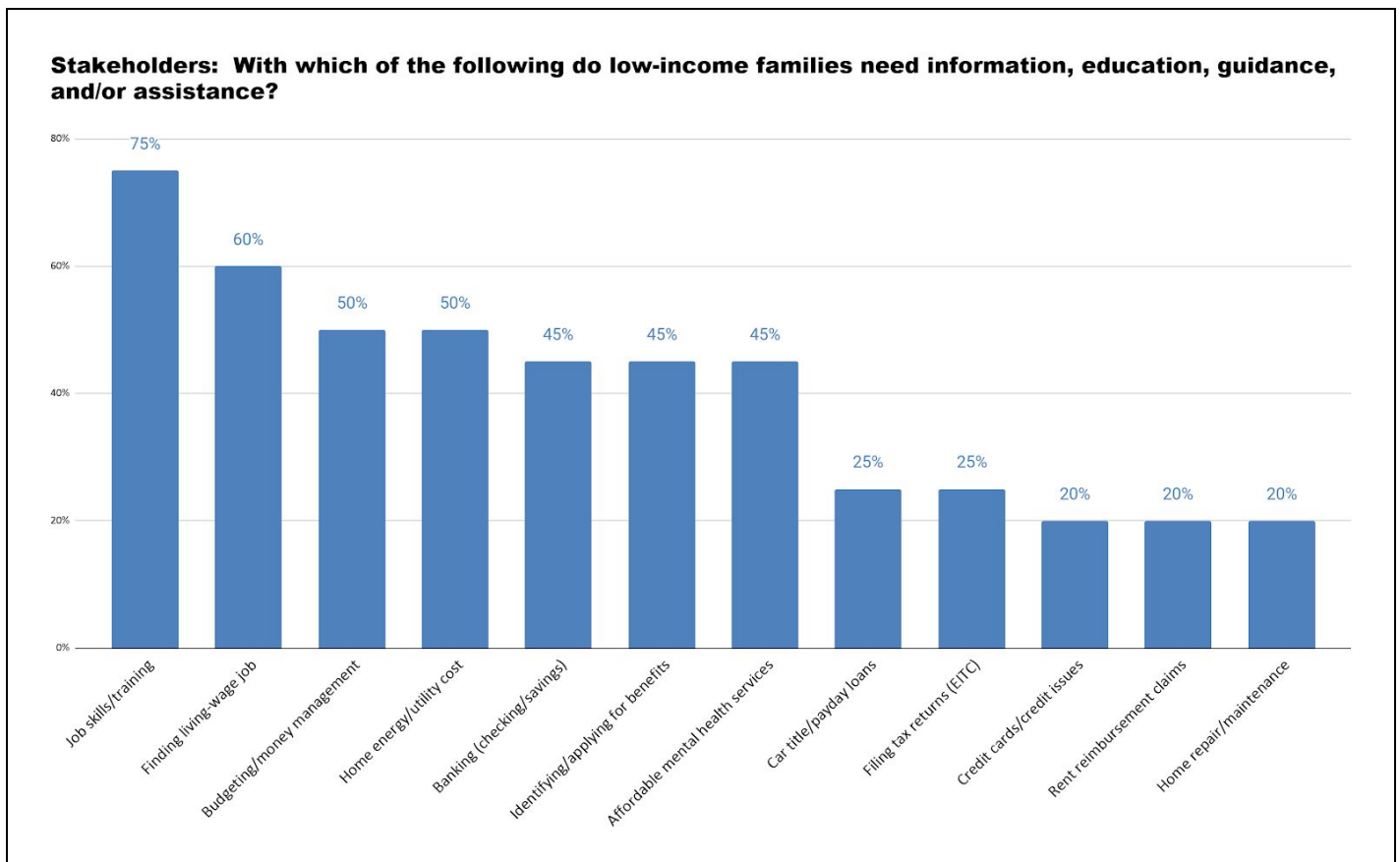
Rank	2018	2019	2020
1	Utilities	Utilities	Utilities
2	Budgeting	Getting food from pantries/banks	Having enough food
3	Finding full-time job	Budgeting	Getting food from food pantries/banks
4	Getting food from pantries/banks	Finding full-time job	Rent or mortgage
5	Rent or mortgage	Personal items	Dental care availability
6	Car repairs	Rent or mortgage	Buying dependable car

Stakeholders

Stakeholders were asked two questions about their perceptions of the biggest needs among low-income households in Livingston County. First, they were asked, "which of the following issues do you believe are the greatest challenges low-income households are currently facing in your community? Select all that apply." All 20 stakeholders responded and the most commonly chosen answer was "transportation." Other results are shown below.



Next, stakeholders were asked: “Of the following, with which of these do you believe low-income families need information, education, guidance, and/or assistance? Select all that apply.” All 20 stakeholders responded; the most commonly chosen answer was “obtaining job skills/training.” All responses are displayed below.



Basic Needs

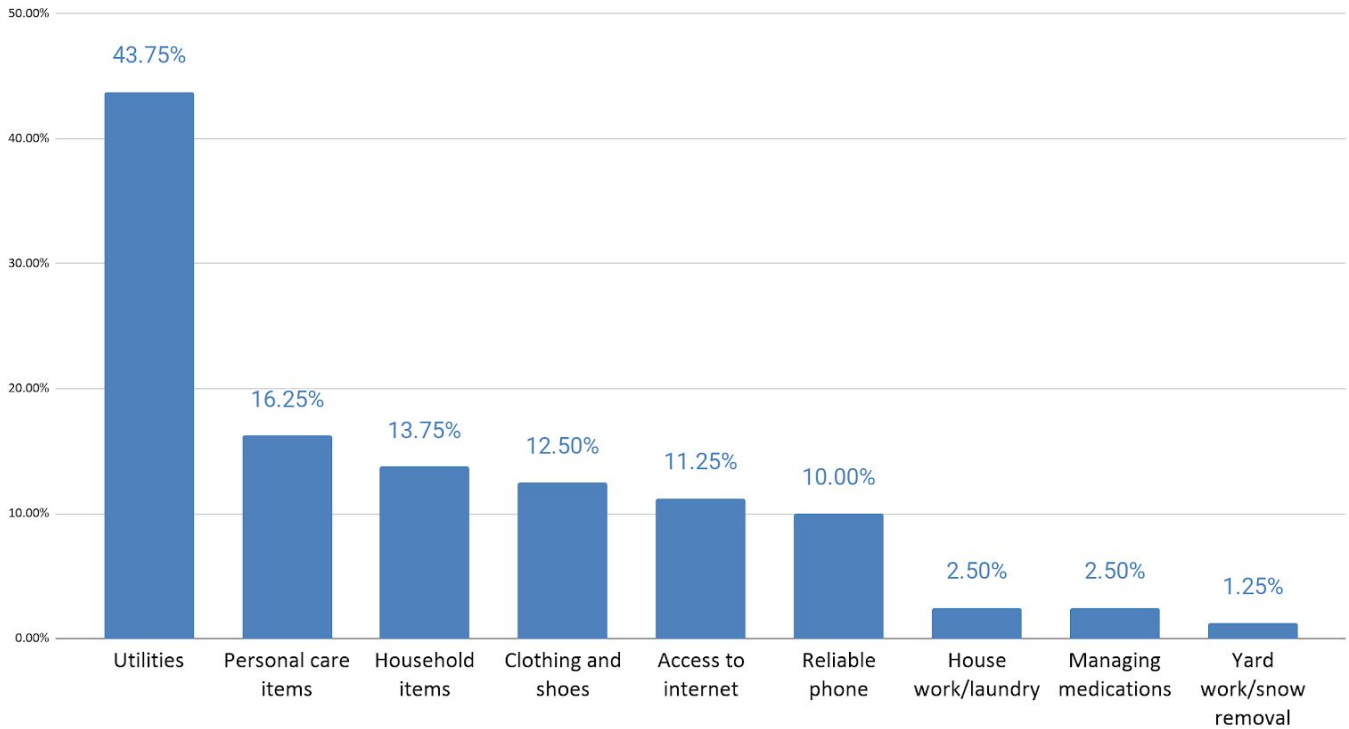
Residents were asked two questions about their unmet Basic needs. Stakeholders were not asked any similar questions.

First, when residents were asked “which basic needs could you or your family use help with? Select all that apply,” six (6) respondents skipped the question and 45% stated they did not need help. Of those that did indicate a need, the greatest number cited “getting financial assistance with my utility bills (heating, electric, and/or water).”

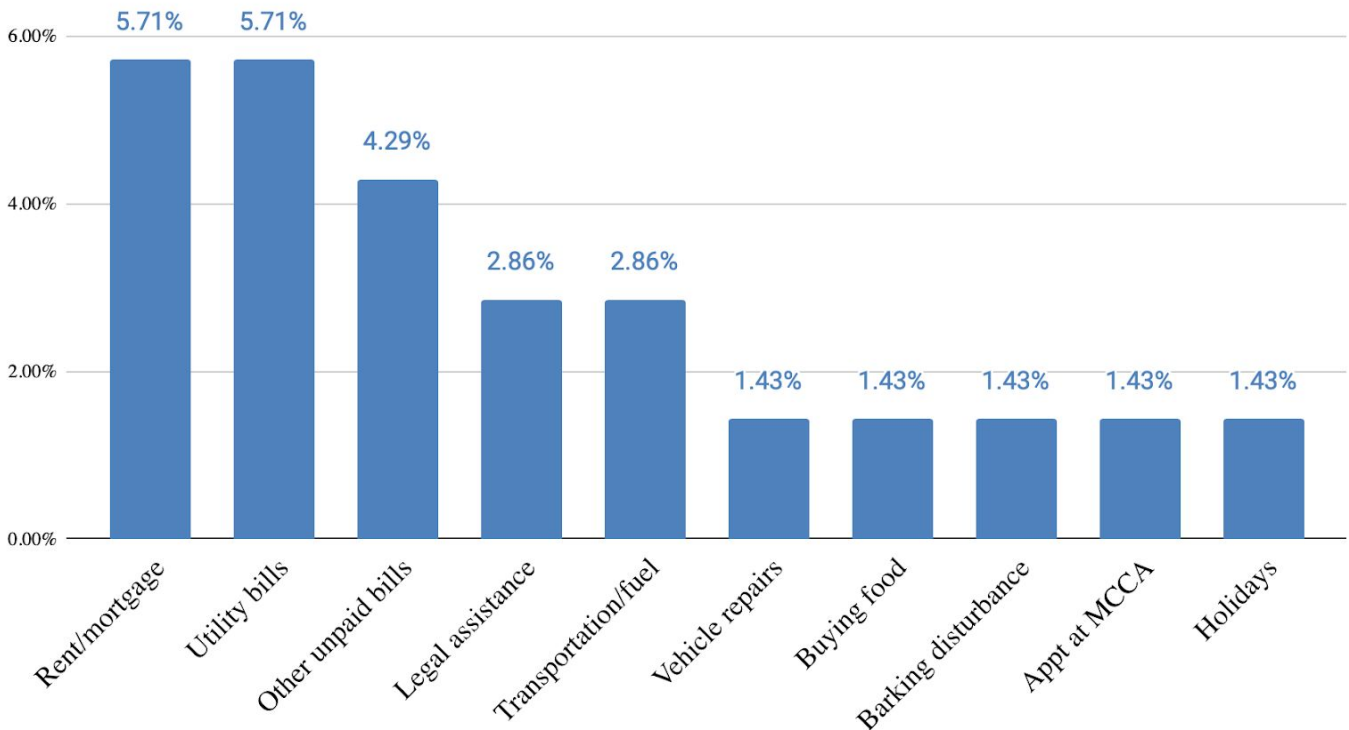
Residents were also asked an open ended question about unmet basic needs, as follows: “Are there any problems or needs that you or your family faced within the last 12 months that you were unable to get help with?” Respondents could check “No” or write in their own answer. Sixteen (16) residents skipped this question; fifty-six (56) checked “no” (80%). Write-in answers were grouped into similar categories. The most common answers pertained to rent or mortgage payments.

All of the responses from residents for both of these basic needs questions are displayed in the two charts below.

Residents: With which basic needs could you or your family use help?



Residents: With which problems or needs were you or your family unable to get help in last 12 months?



Child Care & Development

The perceived need for help with child care varies between residents and stakeholders. While residents are more likely to state they do not need help with child care compared to other questions about different needs, most stakeholders reported that there are few child care programs for low-income families in Livingston County.

Residents

Community members were asked “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.” Those without children were instructed to skip this question; 68 respondents answered and 18 skipped this question. Of those that responded, 91.18% stated they did not need help. Of those that did indicate a need for help, the greatest number cited “financial assistance with school/club activities.” Other results are listed below.

Child Care Needs	% of Residents
Financial assistance with school/club activities	4.41%
Finding evening/nighttime child care	2.94%
Financial assistance with child care	2.94%
Financial assistance with school supplies	2.94%
Financial assistance with school fees	2.94%
Child care in convenient location	1.47%
Affordable child care	1.47%

Stakeholders

Stakeholders were asked, “are there child care programs for low-income families available in your community?” All 20 stakeholders responded; results are shown below.

Availability of Child Care Programs	% of Stakeholders
Many programs	5.00%
Some programs	25.00%
Few programs	55.00%
No programs	15.00%

Economic Stability

Economic Stability is not a specific category on the resident survey; this category was created for this report for discussion purposes. According to the US Census, the poverty rate in Livingston County is 13.8% for all households which is higher than Illinois (12.1%), and the poverty rate for children under the age of eighteen is 19.6%, which is also higher than Illinois (16.2%).

