

DeKalb County Community Action Plan 2010



DeKalb County Community Services
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1: 2010 Community Action Plan Summary

This Community Action Plan (CAP) has been developed to act as the guide for all DeKalb County Community Services Department (DCCSD) programs. The development of this Community Action Plan comes out of an ongoing process of assessing the service needs of the poverty population.

In 1984 the DeKalb County Board began addressing the issue of poverty through the establishment of the Community Services Department. This Department was given the task of alleviating the causes and conditions of poverty. The Community Services Block Grant funds most of the basic core operations as well as some specific programs within this Department. This Department also administers the FEMA, Emergency Food and Shelter Program, Emergency Fund, and Homeless Prevention Funds. DCCSD also administers the Senior Tax Program for DeKalb County Government as well as other projects assigned to this Department by the County Board that are funded out of local tax dollars. In the upcoming year DCCSD will also administer special CSBG stimulus monies that place an emphasis on education and employment assistance as well as collaborations and support for job creation and housing assistance.

The Community Services Administrative Board is actively involved in the planning process. This board is a tripartite board having representatives from the private and the public sector as well as the clients served. Because of the various perspectives of its membership, this board can determine the truly needed services that will most benefit the poverty population.

They evaluate all the present services and determine their effectiveness. They are also the body that looks at any newly proposed programs for the Community Services Department to undertake. The Board has had considerable input into this plan, however, due to the timing of the submission of the CAP, the Administrative Board has not yet approved the final work programs described in the outcome section.

Public input is invited when the DeKalb County Government budget, including all CSBG expenditures, is published for public viewing and a public hearing is held. Both the Health and Human Services Committee and the Finance Committee of the County Board review the Community Services budget and programs in detail. The budget then requires approval by the full DeKalb County Board.

Following is a brief description of each section contained in this comprehensive CAP for 2010.

The Needs Assessment Section of the CAP

For the 2010 CAP data was compiled and analyzed from internal and external sources, including demographics and statistics that help to describe the poverty population in DeKalb County. The characteristics of clients served by DCCSD and types of assistance needed over the last year has been updated. The clients of DCCSD were surveyed about their satisfaction with the services provided as well as their perspective on the needs, both met and unmet, of the poverty population. The results of this survey are included in this CAP. Analysis of changes and trends for the poverty population are discussed by program category.

Description of Service Delivery System Section of the CAP

This section describes the service delivery system in DeKalb County that is directed toward low-income persons. The role of DCCSD in the development of this system is described. A listing of the major agencies within the social service delivery system is included in this section.

Description of Linkages Section of the CAP

The linkages section describes how DCCS reaches out to the client community and how clients are referred to other services by DCCSD staff. The process of follow-up done for Emergency Intervention clients and Family Development clients is also described.

Coordination Section of the CAP

DCCSD is diligent when it comes to coordinating their services with the other providers within the service delivery system. These coordinating efforts are described in this section of the CAP. Many partnerships are described as well as how DCCSD works with other local groups to enhance coordination.

Description of Innovative Community and Neighborhood-Based Initiatives

DCCSD continues to administer a dental assistance program. We have recently implemented some eligibility changes and additional support to the front line referrals in order to increase the success of this program. This program provides dental care for elementary and middle school-age children with dental problems that interfere with their ability to perform at school. This program uses funds generated from a local endowment fund for the cost of the dental care. DCCSD uses CSBG funds to cover some of the program and administrative costs for this program. DeKalb County has also recently utilized the program provided by Voluntary Action Center to provide evening meals for individuals and families in the community. A similar venture is in the planning stages now by a consortium of area churches where breakfast and social connection opportunities will be available.

Youth Programming

In this section DCCSD describes their role with the Child and Adolescent Local Area Network. This program is targeted to children at risk of truancy, suspension, or expulsion and is funded by both the Illinois Department of Children and Family Services and the Illinois State Board of Education. Additional services throughout the county to address the comprehensive needs of youth and their families are also addressed.

Outcome Section of the CAP

Once all the data was collected and compiled, and input considered, the staff of DCCSD formulated the outcome section of the Community Action Plan. The problem or need statements from the needs assessment section were prioritized into categories. Desired outcomes for these needs were proposed. The CSBG Administrative Board and the DeKalb County Board have had ongoing opportunities to contribute their suggestions to DCCSD, however they have not yet formally approved the proposed rankings or outcomes described in this section. They will each have the final approval of the outcomes and work programs that are contained in the 2009 CSBG Grant Application. The results of that process are summarized in the table that follows.