Residents

Related to economic stability, residents were asked a couple of questions. First, they were asked, “in the past 12 months, how has your household's income situation changed?” Three (3) respondents skipped this question. Only 9.64%

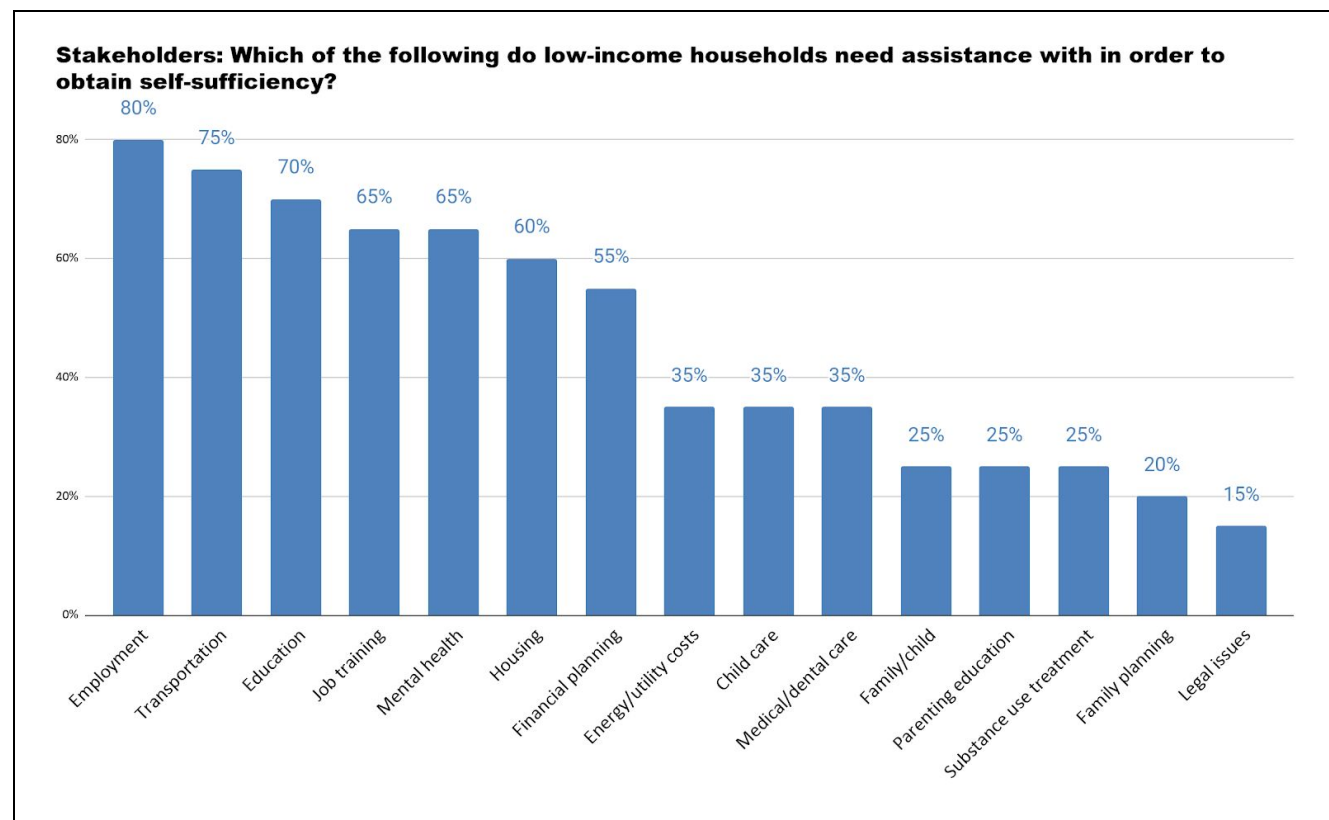
of residents reported an increase in income over the past twelve months; meanwhile, the consumer price index increased 0.6% from June 2019 - June 2020 (US Bureau of Labor Statistics). This suggests that income levels in Livingston County aren't keeping up with the cost of living for many residents. Residents were also asked, "When you think about your adult family, friends, and neighbors, how many of them might say something like, "Where am I going to find money to pay for that?" Eleven (11) respondents skipped this question; nearly one in six (16%) of residents said "almost everyone" they knew might say something like that. Other results are shown below.

Change in Household Income Past 12 Months	% of Residents
No change in income level	47 (56.63%)
Decreased income	28 (33.73%)
Increased income	8 (9.64%)

% of people you know that have trouble finding money to pay for something	% of Residents
Almost none (0-5%)	22.67%
Some (6-33%)	20.00%
Quite a few (34-66%)	28.00%
Most (67-95%)	13.33%
Almost everyone (96-100%)	16.00%

Stakeholders

Stakeholders were asked, "which of the following areas do you believe low-income households need assistance with in order to achieve or maintain self-sufficiency? Select all that apply." All 20 stakeholders responded; the most commonly chosen answer was employment (80%). All responses are displayed below.

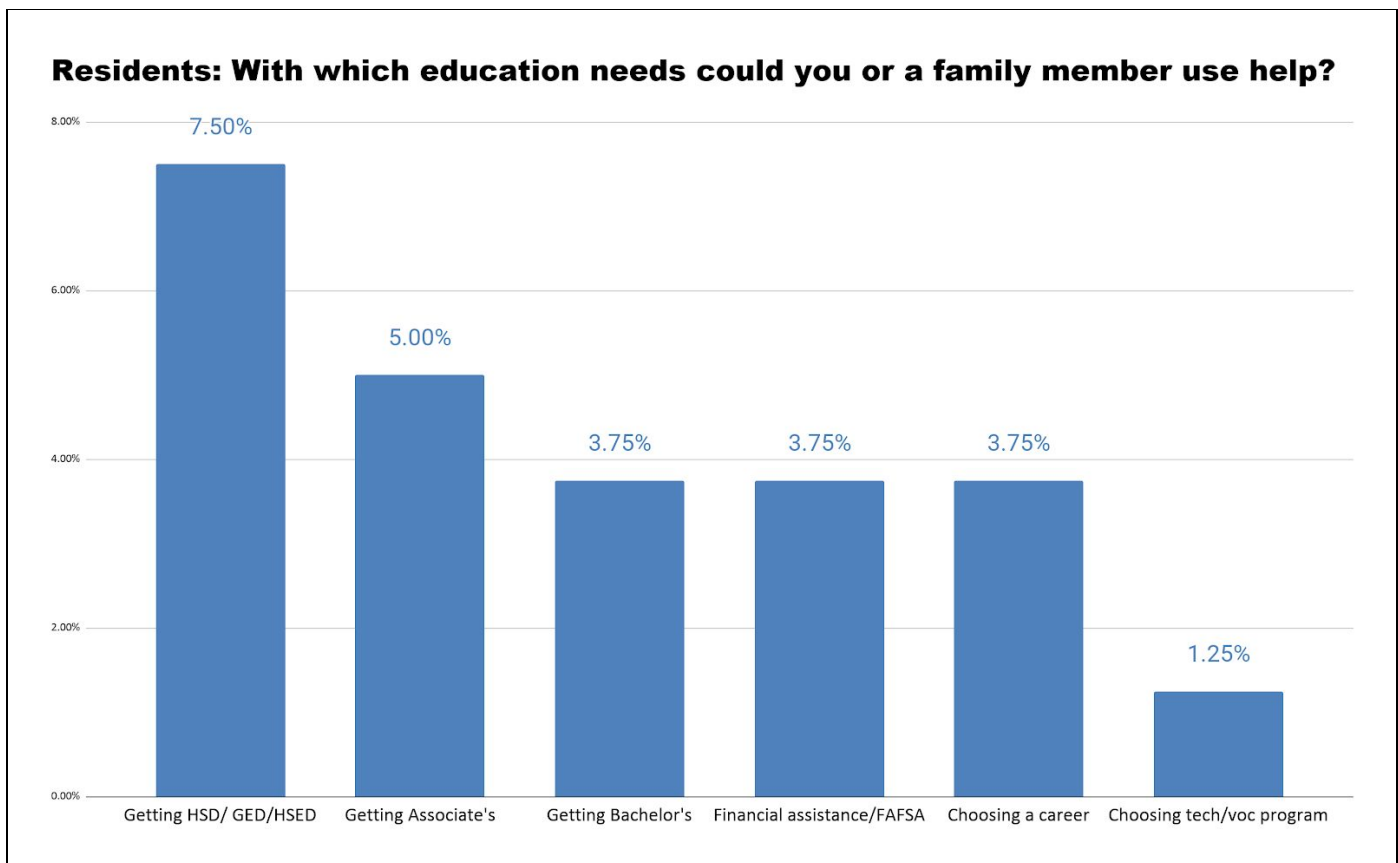


Education

For additional results related to education, also refer to the “child care” section, which references needs cited by parents for school-aged children.

Residents

When residents were asked, “which education needs could you or a family member use help with? Select all that apply,” five (5) respondents skipped this question. Of those that responded, 82.5% stated that they did not need help with education. Of those that did indicate a need for help, the greatest number cited “obtaining a high school diploma or GED/HSED.” Other results are shown below.



Stakeholders

Stakeholders were asked two questions about education in Livingston County, one regarding early childhood education and one regarding local schools. First, they were asked, “are preschool programs (including Head Start programs) for low-income families available in your community?” One stakeholder skipped this question; 19 responded. Next, stakeholders were asked, “Do you believe the schools in your community meet the educational needs of the children they serve?” All 20 stakeholders responded; results for both questions are shown below.

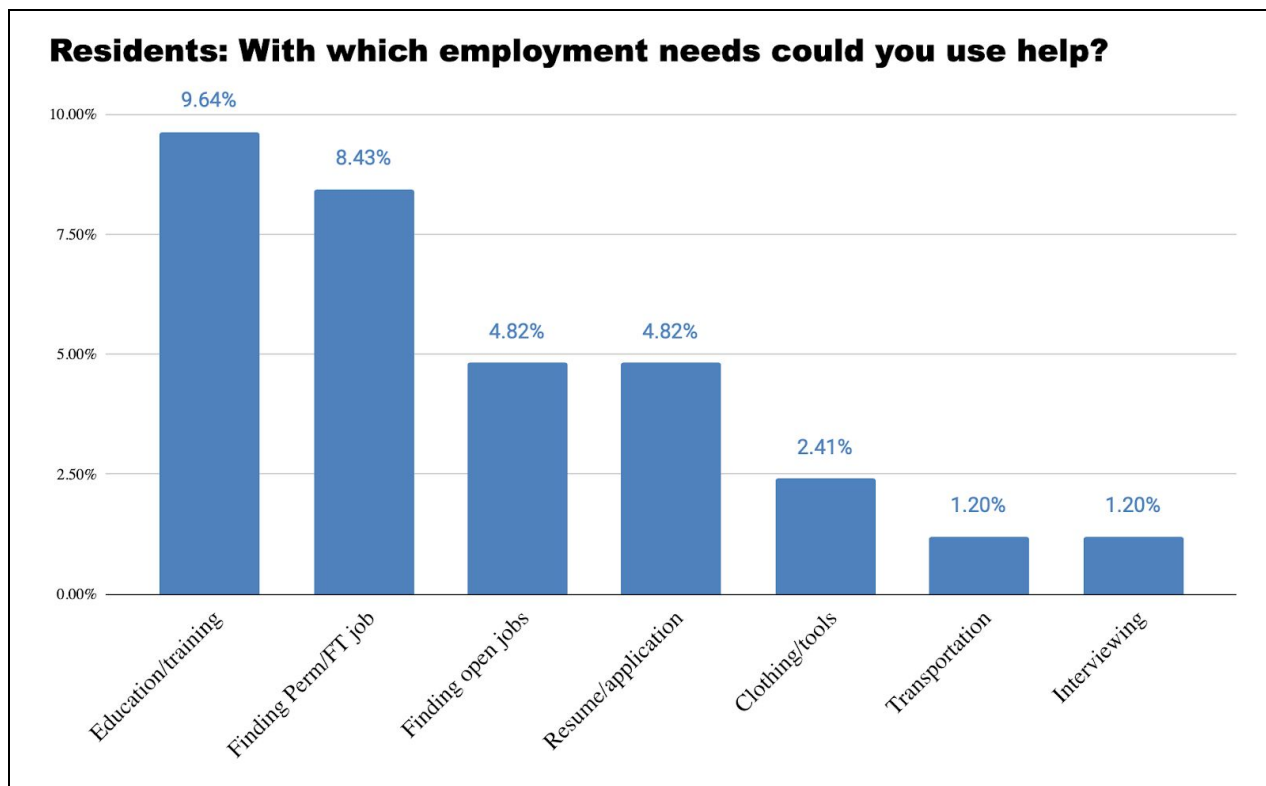
Are preschool programs (e.g., Head Start) for low-income families available?	% of Stakeholders
Many programs	10.53%
Some programs	68.42%
Few programs	15.79%
No programs	5.26%

Do local schools meet the educational needs of the children they serve?	% of Stakeholders
In almost all cases	20.00%
In most cases	60.00%
In some cases	20.00%
In few cases	0.00%
Not at all	0.00%