Summary of 2010 Community Action Plan Results

	Identified Need	Desired Outcome	Proposed Response
1	Assistance to seek and maintain employment	Clients will increase their earnings due to employment	Family Development Program, Job Readiness Program
2	Create jobs that pay a living wage	Living wage jobs will be created	CSBG Loan Program
3	Low-income students lack resources to further their education	Students will be able to further their education	CSBG Scholarships
4	Clients need access to training and employment services	Clients will have the services they need to return to the workforce	Coordinate with the WIA Partners
5	Local funding for childcare	Supplement Childcare subsidies	Generally, resources not available. However, initial funding may be available through Job Readiness component of CSBG ARRA- Stimulus (in 2010) for temporary payment until subsidy is available.
6	Lack of money management skills	Clients will acquire skills to maximize their resources	Emergency Intervention & Family Development
7	Federal mainstream programs are not being maximized	Clients will have access to the Federal mainstream programs	Emergency Intervention & Family Development
8	Single-parent clients need information about child support services	Clients will have information to access state child support services	Emergency Intervention & Family Development
9	Need for additional housing	Create affordable housing	Continuum of Care Committee through Info Line, Outreach & Coordination Program
10	Need for assistance with rent or deposits	Clients will have resources to obtain or maintain housing	Emergency Intervention, Homeless Prevention
11	More shelter and supportive housing is needed	Persons in need of shelter or supportive housing will have that need met	Continuum of Care Committee through Info Line, Outreach & Coordination Program
12	Poverty families face unforeseen emergencies	Clients will have emergency ameliorated	Emergency Intervention
13	Formerly homeless need furniture	Clients will have the furniture they need	St. Mary's, Love, Inc.
14	Clients have need for sundries and household items	Clients will have these basic needs met	Emergency Intervention & Family Development, Local Food Pantries
15	Food pantries not meeting the need	Food Pantries will meet the need	Coordination of the EF&S through Info Line, Outreach & Coordination Program
16	Information on government food programs is lacking	Clients will access government food programs	Info Line, Outreach & Coordination Program
17	Clients need information about services	Clients will have information about services	Info Line, Outreach & Coordination Program
18	Coordination of services providers including the faith community	The social service system will be coordinated and more effective	Info Line, Outreach & Coordination Program, Love, Inc.
19	A better understanding of the social service system is needed by funders	A comprehensive study of the system will be performed	Info Line, Outreach & Coordination Program
20	Agencies could benefit from training and technical assistance	The service system can better meet the needs of the clients	Info Line, Outreach & Coordination Program
21	Public need to become aware of needs of poverty population	Public will be aware of poverty needs & services	InfoLine, Outreach & Coordination Program
22	Poverty population needs dependable transportation	Clients will have dependable transportation	Family Development & Resources, VAC addresses needs as able. Additional resources and availability needed.
23	Public transportation needs to be expanded	Public transportation system will be expanded	VAC addresses needs as able. Unmet needs in the community, additional resources unavailable.
24	Youth criminal involvement needs to be reduced	Youth involvement with criminal activity will be reduced	Info Line, Outreach & Coordination Program
25	School truancy, suspension, expulsions need to be reduced	DeKalb County youth will stay in school	Info Line, Outreach & Coordination Program
26	Services are needed for homeless youth	Youth will no longer be homeless	Coordination of the Continuum of Care Committee
27	Assistance to become self-sufficient	Clients become self-sufficient	Family Development
28	Poverty persons can't afford medical care	Clients will receive medical, prescription, & dental services	Emergency Intervention, Community Cares Clinic, expanded assistance available through CSBG ARRA Stimulus, Medical Assistance Program
29	Poverty persons cannot afford dental care for their children	Children will receive emergency dental care	Dental assistance program
30	Parents can't afford physicals	Children receive school physicals	Assistance available through CSBG ARRA Stimulus, Medical Assistance program.

2: Needs Assessment

This section of the Community Action Plan is designed to provide the information needed to formulate problem or need statements concerning the needs of the poverty population in DeKalb County. DCCSD examined a variety of demographic and statistical information as well as the results of the client survey in order to assess the needs. (Please note that while much of the data is gathered from the same source, the American Community Survey estimates for 2005-2007, some of the data is inconsistent.)

Demographic Information Population of DeKalb County

	<u>2000 Census Statistics</u>		<u>ACS 2005-2007 Demographic Estimates</u>	
Male	44,086	50%	46,904	50%
Female	<u>44,883</u>	<u>50%</u>	<u>46,503</u>	<u>50%</u>
	88,969	100%	93,407	100%
Under 20 years		30%		29%
20 to 59 years		57%		59%
60 and over		<u>13%</u>		<u>12%</u>
		100%		100%

According to the 2000 census the population of DeKalb County increased by 14% in the 10 years since the 1990 census. This was significantly above the state of Illinois increase of 8.6%. The 2005-2007 American Community Survey puts the DeKalb County population at 93,407 with the fastest growing population that of Hispanics. This survey also estimates the rate of poverty at 13.9% in DeKalb County, almost 13,000 people.

Most of the growth has come from persons moving into DeKalb County from Chicago or the collar counties directly to our east. Some of those who are moving into DeKalb County are the poor who are looking for an escape from the problems of the city. This has caused a backlash reaction from some in the community. With the poverty rate increasing, there are critics in the community who see the problems surrounding poverty as the result of the migration from the Chicago area. This has heightened the fear of programs that assist the poor because they are seen as attracting crime, poverty, and gang activity often associated with Chicago or the suburbs.

Poverty Population Of DeKalb County

<u>Survey</u>	<u>Census Statistics</u>		<u>Census Statistics</u>		<u>American Community</u>	
	<u>1990</u>		<u>2000</u>		<u>2005-2007</u>	
Poverty	9,363 (12% of population)		9,203 (11.4% of population)		12,968 (13.9% of population)	
Under 18 years	1,430	15%	1,508	16%	2,280	18%
18 to 64 years	7,298	78%	7,332	80%	10,375	80%
65 and over	<u>635</u>	<u>7%</u>	<u>363</u>	<u>4%</u>	<u>323</u>	<u>2%</u>
	9,363	100%	9,203	100%	12,968	100%

The most recent survey of the poverty population in DeKalb County suggests a significant overall increase in both the percentage of the population that lives in poverty and the sheer number of people affected in the County. While the overall population has increased 12%, according to these estimates, there has been a 30% increase in the percentage of people living in poverty. A continued change in the demographics is the smaller number of persons in

poverty who are over 65 years of age. Overall, the distribution of the percentage of persons living in poverty appears to be stable. This seems to confirm that the cause of the increase in poverty in DeKalb County is in part due to the migration of poor young people from the Chicago area.

Traditionally, DCCSD was able to provide services to individuals and families that had a household income of 125% of poverty or below. This past year, DCCSD was able to provide assistance to individuals and families whose household income over 125% but at or below 200% of the poverty level. According to the ACS, 25,942 people, or 27.7% of the DeKalb County population had household incomes that were equal to or below the 200% of poverty threshold.

Race and Ethnic Origin of the Population Of DeKalb County

	<u>1990 Census Statistics</u>	<u>2000 Census Statistics</u>	<u>2008 ACS Statistics</u>
White	85%	88.5%	86.5%
Black	5%	4.6%	6.0%
Hispanic	6%	N/A	N/A
Other	4%	5.3%	3.2%
Two or more races	N/A	1.6%	1.2%
<hr/>			
Hispanic or Latino origin	N/A	6.6%	9.6%

Language Spoken at Home (population 5 years and over)

English only	75,010	88%
Language other than English	8,360	12%
-Speak English less than "very well"	1,003	39%
-Spanish speaking	5,183	62%
-Other languages	3,177	38%

Due to the change in the way the Census Bureau categorizes race and ethnic origin, it is difficult to compare the data from 1990 and 2000. The data does show that the population in DeKalb County has remained fairly constant. Overall, DeKalb County does have a slightly smaller percent of minority persons than the State of Illinois.

The percentage of persons in DeKalb County who regularly speak a language other than English remains relatively low. While the largest percentage of those who do not speak English "very well" are Spanish speakers. The 2.5% in DeKalb County is far lower than the state of Illinois' 5.8%.

Estimates, based on the 2005-2007 American Community Survey, for the median household income in DeKalb County is \$53,758. This income level meets the median income of Illinois, which is \$53,745, based upon data from the same survey.

Illinois Department of Human Services Case Load for DeKalb County

September, 2009

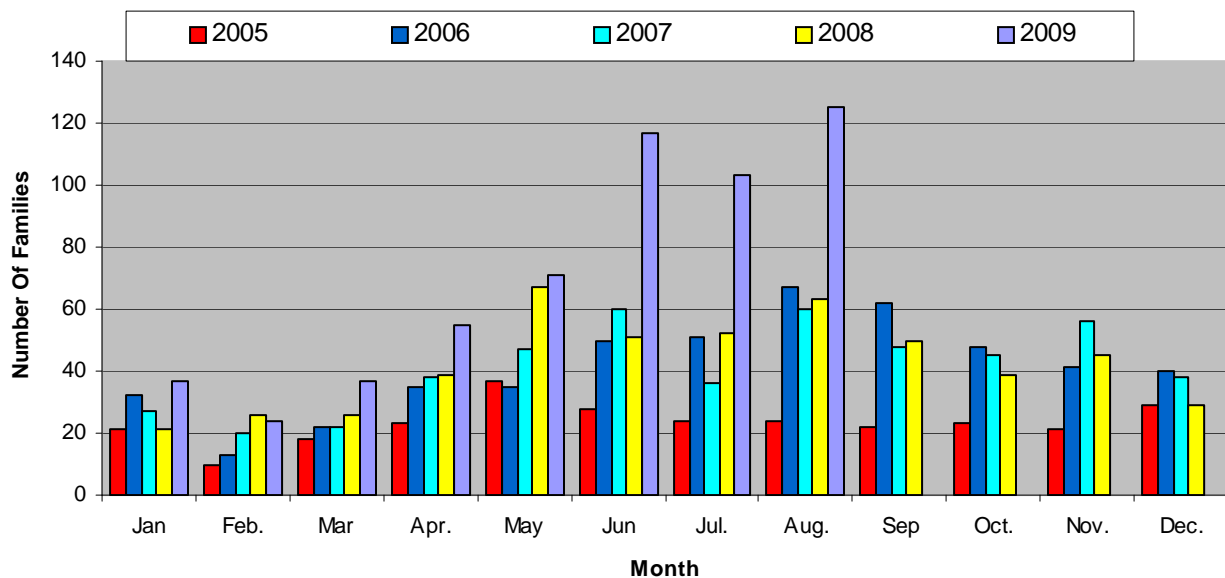
Temporary Assistance for Needy Families (TANF)	87 Cases
Aid to Aged Blind and Disabled (AABD)	54 Cases
Group Care (Nursing Homes)	406 Cases
Food Stamps Only	799 Cases
Medical Only Cases (includes "All Kids" and Spend down)	5441 Cases

Estimates by the Regional Training Coordinator for the Department of Human Services indicate that there has been a 35% increase in the applications for assistance from November, 2008 until June, 2009 over the same period of time the year before. This conclusion is borne out as the numbers of current cases are compared to those cited in the 2009 CAP. Last year the number of "Food Stamps Only" cases in DeKalb County was 556. The numbers of "Medical Only Cases" were 3883.

DEKALB CO. COMMUNITY SERVICES CLIENT STATISTICS

This graph represents the clients served by the DeKalb County Community Services Emergency Intervention Program.