Employment

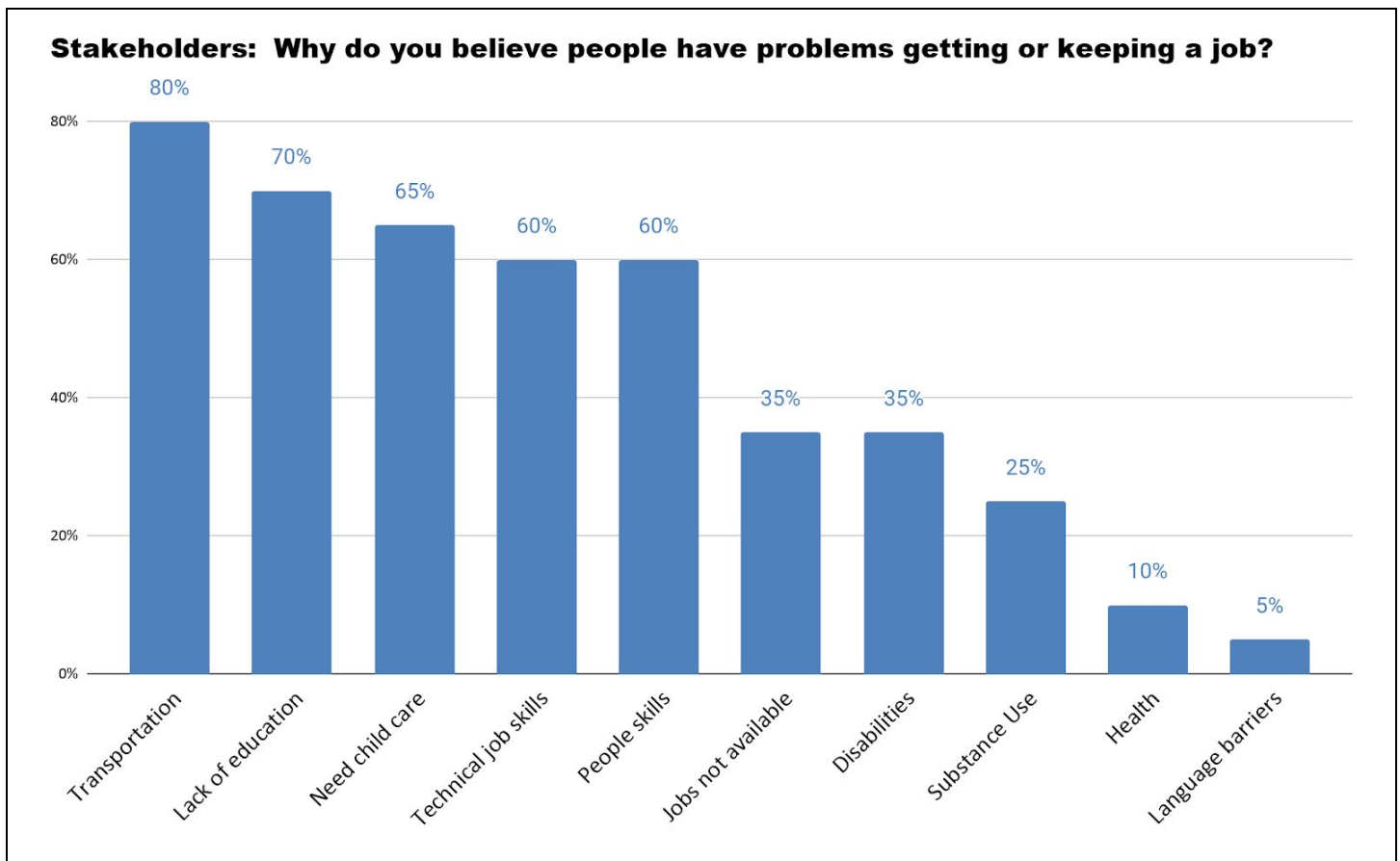
Residents

When residents were asked, “which employment needs could you use help with? Select all that apply,” three (3) resident respondents skipped this question and 80.46% of those who answered stated they do not need help with employment. Of those that did express a need, the greatest number cited “getting an education or training.” These results are consistent with stakeholders’ perceptions that the county has only “some” or “few” full-time living wage employment opportunities, and that lack of education is a barrier to getting or keeping a job. Results are below.



Stakeholders

Stakeholders were asked, “are there living wage full-time employment opportunities available in your community?” All 20 stakeholders responded; 15% reported “many opportunities;” 55% reported “some,” and 30% reported “few.” When asked the follow-up question “why do you believe people have problems getting or keeping a job? Select all that apply,” all 20 stakeholders responded. The greatest number of stakeholders cited “transportation” as a barrier (80% of stakeholders), followed by “lack of education” (70%), “need child care” (65%), “need better technical job skills” (60%) and “need better communication, people/customer job skills” (60%). All results are shown below.



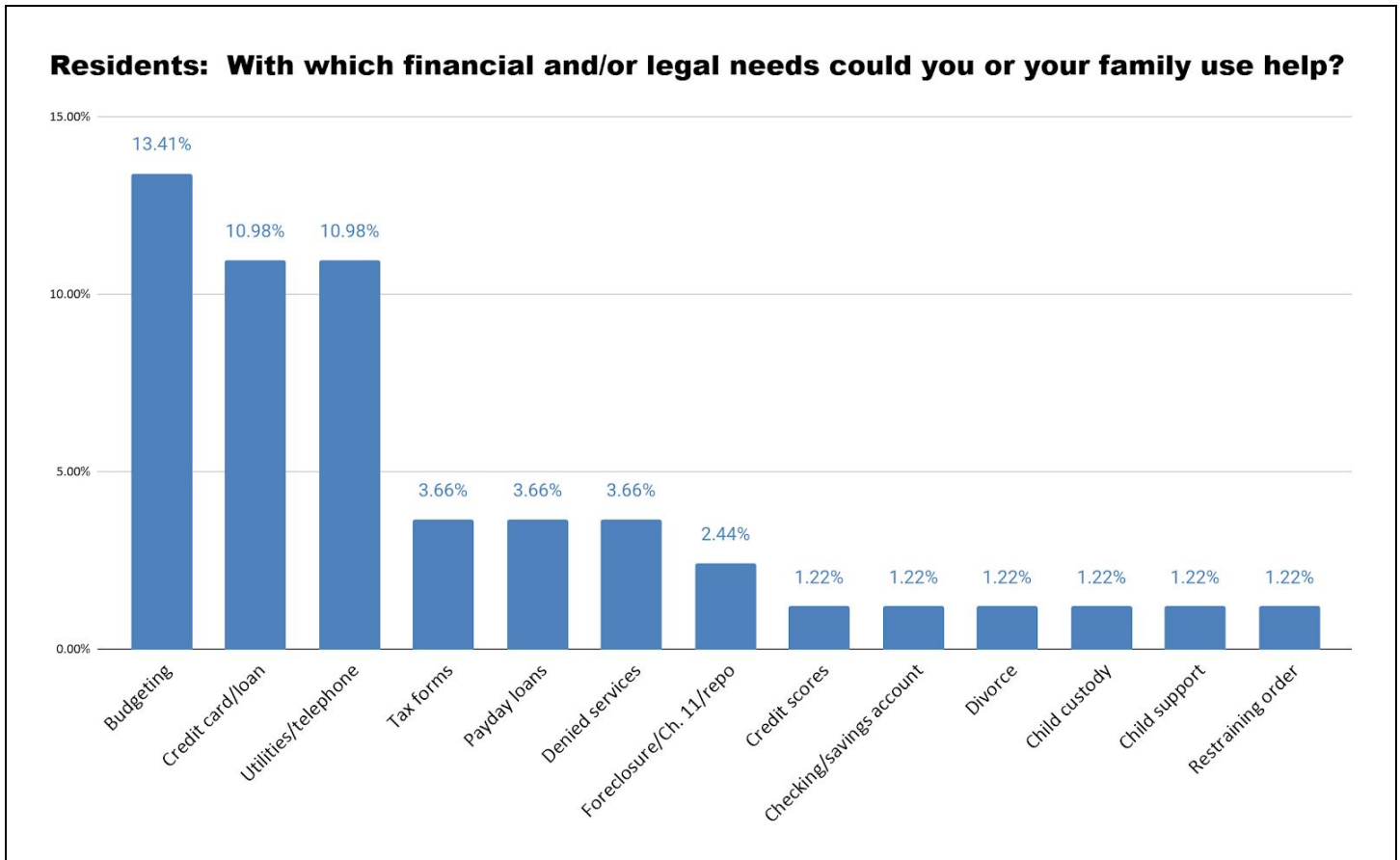
COVID-19 Impact

Neither survey had any questions pertaining to COVID-19, but according to the most recent data available at the time of this writing, Illinois Department of Employment Security (IDES) reports the following for Livingston County:

- In May 2019, the annual average unemployment rate (not seasonally adjusted) was 3.4%.
- In May 2020, that same rate was 9.7%, more than double the prior year.
- In May 2019, 100 initial unemployment claims were filed in Livingston County.
- In May 2020, 785 initial claims were filed, almost eight times as many as the same month in the prior year.
- Between January - May 2019, there were 554 initial unemployment claims filed in Livingston County.
- Between January - May 2020, there were a total of 3,842, almost seven times as many as the prior year.

Financial & Legal

When asked, “which financial and/or legal needs could you or your family use help with? Select all that apply,” four (4) residents skipped the question. Of those that responded, 67.07% stated that they do not need any help. Of those that did indicate a need, the greatest number cited “budgeting and/or managing money.” Stakeholders were not asked any questions on this topic. Other results are shown below.



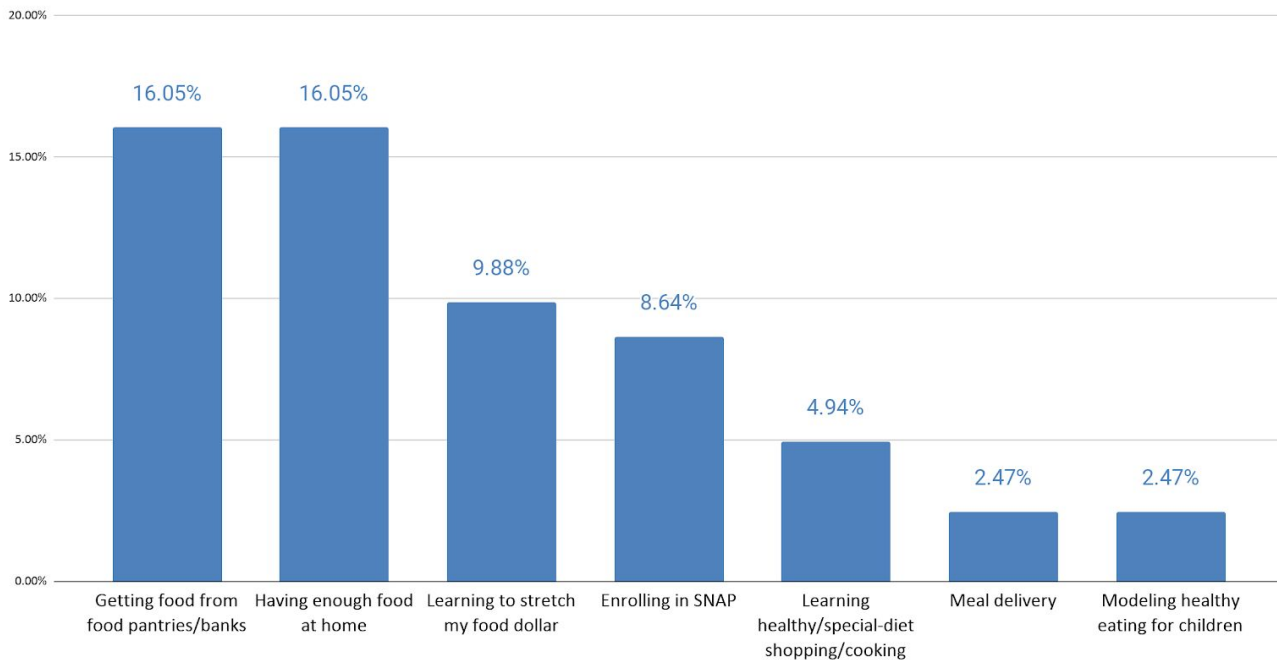
Food & Nutrition

Residents were asked two questions pertaining to food and nutrition. Stakeholders were not asked questions on this topic. First, residents were asked, “Which food and nutrition needs could you or your family use help with? Select all that apply?,” 56.79% of respondents stated that they did not need help. Of those that did indicate a need for help, the greatest number cited, in a tie, “having enough food at home” and “getting food from food pantries/food banks.” Next, residents were asked, “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?,” 40% of residents stated “almost none” but almost two-thirds of residents (60%) report knowing someone that has trouble buying enough food for three meals per day. The 2019 Livingston County CHNA also examined food insecurity and found that:

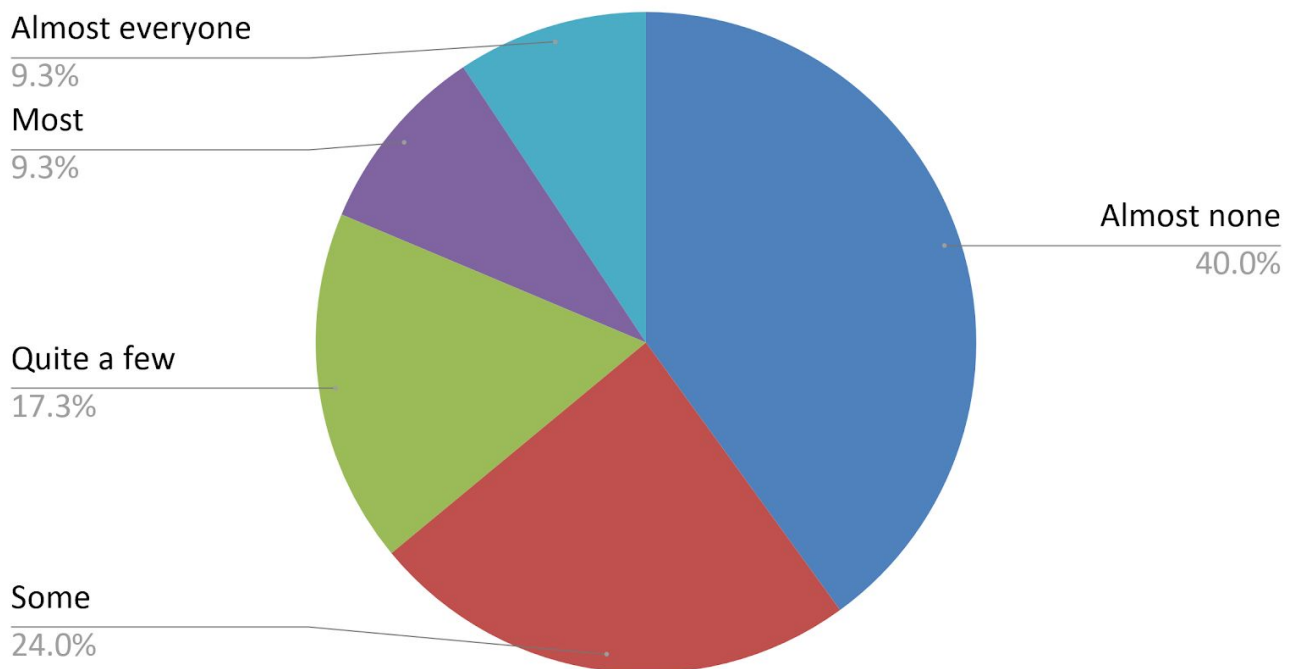
- Hunger is more likely to be experienced by young people with less income or unstable housing, which is generally consistent with the characteristics of the majority of the MCCA resident survey population.
- 29% of residents cited “cost” as the primary reason for food instability in Livingston County.