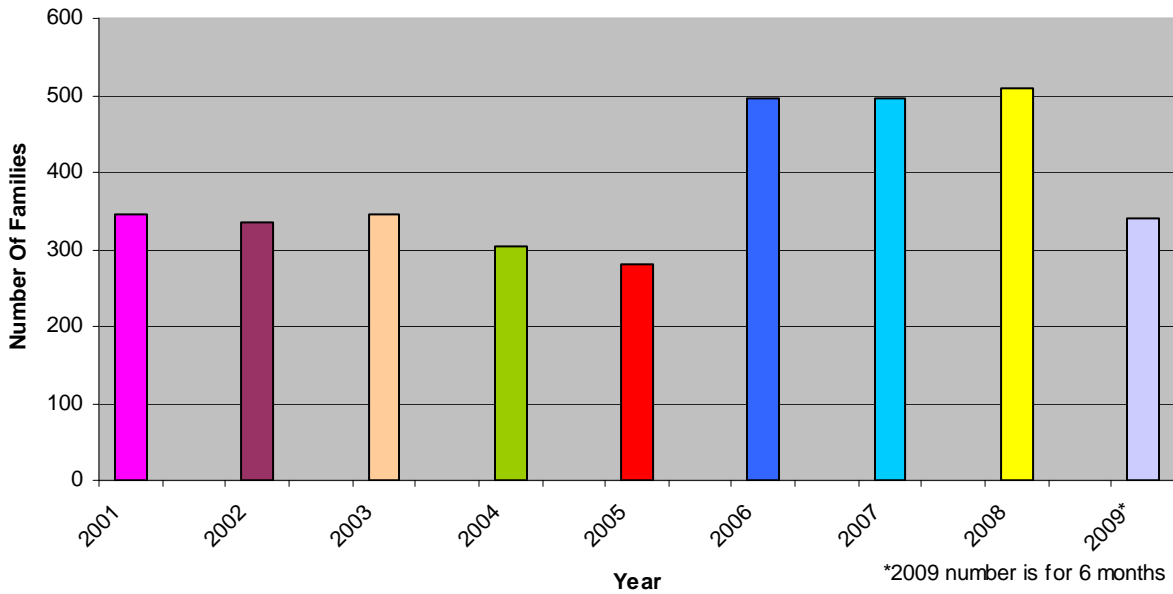
**DeKalb County Community Services
Emergency Intervention Families Served**



Types of Intervention Services Received

	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>Jan.-Jun. 2009</u>
Rent/mortgage Assistance	33%	40%	40%	45%
Emergency Energy Assistance	23%	25%	28%	31%
Emergency Water Bill Assistance	05%	05%	05%	05%
Rental Deposit Assistance	14%	13%	13%	09%
Furniture	08%	01%	n/a	n/a
Family Development	03%	02%	01%	02%
Medical Voucher	10%	11%	12%	06%
School Physicals	03%	n/a	n/a	n/a
Scholarship Program	01%	03%	01%	n/a
Support Services	n/a	n/a	01%	02%
Emergency Dental (K-5)	n/a	n/a	n/a	0.4%

DeKalb County Community Services Emergency Assistance Families Served



Community Services Department Statistics
Profiles of CSBG Households served as of 6-30-09

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009 Through June</u>
Male	37%	41%	38%	39%	40%	40%	42%
Female	63%	59%	62%	61%	60%	60%	58%
At or Below Poverty Level	82%	86%	85%	87%	85%	89%	74%
125% of Poverty Level	17%	13%	14%	12%	15%	10%	11%
Extreme Emergencies (can go up to 200% in 2009)	1%	1%	1%	1%	--	1.2%	15%
Black	31%	31%	26%	35%	44%	38%	35%
White	56%	65%	70%	62%	56%	59%	63%
Other	2%	1%	4%	3%	0%	2.3%	2%
Hispanic	11%	8%	12%	9%	5%	14%	10%
Under 18 years	44%	44%	42%	42%	43%	47%	46%
18 - 54 years	53%	53%	53%	55%	53%	49%	51%
55 and over	4%	3%	3%	3%	4%	3.3%	3.1%
Disabled	9%	8%	11%	9%	11%	10%	9%
Employed	49%	53%	55%	53%	53%	53%	53%
Single Parent Female	42%	39%	41%	40%	44%	47%	40%
Single Parent Male	2%	1%	2%	2%	2%	1%	1%
Two Parent Family	18%	13%	15%	14%	13%	15%	24%
Single Person	25%	30%	28%	31%	30%	29%	29%
Two Adult/Couple	5%	5%	3%	4%	5%	4%	3%
Other	8%	2%	10%	9%	6%	4%	3%
Education Level (Adults 24 & Older)							
0-8	4%	2%	2%	0%	1%	1%	1%
9-12	18%	19%	16%	19%	19%	9%	8%
HS Degree/GED	34%	34%	35%	36%	34%	13%	15%
12+	37%	36%	38%	40%	40%	16%	14%
2 or 4 yr. College	7%	9%	8%	5%	6%	2%	3%

In 2006 75% of clients received assistance for housing (rent, mortgage, or deposit) or utilities. This percentage has risen steadily and in the first half of 2009, 90% of clients received assistance for housing or utilities. This may suggest that there are fewer supplementary resources for low-income families to access in order to afford fixed bills like rent or utilities. The community has tried to address this dilemma that some families experience between choosing to pay for food or rent by offering free dinners. A coalition of area churches is hoping to implement a similar program that offers breakfasts within the near future. Unfortunately, the funding and staffing for such programs is proving arduous

and even, as is the case for the dinner program, unsustainable.

Two other trends that are apparent in the reporting of program usage are:

- (1) The significant increase of assistance sought by individuals and families whose incomes fall between 125% and 200% of the poverty level. This percentage of clients has increased from 1.2% in 2008 to 15% in the first half of 2009. While this increase is a result of a change in eligibility for services from the 125% threshold to the 200% threshold of poverty, it is still significant that such a large percentage of households seeking assistance fall within that range.
- (2) The increase in two-parent families that are seeking assistance. This percentage is up from 15% of those seeking assistance in 2008 to 24% in the first half of 2009. This increase correlates with a decrease in the number of single-parent female households seeking assistance.

Survey Results

DCCSD conducted a survey of clients. The survey forms were given to clients while they were in the office. Clients were given the opportunity to complete the survey in private and deposit it into a box to promote anonymity. The results of this survey are outlined on the next four pages of this plan. A blank copy of the survey is attached to this plan as **ATTACHMENT "A"**.

DEKALB COUNTY COMMUNITY SERVICES DEPARTMENT CUSTOMER SURVEY 2009

1. Do you believe the services you have received will help your family become more self-sufficient?
Yes 93% **No 1%** **Uncertain 6%**
2. How would you describe staff courtesy?
Excellent 94% **Satisfactory 6%** **Unsatisfactory 0%**
3. How well did staff understand your situation?
Very Well 88% **Well 11%** **Not Well 1%**
4. In general, how do you rate the services you received when you visited the agency?
Excellent 91% **Satisfactory 9%** **Unsatisfactory 0%**
5. Of the following goals, choose the **FIVE** you think are most important for your family to accomplish.

2009 Ranking	2008 Ranking	2007 Ranking	
1	3	1	Have increased earnings due to a higher paying job
2	1	4	Use my income more efficiently
2	2	3	Have affordable medical care for family and myself
4	4	5	Have enough food for my family
5	5	6	Find housing that I can afford
6	7	7	Attend College
7	6	2	Know what services are available for my family
8	12	10	Have reliable transportation
9	10	11	Have my children graduate High School
10	8	8	Have affordable dental care
11	9	9	Be an even better parent
12	11	15	Feel safe in my community
13	14	13	Have after school and summer activities for my children

14	16	14	Get my GED
14	19	12	Have enough furniture for my needs
16	15	16	Graduate from a training program with employable skills
16	13	18	Have quality and affordable childcare for my children
16	17	17	Get legal services when I need them
19	18	19	Obtain emergency or transitional housing

6. Are you satisfied with your situation now? **Yes 44%** **No 57%**
If no, what would you do differently to improve your situation? (or other comments)

Sampling of the Answers to Question 6

6. Are you satisfied with your situation now? If no, what would you do differently to improve your situation (or other comments)? (This is a sample of some of the responses.)

- ❖ In too big of a financial rut. Find cheaper housing.
- ❖ Bring more money into the household and provide stable childcare for my children.
- ❖ I have been working MORE hours than I'm supposed to be to gain more income. I have cut down on certain luxuries to afford food/gas/electricity/car insurance, etc, etc. I feel I'm running out of options.
- ❖ I am blessed with a roof and my health. I am anticipating a job with Nicor. If I could turn back time I would have made decisions differently.
- ❖ Get healthy.
- ❖ Have more success in finding a job. It is quite distressing to continue to send out resumes & get zero responses.
- ❖ Have midland surgical center help me with my situation, and return to my family.
- ❖ I would try getting into a low-income home. I would also try to work more.
- ❖ I am not sure how I can do anything different that has transpired this year.
- ❖ I need to keep up with all of my bills & try to get disability for a temporary amount of time.
- ❖ Get caught up on bills, Nicor & ComEd so I don't get shut-off again.
- ❖ I received a list of beneficial resources. Very understanding. I am greatly appreciative of the services your facility has extended to me, however I still need to manage my money in a way that's conducive to my household needs. With the help you have extended to me, I'll be sure to do so.
- ❖ I need to get back in school.
- ❖ I would get a high paying job, and take care of my finances first.
- ❖ I need to budget better and be able to keep housing.
- ❖ Thank you for your help! You were informative courteous and helpful.
- ❖ I am more than happy for the help I can get and I'll keep trying for my family. I grateful for places and people like this service. Thank you so much!
- ❖ Get a job so I wouldn't have to ask for help and I could be more self-sufficient.
- ❖ Live more within our means.

- ❖ I am currently going to start a job to help my economic situation and I plan on going to school 2010 to become a nurse. Thank you for your help my family appreciates it.
- ❖ Find gainful employment, finish my GED, further my college, go back to school to become a nurse.
- ❖ See a doctor, counselor.
- ❖ Have savings for times like these so I wouldn't have to wonder how I was going to pay for anything.
- ❖ Take better care of myself.
- ❖ I would like to be able to budget my money better and be able to do more things with and for my children. I'd also like to get full custody of them.
- ❖ We'll try to get affordable housing and I know I could be more stable.
- ❖ Hopefully find employment before my unemployment runs out if my doctor allows me.
- ❖ Get healthy and go back to work.
- ❖ Plan expenses better.
- ❖ Continue seeking therapy, continue college education, maintain safe housing.
- ❖ Try to save more money to not have hard time in case of losing my job.
- ❖ I just want to get well and stay well so I can get my bills back on track.
- ❖ I need to find a higher paying job to support my three children. I have no extra money for clothing and miscellaneous items. All of the income goes toward rent, bills.
- ❖ Get a job so I can afford to pay for my children and self needs. Get fathers to pay for support for their children so other families can use the financial aid. I am very happy for all the resources that are out there for people truly in need.
- ❖ Find employment in a field that is stable or growing.
- ❖ I think it would be better if I had better transportation & outdoor activities for my children to do.
- ❖ Trying to get disability.
- ❖ Take classes and try to work around my kid's medical needs.
- ❖ Have more income and better transportation.
- ❖ Help my husband find a job because I can't work do to a serious heart condition and other health issues. When we get money to use it more efficiently. Find all the resources we can to help us through this difficult time.
- ❖ We would like to get back to work to pay our bills. We are humble with where we're at right now.
- ❖ Feel better about getting the help today.
- ❖ Vote for people who will bring single payer, universal health care to this country.
- ❖ Pay off some bills; find a stable job to take care of needs and myself. Go back to school full time and finish my degree.
- ❖ Currently looking for employment and continuing college education for a better job.
- ❖ I would save money and spend it wisely. Get a job so I can take care the things that need to be done for my household and me. Get my GED and better myself.
- ❖ Have a better job with more hours. Have my husband have a job and be able