- Over half of county residents report no/low daily consumption of fruits and vegetables. When asked why they don't eat more fruits and vegetables, one of the two reasons most frequently given was "affordability."

Residents: With which food and nutrition needs could you or your family use help?



Residents: % of family, friends, and neighbors that may have difficulty finding or buying enough food for 3 meals per day



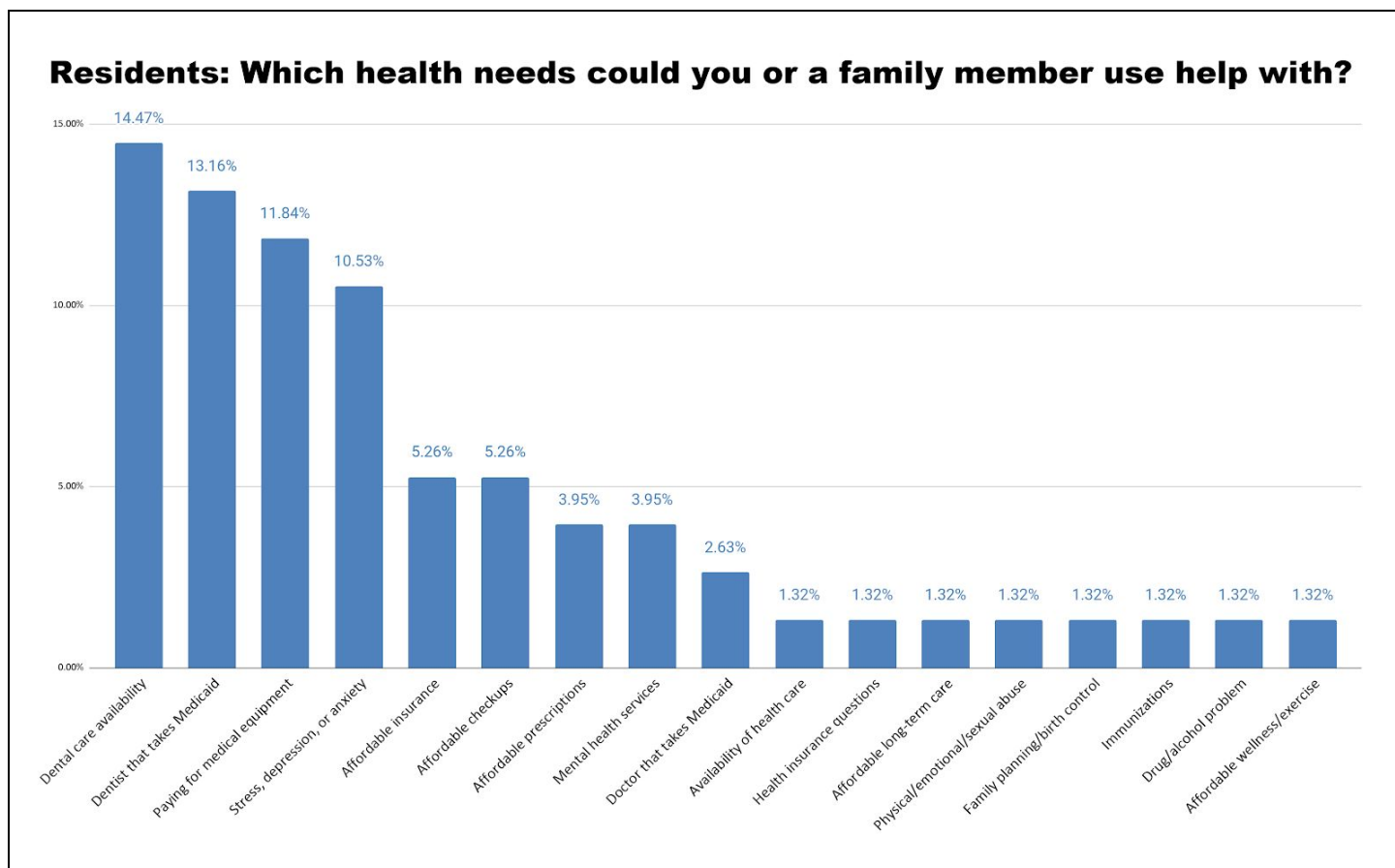
Health

Access to affordable oral health care emerged in 2020 as the top health need in Livingston County. This need is corroborated by the 2019 Livingston County Community Health Needs Assessment, which found that:

- Among four types of care (medical, dental, prescriptions, and counseling), residents were more likely to report not having access to dental care than other types of care.
- The leading cause of not being able to get dental care was no insurance (45%) followed by inability to afford copayments and deductibles (24%) and refusal of insurance (e.g., Medicaid 17%).
- Access to dental care tends to be higher for those with more education, higher income, and stable housing environments, all of which are less likely to be true of the resident survey population.

Residents

When asked, “which health needs could you or a family member use help with?” ten (10) residents skipped the question and 64.47% stated they did not need help. Of those that did state a need, the greatest number cited “dental care availability” followed by “dentist that accepts Medicaid.” Other results are shown below.



Stakeholders

Stakeholders were asked to rate the availability of various health services in Livingston County and the results are displayed below. The majority of stakeholder respondents agreed that “few” dental services are available, which is consistent with the opinion of residents about dental services.

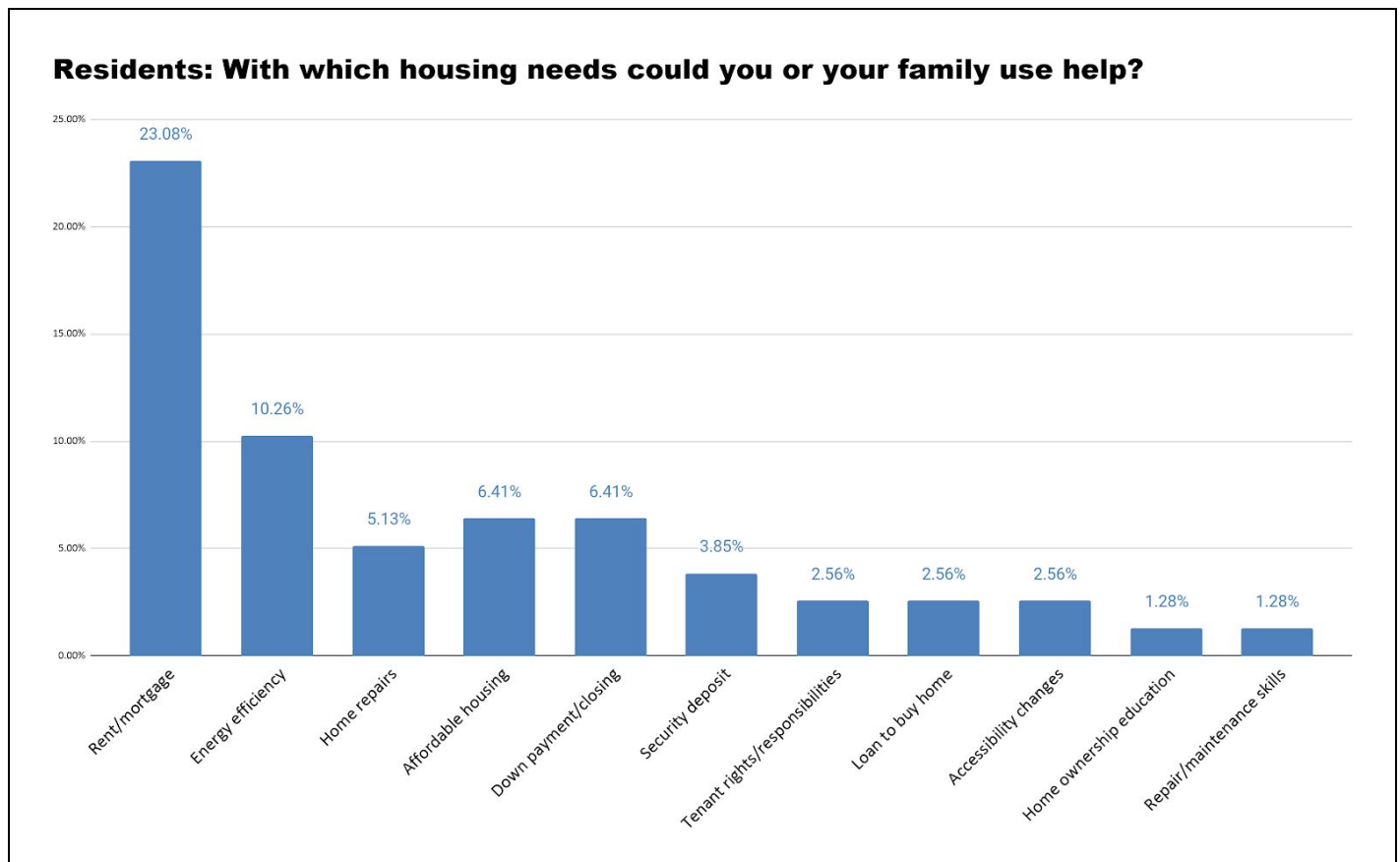
Stakeholders: Availability of health services in community	Many	Some	Few	None
Non-medical emergency services	5.00%	70.00%	25.00%	0.00%
Medical services for low-income people	15.00%	50.00%	30.00%	5.00%
Dental services for low-income people	10.00%	15.00%	55.00%	20.00%
Wellness programs for low-income people	5.00%	35.00%	45.00%	15.00%

When asked the open-ended question “Are there any other needs you have identified that were not mentioned in this survey?,” the only answer offered by a stakeholder was “quicker access to mental health services - current [services] have a long wait time.” Mental health appears in various places in this assessment but doesn’t appear to be a top need in 2020, which shows some variance from prior years in terms of importance.

Housing

Residents

When asked, “which housing needs could you or your family use help with? Select all that apply,” six (6) residents skipped this question. Of those that responded, 64.10% stated that they do not need any help. Of those that did indicate a need, the greatest number cited “help with rent/mortgage.” This comports with data from the National Low Income Housing Coalition, which states that a person working at minimum wage (\$10.00/hr in July 2020) must work 72 hours/week to afford a modest one-bedroom rental at fair market value in Livingston County. Results are below.



Stakeholders

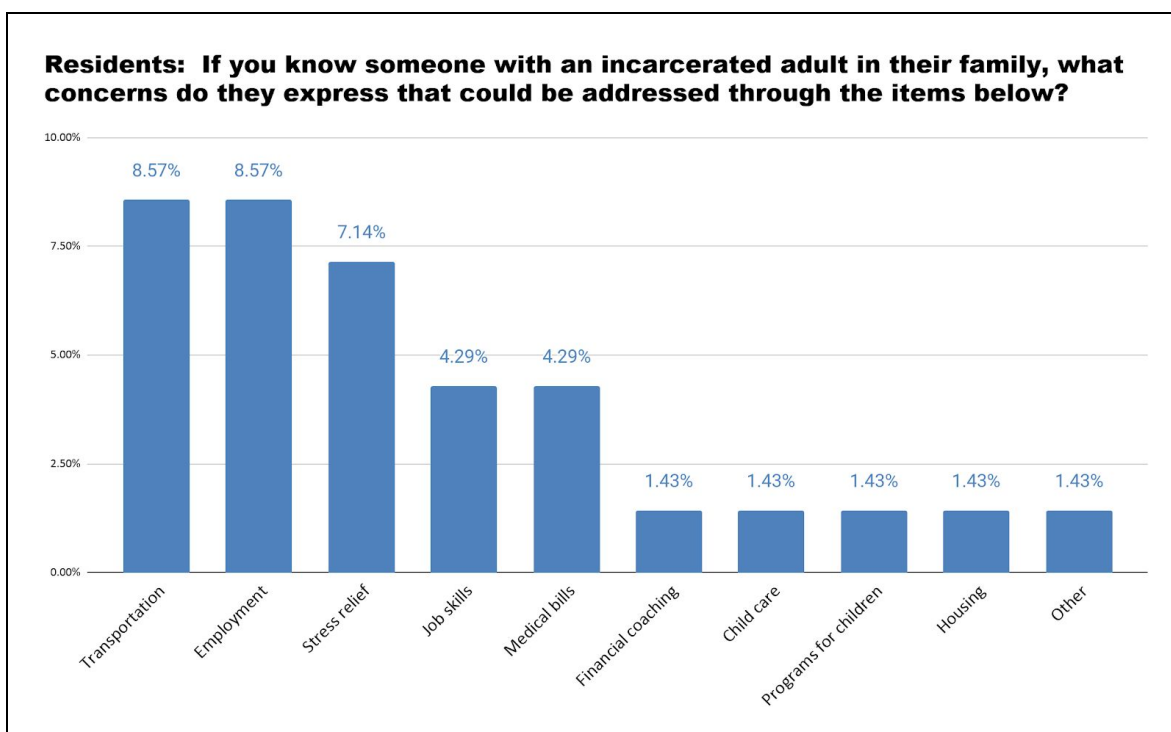
Stakeholders were asked whether homes in Livingston County are in good repair and whether emergency shelters are available. All 20 stakeholders responded to both questions. 75% of stakeholders reported no emergency shelters in Livingston County, which is accurate. Other stakeholders might be confused about the existence of emergency shelters and/or about how this term is defined, since 5% reported “some” and 20% reported “few” shelters being available.

Are the homes in your community in good repair?	% of Stakeholders
Most of them are	40.00%
Some of them are	50.00%
Few of them are	10.00%
None of them are	0.00%

Are emergency shelters available in your community?	% of Stakeholders
Many shelters	0.00%
Some shelters	5.00%
Few shelters	20.00%
No shelters	75.00%

Incarcerated Adult

Residents were asked “if you know someone with an incarcerated adult in their family, what concerns do they express that could be addressed through the items below? Select all that apply.” Sixteen (16) respondents skipped this question and 59 (84.29%) stated they do not know an incarcerated adult. Among those that know an incarcerated adult, the most commonly cited concern was “transportation.” Stakeholders were not asked questions on this topic.

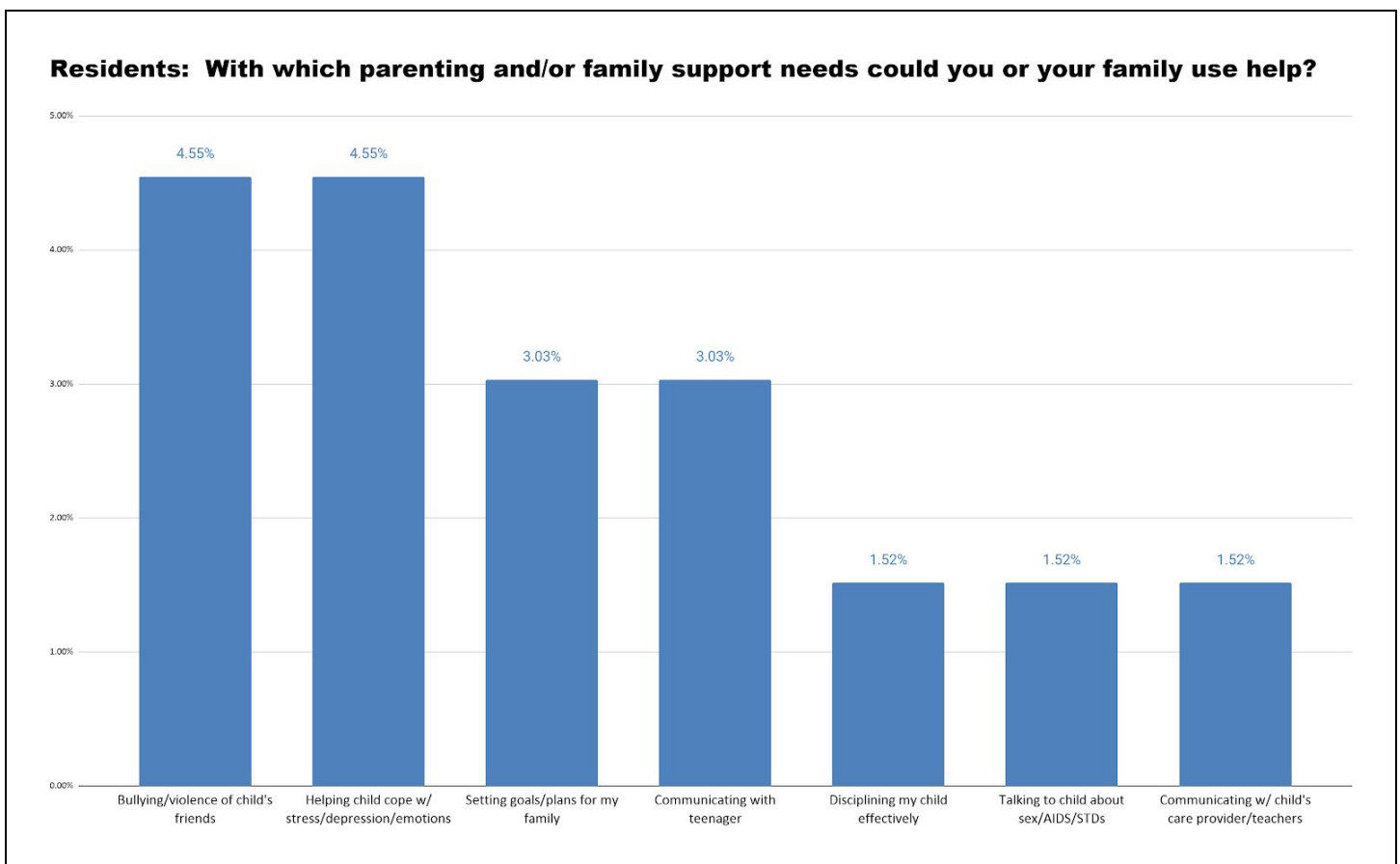


Parenting & Family Support

In the two survey groups, concerns expressed by parents are different than concerns expressed by stakeholders about youth in the community. For example, parents are most concerned about bullying and their child's mental health, while stakeholders are most concerned about mentoring and substance use. Substance use didn't register among the concerns of parents, despite the fact that it was presented as a choice on the survey. (Drug and alcohol problems were also ranked relatively low by residents on the question pertaining to family health needs.) However, according to the 2019 Livingston County CHNA, substance use among 8th and 12th graders is higher than the state averages in Livingston County, which suggests that stakeholders might be more attuned to this reality than parents. Substance use among youth may or may not be impacted by new recreational marijuana laws in Illinois in the future.

Residents

Respondents with children in the household were asked "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?" Twenty respondents skipped this question; of those that stated a need, the greatest number cited, in a tie, "bullying or violence of my children's friends" and "helping my child cope with stress, depression, or emotional issues." Other results are shown below.



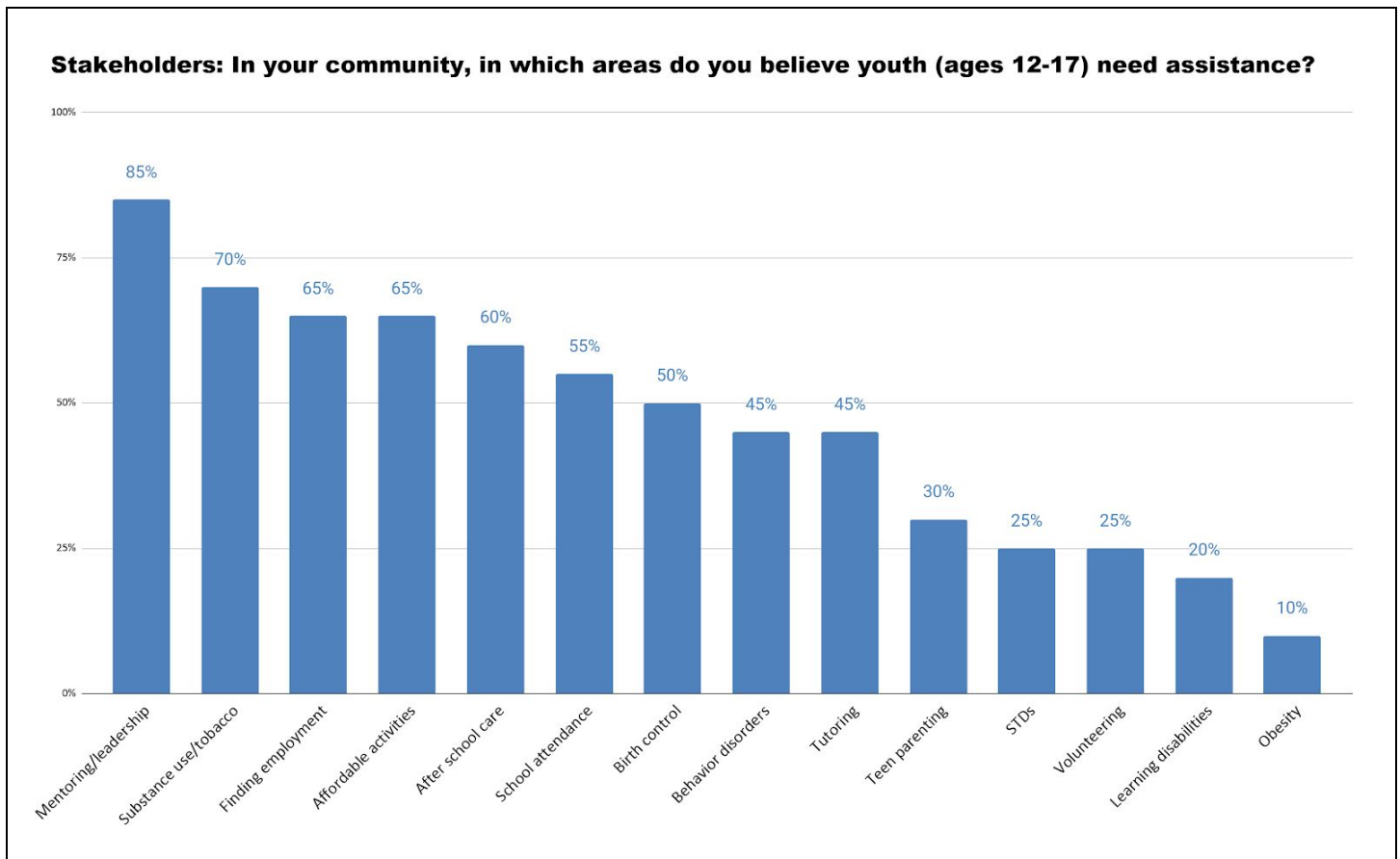
Talking with children about sex/AIDS/STDs emerged as a new concern for parents in 2020. This may warrant some attention since the 2019 Livingston County CHNA also showed a significant increase in STDs in Livingston County over the past few years.

Stakeholders

Stakeholders were asked two questions about the needs of local youth. First, they were asked “are affordable youth (ages 5-17) activities or after school programs available in your community?” All 20 stakeholders responded; results are shown below.

Are affordable youth (ages 5-17) activities or after school programs available?	% of Stakeholders
Many activities/programs	5.00%
Some activities/programs	65.00%
Few activities/programs	25.00%
No activities/programs	5.00%

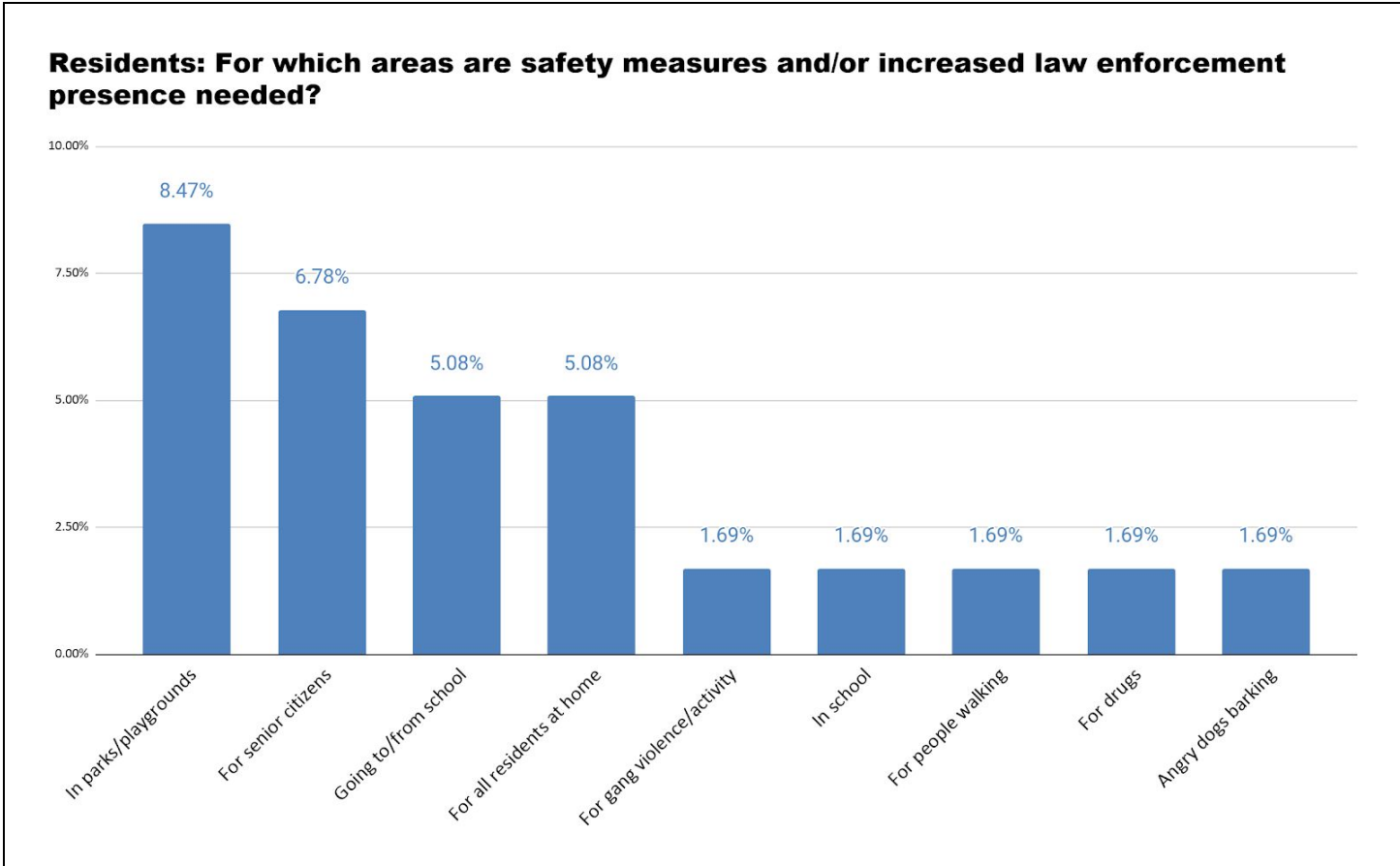
Next, stakeholders were asked “in your community, in which areas do you believe youth (ages 12-17) need assistance? Select all that apply.” All 20 stakeholders responded; the greatest number of respondents (85%) selected “mentoring and leadership.” Other results are shown below.