- to pay our bills and not have to have help.
- ❖ Waiting for approval for SS benefits, had hearing April 7.
 - ❖ I would love to get more education so I can secure a future for my children. I would love to be qualified in a job where I could make enough money to ensure my kids go to college.
 - ❖ Find furniture to furnish my apartment.
 - ❖ I would try and save more and budget better and I am really trying to find a second job due to the fact I don't have a car and I feel really bad that I am behind on my rent.
 - ❖ Obtain employment and continue education at Northern Illinois University.
 - ❖ When I start working, this time I'm going to save money.
 - ❖ Be able to find employment for both myself and my husband to be able to have medical and dental insurance as I have none due to job loss.
 - ❖ Get a job, my GED, and learn how to save money.
 - ❖ Finding employment at this time and being able to provide much more for my household and continue college studies and to become more skilled in the workforce.
 - ❖ Hopefully I would be able to get another job soon, then my situation would be back to normal.
 - ❖ I could go back to school to work on a degree for a better paying job.
 - ❖ I am looking for a job and trying to focus improving on my issues.
 - ❖ I will be something in life. I want to be able to give my children a great life. I have always been self-sufficient and it's been hard asking for help. I want my kids to be proud of me as I am proud of them. Life is not easy. My grandma said to me take life like a grain of salt. She is so right.
 - ❖ I would like to be in my own home rather than live on someone else.
 - ❖ I really just need to handle my legal situations so that I can obtain employment. Once I find a job I would have to realize how to manage my money. I just must give 100% instead of thinking there is no hope. Once I am employed again, my living situations will be better.
 - ❖ Budget my income better, try to stay where I can do not have to need help from others and be able to help others more.
 - ❖ I am currently looking for a job and getting encouragement from friends to try new avenues of employment, as they see that some of my talents are worth more than just being hobbies.
 - ❖ Find a better job that is great with the pay and hours. So I won't have to rely on someone else to pay my bills.
 - ❖ Once I become employed I will be very satisfied. Employment is my only downfall at this moment.
 - ❖ Affordable housing.
 - ❖ Try to get back on my feet so that I can take care of my child while we attend school for a better job.
 - ❖ Find another job for extra income and finish school for a better job.
 - ❖ Find a career instead of constantly doing a job search every couple of years.
 - ❖ I would feel more better when I can find a job to help support my family.
 - ❖ I would like to find a job to better support my children and myself. To get the things we need in order to survive and live comfortably.

- ❖ Be more positive about the situation. Continue to pray the situation will work itself out and that I will regain everything that I have lost.
- ❖ I am temporarily disabled. I need to become able bodied so I can return to work.
- ❖ Move into a safe home.
- ❖ Spend my money a little better and try to keep up with all appointment dates. Be more on top of things.
- ❖ Try to get a better paying job to make payments on bills much easier.
- ❖ I am somewhat satisfied with the position that I am simply because I've taken the time to set goals and have met Terri who will be willing to help me reach them.
- ❖ Train for a better job or get more education so I can get a better job and continue to be a good parent regardless of our financial situation.
- ❖ Obtain a second job or try to use all my resources.
- ❖ It's o.k. but I need a lift to find a job close by.
- ❖ I will like to find a job for me and son so I can afford things in life.
- ❖ Need to find new employment with affordable health insurance.
- ❖ Move out of a shared housing situation into my own apartment again in order to have a more stable atmosphere for myself and daughter and with your help hope to achieve this.
- ❖ Need more work and Med Help.
- ❖ Figure out a way to get through this difficult period in our lives to where we are able to live comfortably. Setting aside my pride and getting the help available to us.
- ❖ I wish I could find a second job or get my raise back. I am putting out applications for a 2nd part time job.
- ❖ Get a job so that my family can live comfortably without worries about money and living expenses.
- ❖ I really need to finish college as soon as possible so I can get a good job and provide for my family.
- ❖ Get a stable income coming in to help with the welfare of me and my children.
- ❖ Use money wiser when I receive it, try to reduce monthly bills and maintain a reasonable amount of children to continue to support my family.
- ❖ Waiting too long for SSDI. Plan better for future.
- ❖ I would like to focus on my education and making my situation more secure and stable by furthering my education.
- ❖ I'm going back to school, to get my HVAC certification.
- ❖ Get more education to obtain a better job.
- ❖ Need to find a job so I can stop depending on others.
- ❖ Finish school and be able to work and make money for my family.
- ❖ Find assistance for education and better paying employment.
- ❖ I have applied for disability and am hoping to be approved because I cannot work enough to support family. I also would like to graduate college.
- ❖ Secure steady employment in my chosen profession.
- ❖ I appreciate this program very much and thank you for your support.
- ❖ Pay electric bill.
- ❖ Graduate from school and start my new career.

Summary of All the Answers to Question 6

43%	Employment/increased income
26%	Using income efficiently/budgeting
16%	Education/training
5%	Mental health/counseling
5%	Housing
3%	Medical/dental health
2%	Transportation

Summary of Client Survey

The survey that was conducted is not a scientific survey of the population; rather it reflects the thoughts of the clients DCCSD sees while they are in the office. This makes it problematic to come to any firm conclusion about the results. Still there is some interesting information that can be gleaned from this survey. We will attempt to summarize all the information gathered here.

Clients were asked to rate their satisfaction with the services offered by DCCSD. Their response was overwhelmingly positive. The staff of DCCSD who work directly with clients have all obtained their Community and Family Development Certification, or are enrolled in the certification program, and are knowledgeable and experienced in dealing with the issues impacting the low-income population of DeKalb County.

Clients are asked to rank goals rather than needs. As an anti-poverty agency DCCSD has chosen to focus on what families would like to achieve rather than on what they may need. The identification of goals by clients was resoundingly focused in three areas: increasing employment or obtaining a higher paying job, using income more efficiently, and increasing their education and/or training.

The top goal identified by DCCSD clients for 2009 is to “Have increased earnings due to a better paying job” while the top ranked goal last year was “Use my income more efficiently”. In fact, most of the clients who cited increased earnings as their top goal were struggling financially as the result of the loss of a job completely or the loss of income based on decreased wages or hours at an on-going job. Therefore, this category, while technically accurate, does not fully reflect the employment environment in which DeKalb county residents find themselves.

The key to getting out of poverty is employment at a living wage. Many of DCCSD’S clients face numerous barriers to achieving this goal. This year DCCSD has assisted families who previously held “living wage” jobs but recent circumstances, largely due to employment changes, have led to the inability within the household to maintain their living expenses. The second most common goal for DCCSD clients was identified as “using income efficiently/budgeting”. The cause for this response may be two-fold: clients may lack sufficient budgeting skills and clients may have experienced a decline in income over the past year such that it has made it difficult or impossible to address all of their needs regardless of the efficiency of their planning and budgeting. 15% of the households seeking assistance from DCCSD in 2009 have fallen within the poverty levels of 125% and 200%. These households have been stable in the past without assistance.

Clients continue to state that they need to “have enough food for my family”. The local

food pantries have been experiencing an increased demand for food assistance. With more clients out of work, the need for more food assistance is not a surprise. Some families have been able to utilize local food pantries and the food they receive there as a means to subsidize their overall household costs so they can meet their obligations to other bills like rent or utilities.

This year 57% of the clients answered “no” to the question “Are you satisfied with your situation now?” The survey then asks the clients what they would do differently to improve their situation. Most clients mentioned the need to improve their employment, budgeting, health, or education. Helping clients visualize a better future and helping them see how their choices can make that vision come true needs to be incorporated into as many of our work programs as possible.

Analysis of Changes and Trends for DeKalb County Poverty Population and Need Statements

The 2000 census data showed that there were 9,203 persons with incomes under the poverty level in DeKalb County. This number had changed very little from the 1990 census. However, the latest American Community estimates show that there has been a significant increase in the poverty population in DeKalb County since the 2000 census. In the most recent American Community Survey available, it is estimated that almost 13,000 or 13% of the population of DeKalb County is at or below the poverty threshold. (The Illinois rate of poverty is 12.1%) Using the population estimates from the 2005-2007 American community Survey and the coinciding numbers associated with households living at 200% of poverty, roughly 28% of households in DeKalb fall within this income range.

The sheer number of individuals and families struggling with poverty issues is putting an ever-increasing burden on the social services system in DeKalb County. While the level of need is increasing, overall areas of need of this population, and relative identification of those needs, have changed very little since the 2007 comprehensive plan. The trends of these needs are summarized here by work program category.

Economic Development

The client survey dramatically points out the need for services that assist clients to increase their earnings. Until quite recently, the DeKalb County unemployment rate has remained relatively stable at about 5%. The Illinois Department of Employment Security estimated the unemployment rate for DeKalb County in July 2009 was 10.4%. (In the same report, the Illinois unemployment rate was listed as 10.5%) The unemployment rate for the clients served by DCCSD is much higher with only 55% of them employed. Notable trends in the DeKalb County employment sector are the overall decrease in manufacturing jobs and corresponding increase in low-wage service jobs. The number of high-wage service jobs has only increased slightly. DeKalb County job seekers are experiencing increased competition for available jobs due to the plant layoffs or closings and the decrease in new home construction that continues. This diminishes the availability of jobs for DCCSD clients leading to a higher number of unemployed DCCSD clients. These are people with several barriers that hinder their ability to work. Intensive case management services are needed to help these clients return to the workforce.

Another obstacle to consider when discussing economic development is that of adequate childcare. Having satisfactory and affordable childcare is essential to working parents. The problems associated with childcare will be discussed further under the education section of this document.

These needs are proposed as most critical in the area of economic development:

- 1. Many low-income persons need assistance to identify their barriers to seeking and maintaining employment, and help to set goals that lead to self-sufficiency.**
- 2. Jobs need to be created for low-income persons that pay a living wage.**

Education

There are many resources for the poverty population of DeKalb County in the area of education. DeKalb is the home of Northern Illinois University, the second largest residential campus in Illinois. Most of the County is in the Kishwaukee Community College District. Three school districts in the southeastern corner of the County are in the Waubensee Community College District. Both Community Colleges have programs in Adult Basic Education, GED and ESL classes that are free to participants. Even in the midst of these educational opportunities there are educational needs experienced by the poverty population. There is a need for financial assistance for clients to further their education and obtain a college degree or certification.

Often what the clients need is a training program to improve their employment skills. DCCSD is a member of the WIA Partners for DeKalb County. Clients need these coordinated services to improve their workforce skills and to find employment.

The dropout rate for high school students in DeKalb County School Districts remains fairly low. Still more can be done to help children stay in school. This need is discussed more under the "Youth" section of this document.

Childcare is also an issue for this population. There is funding available through the childcare subsidy program, but local funding is needed to supplement the government funds.

These needs are proposed as most critical in the area of education:

- 1. Low-income college students lack the resources they need to further their education.**
- 2. All local WIA Partners need to work together to ensure that low-income persons have access to the training and employment services they need to return to the workforce.**
- 3. Additional local funding is needed for childcare.**

Income Management

The client survey showed that most DCCSD clients felt a need to use their income more efficiently. The experience of DCCSD has shown that budgeting and financial education is best done on a one to one basis. The clients seemed reluctant to discuss their financial affairs in a group setting.

There are many poverty level persons who are eligible for mainstream programs such as SSI, TANF, Medicaid, Food Stamps, and Earned Income Tax Credit, who are not receiving the benefits for which they qualify. DCCSD helps clients to identify eligibility for these government mainstream programs, and helps the clients enroll for these programs.

Single parent clients need information about child support services.