Safety

Residents were asked two questions pertaining to neighborhood safety and desired neighborhood improvements. When asked, “for which areas do you feel safety measures and/or increased law enforcement presence are

needed? Select all that apply,” 83.05% of residents stated that they “feel safe in all areas of my neighborhood and do not feel there are any unmet needs regarding law enforcement.” Of those that did indicate a need, the greatest number cited “Increased safety/security in parks/playgrounds and/or outdoor recreational areas in my neighborhood.” Stakeholders were not asked questions on this topic. Other results are shown below.

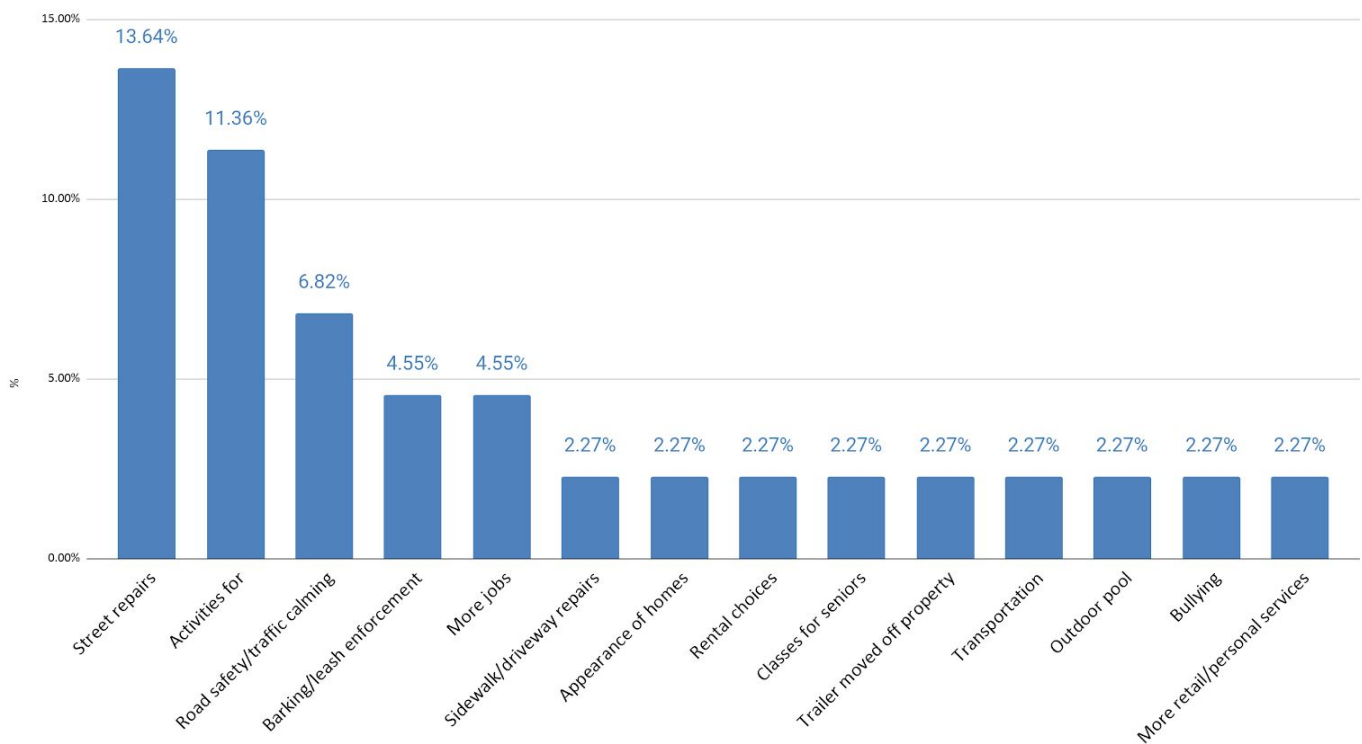


Next, residents were asked an option ended question: “what ONE thing would you most like to see improved in your neighborhood?,” and forty-two (42) respondents skipped this question. Of those that responded, twenty-two (22) wrote no improvements needed, and twenty wrote down a specific answer.

After grouping the specific write-in answers into similar themes, most answers related to public infrastructure, with eight of fourteen themes related to the condition of streets, sidewalks, traffic patterns, housing, blight, transportation and municipal facilities (such as a public pool). This echoes the 2017 Livingston County Comprehensive Economic Development Strategy (CEDS) produced by the Greater Livingston County Economic Development Council (GLCEDC). In that report, GLCEDC acknowledged the “need for improving or replacing infrastructure” and highlighted specific project goals.

The single-most desired improvement was street repairs, followed by activities for children and youth. Other respondents referenced the need for community based activities for other age groups and the need for more jobs and retail choices. The results are shown below.

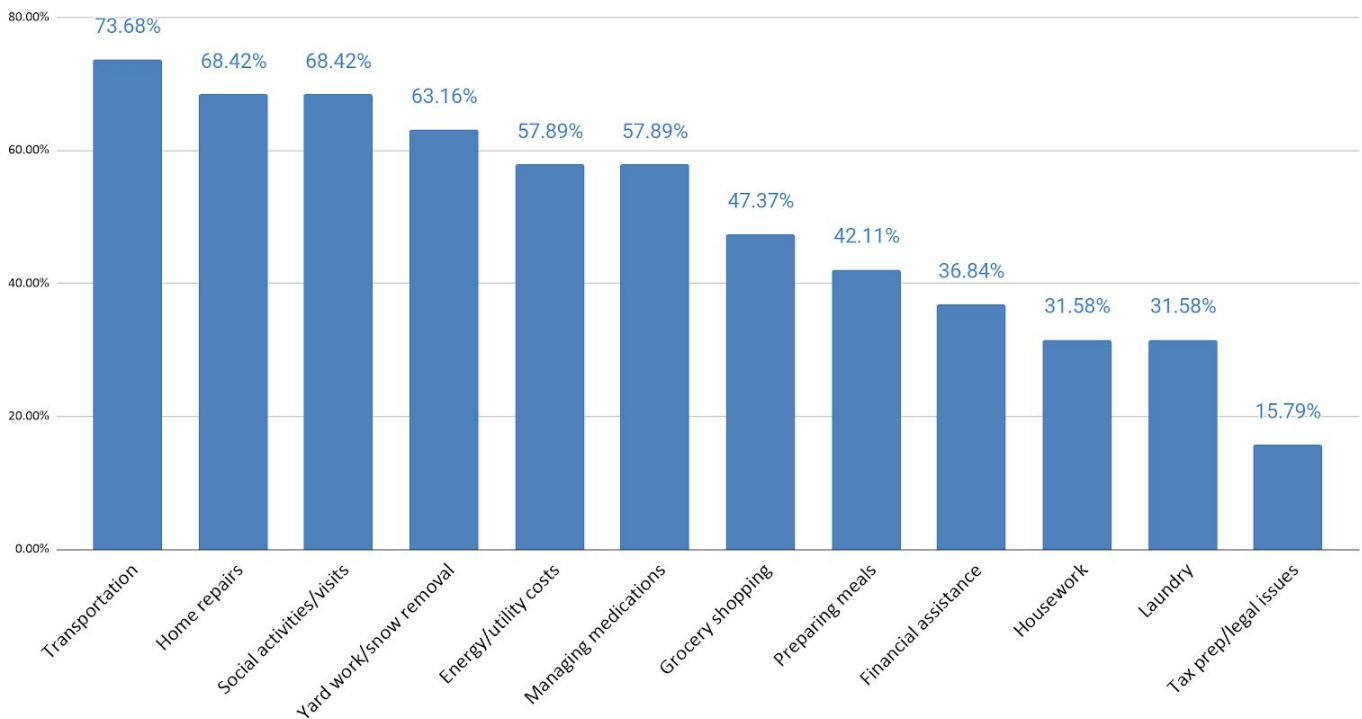
Residents: What ONE thing would you most like to see improved in your neighborhood?



Seniors

Stakeholders were asked, “Which of the following areas do you believe the elderly (seniors) in your community need assistance with in order to remain in their home? Select all that apply.” One stakeholder skipped this question. Among those that responded, the most commonly chosen answer was “access to transportation,” followed by home repairs. (Those interested in Seniors issues should also refer to the section above on Safety, in which the need for increased safety and law enforcement on behalf of seniors was the second most commonly cited need.) Residents were not asked any specific questions about seniors in the community. Other results are shown in the chart below.

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



Transportation

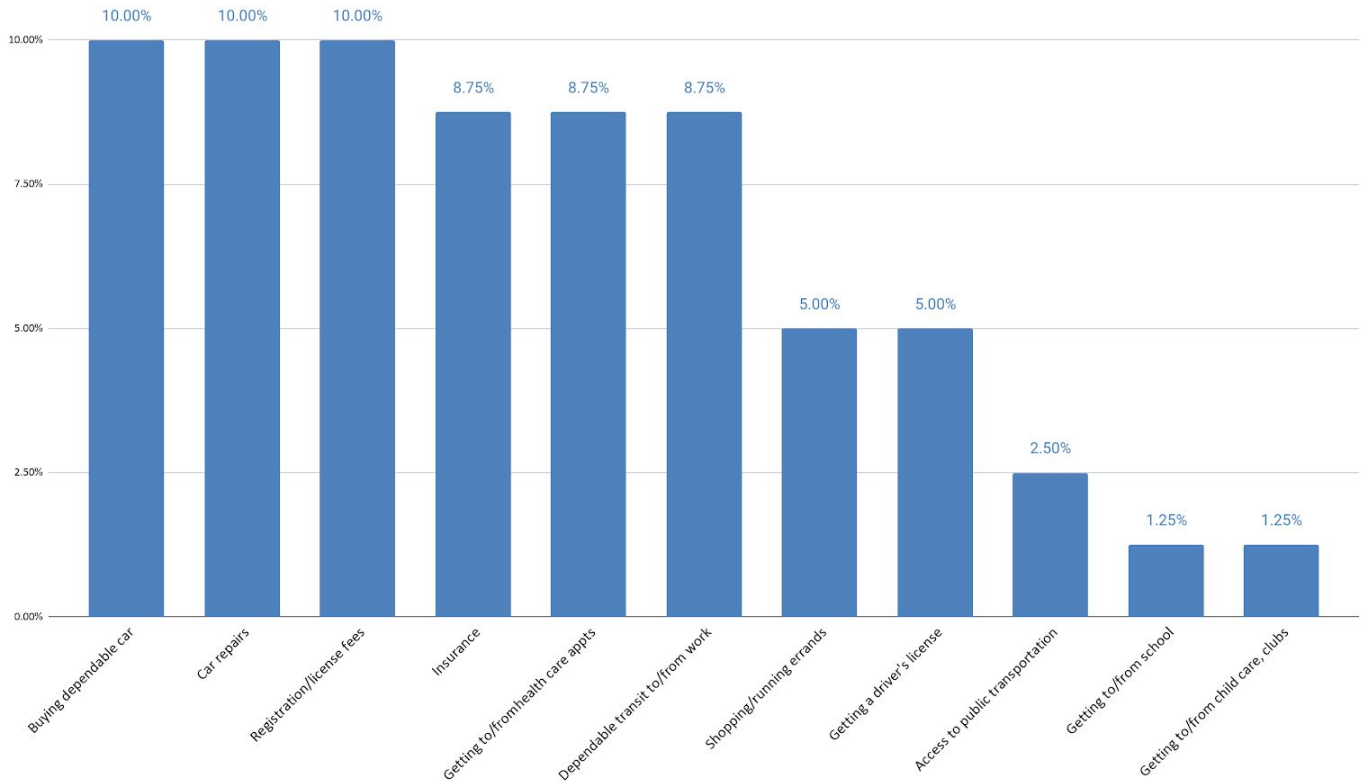
While only two questions directly asked about transportation needs (one on each survey), access to transportation was a recurring theme in this assessment affecting other domains. This pattern is corroborated by both the 2017 CEDS, which cited lack of public transportation as a weakness, and the 2019 Livingston County CHNA, which found:

- 24% of residents who could not get medical care when they needed it reported having no way to get to the doctor as the primary barrier
- 14% of residents that could not get dental care when they needed it reported having no way to get the dentist as the primary barrier
- The 3rd most common reason cited for not eating fruits and vegetables on a daily basis was transportation

Residents

When asked, “which transportation needs could you or your family use help with?,” eight (8) residents skipped the question and 70% stated they do not need help. Of those that did state a need, the greatest number cited, in a three-way tie, “buying a dependable car,” “car repairs,” and “registration/license fees.” Other results are shown below.

Residents: With which transportation needs could you or your family could use help?



Stakeholders

Stakeholders were only asked about public transportation, not about residents' access to or maintenance of their own vehicles. Stakeholders were asked, "what public transportation options are available in your community?" All twenty stakeholders responded, and the greatest number cited the availability of "cab or taxi," which is more costly than other options, and 20% of stakeholders reported no public transportation at all. Other results are shown below.

Availability of Transportation Options	% of Stakeholders
Cab or taxi	65%
Amtrak/train	30%
Regional transit bus	25%
No public transportation	20%
ShowBus	15%
Municipal bus	10%

Limitations

- COVID-19 Impact:** The State of Illinois, including Livingston County, was dramatically impacted by the global COVID-19 pandemic and resulting statewide stay-at-home order in the first half of 2020, which overlapped with the primary data collection period for this assessment. Due to the scope of the damage indicated by IDES unemployment numbers reported above, readers should understand that this report doesn't fully capture the

scope of the needs that people in Livingston County may be experiencing as a result of COVID-19. There may be significant changes in the future across multiple domains, from employment to mental health.

- **Total Number of Respondents:** The total number of respondents to both surveys has fluctuated over the past three years. The number of total valid responses from residents rose between 2018 (80) and 2019 (137) but dropped again in 2020 (86). Conversely, the number of stakeholders was much higher in 2020 (20) than 2019 (4) and 2018 (12). More responses in either or both categories may have generated different overall results.
- **Questions for Parents:** In 2020, while both the child care and development and parenting questions directed people without children in their household to skip the question, only 18 respondents skipped the child care question (21%) and 24 skipped the parenting question (35%). In contrast, 35 respondents reported having children in the household. This may have affected results, since people without children in the household answered questions in both cases.
- **Definitions for Sources of Income:** The greatest number of respondents reported “Social Security” as a source of household income (41.18% of residents), which was a big change from prior years. This may be unreliable data. For example, most respondents were single and young; roughly half of those that reported receiving Social Security are also under age 65; only 20% of the survey population reported being over age 65. These other data suggest that respondents may have confused or conflated “Social Security” with “SSI or SSDI” on the survey form.
- **Gender Distribution:** 85.54% of residents and 95% of stakeholders that responded to the survey were female. Both are disproportionate to the population of females in the County (49.8% [US Census]). For the past three years, stakeholder responses have been consistently almost 100% female in MCCA’s community assessment process, with only two (2) total stakeholder responses from men in the past three years in Livingston County. The predominance of female responses in one or both categories may skew results. For example, according to the 2019 Livingston County Community Health Needs Assessment, women are more likely to have a personal physician and consume fruits and vegetables, etc.
- **Children in Household:** In contrast, US Census data suggest that roughly one-third of Livingston County households have children, while almost half of residents that responded to the survey live in households with children. This over-representation of households with children may affect the general results.
- **Veterans Population:** Veterans comprise 9.2% of the population in Livingston County according to the US Census, which is higher than the national average (7.5%), a fact which may create some unique community dynamics and warrant some special attention in community assessments. Livingston County’s Veteran population may be under-represented in the resident survey, since only four (4) of the valid responses (4.65%) were from Veterans.¹
- **Zip Code Proportionality:** Pontiac was disproportionately represented compared to the county population, which may have impacted general results.

Recommendations

To mitigate the limitations noted above and concerns noted elsewhere, future Livingston County assessments should consider the following changes in 2021 and beyond:

¹ Note that four (4) respondents skipped this question, so it’s possible some that skipped are Veterans and chose not to disclose that fact.

1. Seek an overall higher number of responses for both survey formats
2. Target zip codes that were missing (60934, 61311, 61743, and 61775)
3. Aim for more proportional responses from the county's urban and rural areas
4. Obtain more responses from men, people without children, transgender and/or non-binary individuals
5. Pursue more responses from Veterans, since this is a uniquely significant population in Livingston County
6. Adapt 2021 survey questions to include the impact of COVID-19 and related health and economic indicators
7. Explore additional questions about child care needs, based on feedback from stakeholders
8. Clearly define sources of household income to ensure respondents understand each discrete category
9. Force respondents without children to skip questions related to child care and development and parenting
10. Coordinate questions about health with the patterns documented in the most recent CHNA. For example, two-thirds of the population in Livingston County are obese, but there isn't much attention to obesity as a health issue in the MCCA survey. Or, compare how residents that take the MCCA survey rank health priorities compared to the top priorities identified on the CHNA.

Feedback from MCCA Clients

At the end of the resident survey every year, respondents answer a series of questions about the nature and quality of services provided by MCCA.

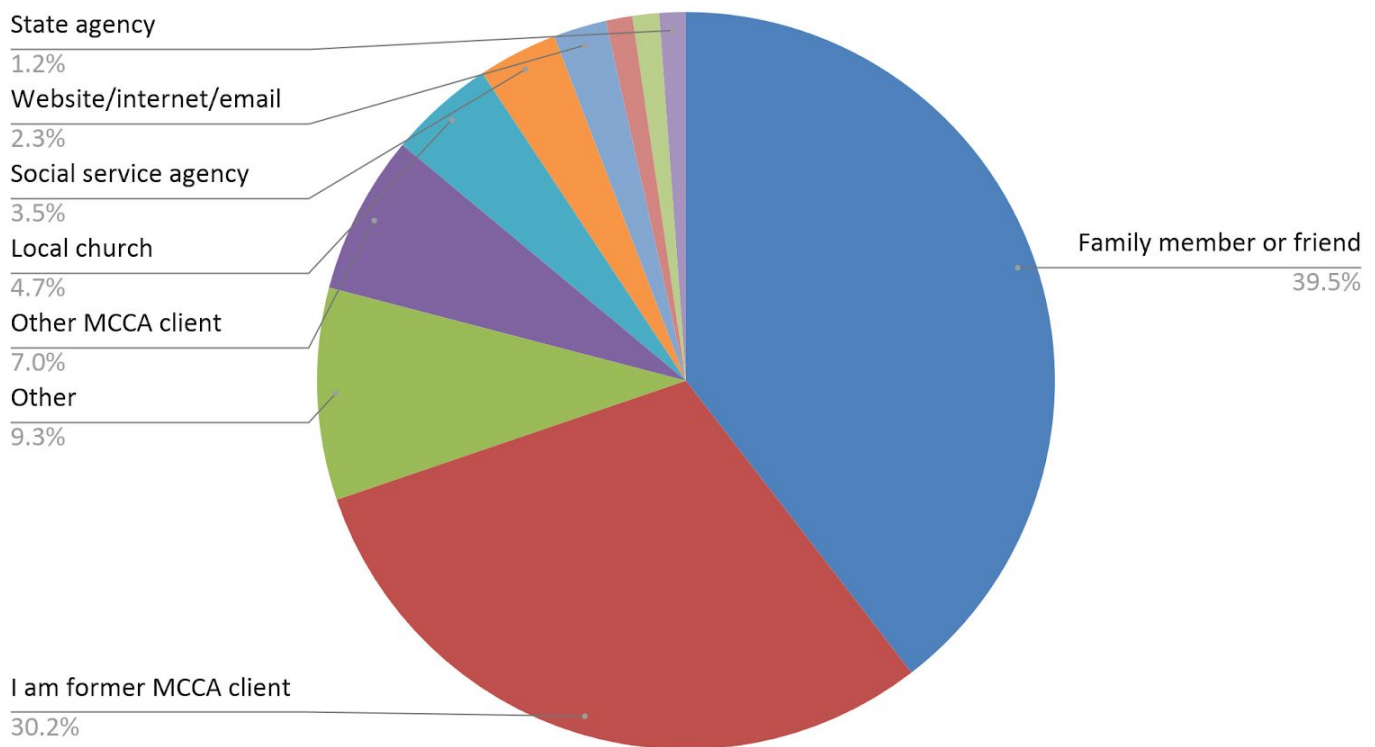
Customer Service

Residents were asked two questions pertaining to customer service; one about referral sources and one about preferred service hours.

First, they were asked, "how did you learn about Mid Central Community Action (MCCA)? Select all that apply." Six (6) respondents skipped this question and only one (1) respondent said they'd never heard of MCCA before completing the survey. Of the seventy-eight residents that cited a referral source, the most commonly cited source was "family or friend" (i.e., word of mouth), followed by "I or my family have received MCCA services."

Among those that selected "other," only four (4) wrote in a specific answer; those included two (2) walk-ins, one (1) from ComEd, and one (1) from IHR (which was not defined). There were no referrals specifically reported from United Way, brochure or flier, newspaper, mailing, television or radio.

Residents: How did you learn about Mid Central Community Action (MCCA)?



Residents were also asked, “what time of day would you prefer to come to one of our locations (offices) for assistance or workshops? Select all that apply.” Eight respondents skipped this question. The majority prefer normal business hours, followed by Saturdays, as shown below. Four (4) residents reported being unable to come to any MCCA locations, which may suggest a transportation barrier.

Preferred MCCA Service Hours	% of Residents
Weekdays from 8:00 a.m. - 4:30 p.m.	82.05%
Saturdays from 9:00 a.m. - 3:00 p.m.	15.38%
Weekday evenings from 5:00 - 7:00 p.m.	7.69%
I am unable to come to any of your locations.	5.13%

Resident Representation on Board

Residents were asked, “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?” and eleven (11) respondents skipped the question. Of those that responded, twenty-two (22) said yes (27.85%) and fifty-three said no (72.15%). Among those that said yes, almost half (45%) were residents that had received at least one service from MCCA in the prior twelve months.

Client Satisfaction

Since 2016, client satisfaction questions have been included in the Community Needs Assessment. Once again in 2020, almost all clients report being very satisfied with MCCA service across multiple domains, as shown below.

When you came to MECCA for assistance, ...	% Yes	% No
Were you helped in a timely manner?	100.0%	0%
Were you treated with respect?	100.0%	0%
Was the staff friendly and helpful?	100.0%	0%
Did you get the information and/or services you needed?	97.2%	0%
Were you informed about other agencies or community services?	81.2%	5.8%

When asked “would you recommend MCCA to your family or friends?,” 95.83% of those that responded said “yes” while only 1.32% (n = 1) said “no.” This question did not apply to two respondents (2.78%) and fourteen skipped the question. This shows improvement over 2019, in which 96.9% of survey respondents in Livingston County said they would refer MCCA to family or friends.

When provided the opportunity on the 2020 survey, no respondents wrote in any specific suggestions for improvement.

Appendix A: Resident Survey

ILLINOIS COMMUNITY ACTION AGENCIES FY20 Community Needs Assessment – Community Members



Illinois Department of
Commerce &
Economic Opportunity
Community Services
Block Grant

Illinois 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, or complete online at <https://www.surveymonkey.com/r/CNA20>.

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

1. What **county** do you live in? _____
2. What is your zip code? _____
3. What is your gender? _____
4. What is your age? _____
5. Do you have a documented disability? ☐ Yes ☐ No
6. Are you a military veteran? ☐ Yes ☐ No
7. What is your race/ethnicity? _____
8. What is your **highest** level of education (choose **ONE**):
☐ K-12 Grade/Non-grad ☐ High School diploma/GED ☐ Trade School ☐ Some College
☐ Associate's Degree ☐ Bachelor's Degree ☐ Master's Degree/Post-Graduate ☐ Doctorate
9. What is your marital status? ☐ Single ☐ Married ☐ Separated ☐ Divorced ☐ Widow ☐ Other: _____
10. How many people are in your household (including you)? _____
11. What is your household's approximate monthly net income (*net = income after taxes*)? \$ _____
12. What is/are your household's source(s) of income? **Select all that apply.**
☐ No income ☐ Employment income ☐ Self-employed ☐ Unemployment insurance
☐ Child support or alimony ☐ General Assistance/township ☐ TANF or FIP ☐ Pension or retirement plan
☐ Social Security ☐ SSI or SSDI ☐ Other: _____
13. In the past 12 months, how has your household's income situation changed?
☐ Increased ☐ Decreased ☐ No change
14. Which benefits, if any, does your household receive?
☐ SNAP ☐ LIHEAP ☐ PIPP ☐ Housing voucher or subsidies ☐ Medicaid ☐ Medicare
☐ Food pantries ☐ Free or reduced child care costs ☐ Other: _____ ☐ **No benefits**
15. Do you live in West Bloomington? *This area is defined as west of Main St., north of W. Miller St., and south of Seminary Ave.*
☐ No ☐ Yes, I have lived in West Bloomington for approximately _____ years.
16. **EMPLOYMENT:** *Which employment needs could you use help with (select all that apply)...*
☐ Getting transportation for the job that I want
☐ Getting an education or training 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 and/or complete job applications
☐ Obtaining appropriate clothing or tools for my job
☐ I do not need help with employment.
17. **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 (Associate's)
☐ Obtaining a four-year college degree (Bachelor's)
☐ Choosing a technical school or vocational program
☐ Getting financial assistance to complete my education or completing college aid forms (including FAFSA forms)
☐ Choosing a career
☐ Learning how to use a computer
☐ Learning or improving communication or language skills
☐ My family and I do not need help with education needs.
18. **FINANCIAL AND LEGAL ISSUES:** *Which financial and/or legal needs could you or your family use help with (select all that apply)...*
☐ Budgeting and/or managing money
☐ Opening a checking or savings account
☐ Filling out tax forms
☐ Understanding credit scores
☐ Solving problems with a credit card or loan company

(item continued on next page)

- ☐ Solving problems with utility or telephone company
- ☐ Solving problems with payday loans
- ☐ Solving bank foreclosure, bankruptcy, or 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 (24-hour Domestic Violence hotline: 309-827-7070)
- ☐ Getting legal assistance when denied services
- ☐ My family and I do not need help with any financial or legal needs.

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

- ☐ Getting emergency shelter
- ☐ Finding affordable housing that fits my family's needs
- ☐ Obtaining renter/tenant rights and responsibilities education
- ☐ Getting financial assistance with a security deposit
- ☐ Getting financial assistance with rent or mortgage payments
- ☐ Obtaining home ownership education
- ☐ Getting financial assistance with a down payment or closing costs to buy a home
- ☐ Qualifying for a loan to buy a home
- ☐ Learning basic home repair and property maintenance skills
- ☐ Getting financial assistance for home repairs
- ☐ Making my home more energy efficient
- ☐ Making changes to my home for a person with disabilities
- ☐ My family and I do not need help with any housing needs.

20. 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 and/or special dietary needs
- ☐ Learning how to stretch my food dollar
- ☐ Getting meals delivered to my home
- ☐ Enrolling in the Food Assistance Program (SNAP)
- ☐ Learning how to model healthy eating for my children
- ☐ My family and I do not need help with food or nutrition needs.

21. Do you have children under the age of 18 living with you? ☐ Yes ☐ No **(If NO, skip questions 22 and 23)**

22. 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/infants
- ☐ Finding child care for toddlers
- ☐ Finding child care for preschoolers
- ☐ Finding evening or nighttime child care
- ☐ Finding weekend child care
- ☐ Finding a before/after school program
- ☐ 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
- ☐ I do not need help with any child care or child development needs.

23. 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 teenager(s)
- ☐ 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 *(item continued on next page)*

- ☐ 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
- ☐ I do not need help with any parenting or family support needs.

24. 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 or my children to and from school
- ☐ Getting my children to and from child care, after-school, or club activities
- ☐ Going shopping and running errands
- ☐ My family and I do not need help with transportation.

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

- ☐ Finding an affordable wellness and/or exercise program
- ☐ Getting my health insurance questions answered
- ☐ Having affordable health or dental insurance
- ☐ Having health care available in my community
- ☐ Having dental care available in my community
- ☐ Finding a doctor willing to accept Medicaid (Title XIX)
- ☐ Finding a dentist willing to accept Medicaid (Title XIX)
- ☐ Getting financial assistance for regular medical or 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 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 (24-hour Domestic Violence hotline: 309-827-7070)
- ☐ My family and I do not need help with any health needs.

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

- ☐ Getting basic furniture, appliances, or housewares
- ☐ 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)
- ☐ My family and I do not need help with any basic needs.

27. SAFETY: *For which areas do you feel safety measures and/or increased law enforcement presence are needed (select all that apply):*

- ☐ **None** – I feel safe in all areas of my neighborhood and do not feel there are any unmet needs regarding law enforcement.
- ☐ Increased safety/security for children and youth who are going to and from school
- ☐ Increased safety/security for children and youth while in school
- ☐ Increased safety/security for senior citizens who live in the community
- ☐ Increased safety/security for all residents going about their daily lives (in their homes)
- ☐ Increased safety/security for people walking in my neighborhood
- ☐ Increased safety/security in parks, playgrounds, and/or other outdoor recreational areas in my neighborhood

- ☐ Gang violence and/or gang activity in my neighborhood/community
☐ Drug dealers, distribution, manufacture, or drug use in my neighborhood/community
☐ Other need for increased law enforcement presence (*please describe need*): _____
28. 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 - *please list those problems or needs below* ☐ No
-
29. What is **ONE** thing would you **most** like to see improved in your neighborhood?
-
30. If you know someone with an incarcerated adult in their family, do they ever talk about any particular concerns that could be addressed through assistance with any of the items below? **Select all that apply.**
☐ Transportation ☐ Child care ☐ Job skills training ☐ Medical bills ☐ Stress relief
☐ Mentor or after school programs for children ☐ Financial coaching ☐ Obtaining employment
☐ I do not know anyone with an incarcerated adult in their family. ☐ Other: _____
31. When you think about your adult family, friends, and neighbors, how many of them might say something like "Where am I going to find money to pay for that?" **Select one.**
☐ Almost none (0-5%) ☐ Some (6-33%) ☐ Quite a few (34-66%) ☐ Most (67-95%) ☐ Almost everyone (96-100%)
32. 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 (0-5%) ☐ Some (6-33%) ☐ Quite a few (34-66%) ☐ Most (67-95%) ☐ Almost everyone (96-100%)
33. How did you learn about Mid Central Community Action (MCCA)? **Select all that apply.**
☐ Family or friend ☐ Another current or former MCCA client ☐ I or my family have received MCCA services
☐ United Way ☐ Health care provider ☐ Brochure or flyer ☐ Websites, internet, or email
☐ Newspaper ☐ Mailing ☐ Television/Radio ☐ Social media (Facebook, Twitter, etc.)
☐ Local Church ☐ Other state agency ☐ Other social service agency
☐ Other: _____ ☐ I have never heard of MCCA before completing this survey.
34. What time of day would you prefer to come to one of our locations (offices) for assistance? **Select all that apply.**
☐ Weekdays from 8:00 am - 4:30 pm ☐ Weekday evenings from 5:00 pm - 7:00 pm
☐ Saturday from 9:00 am - 3:00 pm ☐ I am not able to come to any of your locations
35. What services has your household received from MCCA within the last 12 months? **Select all that apply.**
☐ Energy Assistance (LIHEAP/PIPP) ☐ Rent/mortgage assistance ☐ Car repair assistance
☐ Weatherization ☐ Home repair assistance ☐ Employment coaching
☐ Education/scholarship assistance ☐ Financial coaching ☐ Housing counseling
☐ Domestic violence services ☐ I have not received any assistance from MCCA within the past 12 months.
☐ Other assistance (*please describe*): _____
36. 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 - *please contact MCCA at 309-829-0691 for more information.* ☐ No

Thank you for your participation! Your responses are important in helping to identify unmet needs in our community.

Customer Satisfaction Survey

When you visited MCCA...

- | | | | |
|---|------------------------------|-----------------------------|---|
| 1. ...were you helped in a timely manner? | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> N/A (not applicable) |
| 2. ...were you treated with respect? | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> N/A |
| 3. ...was the staff friendly and helpful? | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> N/A |
| 4. ...did you get the information and/or the services you needed? | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> N/A |
| 5. ...were you informed about other agency or community services? | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> N/A |
| 6. I would recommend our agency to family and friends. | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> N/A |

If you were not completely satisfied with your visit and/or the services you received, you received exceptional service, or you have suggestions for how we can improve our services, please include information below about your experience or suggestions.

Appendix B: Stakeholder Survey

ILLINOIS COMMUNITY ACTION AGENCIES

FY20 Needs Assessment Survey –

Community Stakeholders



Illinois' community action agencies are conducting a study of the needs of low-income people. Results from the study will be considered by Illinois's community action agencies for planning, developing, and delivering agency activities, services, and initiatives. This survey can also be completed online at <https://www.surveymonkey.com/r/FY20CS>.

INSTRUCTIONS:

Please answer each question by checking the appropriate box or boxes. If a question does not apply to you, please leave it blank. "Community" is defined as the neighborhood and/or city in which you live.

1. What county do you live in? _____
2. What is your zip code? _____
3. What is your gender? _____
4. What is your age? _____
5. What is your relationship with Mid Central Community Action, Inc.? **Select all that apply.**
 - ☐ Current MCCA board member
 - ☐ Current MCCA staff member
 - ☐ Former MCCA staff/board member
 - ☐ Staff or board member of other community agency
 - ☐ Funder or employee of funding agency
 - ☐ Other community stakeholder not described above
- 5a. How many years have you served in this capacity?
 - ☐ 0-2
 - ☐ 3-5
 - ☐ 6-10
 - ☐ 11-15
 - ☐ 16-20
 - ☐ 21-25
 - ☐ 26-30
 - ☐ over 30
6. Are there full-time living wage employment opportunities available in your community?
 - ☐ Many opportunities
 - ☐ Some opportunities
 - ☐ Few opportunities
 - ☐ No opportunities
7. Why do you believe people have problems getting or keeping a job? **Select all that apply.**
 - ☐ Jobs are not available
 - ☐ Physical or mental disabilities
 - ☐ Health issues
 - ☐ Substance abuse issues
 - ☐ Language barriers
 - ☐ Need better technical job skills
 - ☐ Need better communication, people/customer job skills
 - ☐ Lack of education
 - ☐ Transportation
 - ☐ Need child care
8. Are non-medical emergency services available in your community? ☐ Many ☐ Some ☐ Few ☐ None
9. Are emergency shelters available in your community? ☐ Many ☐ Some ☐ Few ☐ None
10. Are medical services available for low-income people in your community? ☐ Many ☐ Some ☐ Few ☐ None
11. Are dental services available for low-income people in your community? ☐ Many ☐ Some ☐ Few ☐ None
12. Are wellness (nutrition, exercise, etc.) programs available for low-income people in your community?
 - ☐ Many
 - ☐ Some
 - ☐ Few
 - ☐ None
13. Are there child care programs for low-income families available in your community?
 - ☐ Many programs
 - ☐ Some programs
 - ☐ Few programs
 - ☐ No programs
14. Are preschool programs (including Head Start programs) for low-income families available in your community?
 - ☐ Many programs
 - ☐ Some programs
 - ☐ Few programs
 - ☐ No programs
15. Are affordable youth (ages 5 to 17) activities or after school programs available in your community?
 - ☐ Many activities/programs
 - ☐ Some activities/programs
 - ☐ Few activities/programs
 - ☐ No activities/programs

16. In your community, in which areas do you believe youth (ages 12 to 17) need assistance? **Select all that apply.**
- | | | | |
|--|---|---|---|
| <input type="checkbox"/> After school supervision | <input type="checkbox"/> School attendance | <input type="checkbox"/> Birth control | <input type="checkbox"/> Teen parenting |
| <input type="checkbox"/> Sexually transmitted diseases | <input type="checkbox"/> Obesity | <input type="checkbox"/> Learning disabilities | <input type="checkbox"/> Behavior disorders |
| <input type="checkbox"/> Tutoring | <input type="checkbox"/> Mentoring and leadership | <input type="checkbox"/> Finding employment | |
| <input type="checkbox"/> Gang participation | <input type="checkbox"/> Volunteering | <input type="checkbox"/> Affordable school/community activities | |
| <input type="checkbox"/> Substance abuse/tobacco | <input type="checkbox"/> None of these apply | | |
17. Do you believe the schools in your community meet the educational needs of the children they serve?
- ☐ In almost all cases ☐ In most cases ☐ In some cases ☐ In a few cases ☐ Not at all
18. Are the homes in your community in good repair?
- ☐ Most of them are ☐ Some of them are ☐ Few of them are ☐ None of them are
19. What public transportation options are available in your community? **Select all that apply.**
- ☐ Cab or taxi ☐ Regional transit bus ☐ Municipal bus ☐ Amtrak/Train
- ☐ Uber, Lyft, or other ride share service ☐ None ☐ Other: _____
20. Which of the following issues do you believe are the greatest challenges low-income households are currently facing in your community? **Select all that apply.**
- | | | | |
|---|--|---|--|
| <input type="checkbox"/> Education | <input type="checkbox"/> Job training | <input type="checkbox"/> Living wage employment | <input type="checkbox"/> Budgeting |
| <input type="checkbox"/> Credit card debt | <input type="checkbox"/> Other debts/financing | <input type="checkbox"/> Energy/utility costs | <input type="checkbox"/> Housing |
| <input type="checkbox"/> Transportation | <input type="checkbox"/> Family violence/abuse | <input type="checkbox"/> Teen pregnancy | <input type="checkbox"/> Parenting |
| <input type="checkbox"/> Special needs children | <input type="checkbox"/> Child care | <input type="checkbox"/> Mental health services | <input type="checkbox"/> Medical care access |
| <input type="checkbox"/> Dental care access | <input type="checkbox"/> Substance abuse | <input type="checkbox"/> Chronic illness | <input type="checkbox"/> Health care costs |
| <input type="checkbox"/> Health food selection | <input type="checkbox"/> Language barriers | | |
21. Which of the following areas do you believe low-income households need assistance with in order to achieve or maintain self-sufficiency? **Select all that apply.**
- | | | | |
|---|--|---|--|
| <input type="checkbox"/> Education | <input type="checkbox"/> Job training | <input type="checkbox"/> Employment | <input type="checkbox"/> Financial planning |
| <input type="checkbox"/> Energy/utility costs | <input type="checkbox"/> Housing | <input type="checkbox"/> Transportation | <input type="checkbox"/> Family/child abuse/violence |
| <input type="checkbox"/> Family planning | <input type="checkbox"/> Parenting education | <input type="checkbox"/> Child care | <input type="checkbox"/> Mental health |
| <input type="checkbox"/> Medical or dental care | <input type="checkbox"/> Substance abuse treatment | <input type="checkbox"/> Legal issues | <input type="checkbox"/> Language barriers |
22. Of the following, with which of these do you believe low-income families need information, education, guidance, and/or assistance? **Select all that apply.**
- | | |
|--|--|
| <input type="checkbox"/> Banking (checking and savings accounts) | <input type="checkbox"/> Credit cards or financial credit issues |
| <input type="checkbox"/> Car title or payday loans | <input type="checkbox"/> Budgeting or money management issues |
| <input type="checkbox"/> Filing tax returns (EITC) | <input type="checkbox"/> Obtaining loans |
| <input type="checkbox"/> Property tax exemptions | <input type="checkbox"/> Rent reimbursement claims |
| <input type="checkbox"/> Home energy/utility cost issues | <input type="checkbox"/> Home repair/maintenance |
| <input type="checkbox"/> Obtaining job skills/training | <input type="checkbox"/> Finding living-wage employment |
| <input type="checkbox"/> Identifying or applying for benefits | <input type="checkbox"/> Finding affordable mental health services |
23. Which of the following areas do you believe the elderly (seniors) in your community need assistance with in order to remain in their home? **Select all that apply.**
- | | | | |
|---|---|---|--|
| <input type="checkbox"/> Housework | <input type="checkbox"/> Yard work/snow removal | <input type="checkbox"/> Home repairs | <input type="checkbox"/> Energy/utility costs |
| <input type="checkbox"/> Managing medications | <input type="checkbox"/> Grocery shopping | <input type="checkbox"/> Preparing meals | <input type="checkbox"/> Social activities or visits |
| <input type="checkbox"/> Financial assistance | <input type="checkbox"/> Tax preparation/legal issues | <input type="checkbox"/> Access to transportation | <input type="checkbox"/> Laundry |

Thank you for your participation!
Your responses are important in helping to identify unmet needs in our community.