These needs are proposed as most critical in the area of Income Management:

- 1. Low-income persons often need to improve their money management skills.**
- 2. Persons who are eligible for federal mainstream programs often need assistance to access these programs including the Earned Income Tax Credit.**
- 3. Single-parent clients need information about child support services.**

Housing

Housing was often mentioned as a need for low-income persons in DeKalb County. Of the persons receiving services from DCCSD half, 54%, needed help with rent or rent deposits and another 36% needed assistance with utilities. This certainly shows that housing and costs associated with housing are major needs for DCCSD'S clients.

The waiting list for Housing Choice Vouchers in DeKalb County has over 2000 families on it and there are additional applications yet to process. The 2000 census showed a rental vacancy rate of only about 3% and has sometimes gone as low as 1%. This is far below the state average of 6.2%. The DeKalb County Housing Authority anticipates an outcome of around 1.5% vacancies for Public Housing in its current reporting period. Because of the overall low vacancy rate landlords can afford to be very particular about their tenants. Some low-income persons lack the skills to be able to present themselves effectively to a landlord, thereby sabotaging their efforts to become housed. Once they are accepted into housing they have the burden of having to pay the full security deposit, first month's rent, and often last month's rent.

The DeKalb County Continuum of Care does an assessment of the homeless population each year. The gaps analysis from this study showed a need for a total of 70 more emergency shelter beds, 50 more transitional housing beds, and 82 more permanent supportive housing units. DeKalb County is served by one homeless shelter, Hope Haven, and one domestic violence program, Safe Passage. Both programs are consistently full and have to turn eligible persons away because of lack of space. DCCSD works closely with both programs to assure services for their clients.

The Out of Reach Report (National Low Income Housing Coalition, 2009) states that the average rental income is \$33,081. 41.4% of all renters pay 35% or more of their income for rent each month. According to this same report, the current fair market rent for a one bedroom apartment in DeKalb County is \$635, \$834 for a two bedroom apartment. The report continues to examine the affordable rent for apartments based on both the mean renter wage in the county and minimum wage. Renters' mean wage is \$9.60 per hour. An affordable rent for this wage is \$499 per month. The affordable rent for a worker making minimum wage is \$403 per month. The gulf between real wages and the rental rates in DeKalb County make it very difficult for low-income families to make ends meet.

DeKalb County has three supportive housing programs for persons with a disability. The Gurler Street Project serves 12 persons with chronic mental illness. The Dresser Court project serves 26 chronically homeless individuals with disabilities. Housing for the developmentally disabled is available through Opportunity House. All three programs have waiting lists and experience needs that they do not have the resources to meet.

These needs are proposed as most critical in the area of housing:

- 1. There is a need for additional subsidized, low-income rental housing, especially for families and persons with disabilities.**
- 2. Poverty families often need assistance with rent or security deposits.**
- 3. There is a need for more emergency and transitional shelter beds as well as supportive housing for homeless individuals and families.**

Emergency Assistance

The need for emergency financial assistance is often the motivation required to bring poverty level persons into the DCCSD office. At that time DCCSD staff can counsel the family about budgeting and refer them to other appropriate services. The goal is to not only alleviate the situation created by the emergency but to prevent it from reoccurring. The challenge for DCCSD is to have programs in place that will not only meet the client's emergency needs, but will help them move out of poverty to self-sufficiency. This service most often requires an intensive session because it is often difficult for families and individuals to schedule on-going appointments with a case manager when they are struggling to meet their most basic needs on a daily basis. DCCSD has experienced a dramatic increase in the number of clients applying for emergency services.

There also is a need for assistance with other basic needs such as toiletries, cleaning supplies, diapers, and household items. These are items that cannot be purchased with food

stamps. While the food pantries occasionally have some of these items, there is no consistent program to provide these items for people in need of them.

These needs are proposed as most critical in the area of emergency assistance:

- 1. Poverty persons are often faced with unforeseen emergency financial crisis.**
- 2. Poverty persons moving from homelessness need assistance acquiring furniture.**
- 3. Poverty persons often cannot meet basic needs for sundries and household items.**

Nutrition

There are thirteen food pantries serving various areas of the County. The pantries are supplemental in nature based on the assumption that any person living below the poverty level can benefit from extra food. Each food pantry distributes food to a family only once per month. Overall, enough non-perishable food is given to families to last approximately three days. This is often less than what is needed. Many area food pantries have stated they are having a hard time keeping up with the demand for food. DCCSD allocates funds to the food pantries to purchase food through the Emergency Food and Shelter Program, but additional resources are needed.

DCCSD's Info Line often gets calls from people who need information about government food programs. These include WIC and the Food Stamp Program. Information is given about these programs including information about the application process. There are also free and reduced lunches available through county schools and a limited number of summer feeding programs. DeKalb County has one of the lowest food stamp participation rates in Illinois. DCCSD encourages the food pantries to distribute literature on food stamp eligibility to persons receiving food through the pantries. Still, more outreach is needed.

Recently, there have been efforts to organize community meals to help meet the needs of individuals and families who are struggling. Voluntary Action Center, the agency that maintains Meals on Wheels, has been able to provide a community dinner for several months. Unfortunately, funds are not currently available to sustain this project into the winter months. Some area churches are working together to establish a "Welcome Café" to provide lunchtime meals for low-income individuals along with a mission to offer a space for job training and internships, communication and distribution of resources, and support for groups and/or services. DCCSD will continue to lend support to these efforts within the community and to provide information to community members about their availability.

These needs are proposed as most critical in the area of nutrition:

- 1. The food pantries in DeKalb County need additional resources to meet the demand for food.**
- 2. Poverty persons need to have information on Government funded food programs.**

Linkages

As the County of DeKalb continues to grow, DCCSD will need to strengthen its role as an advocate for the poverty population. In a county that is facing the pressures of rapid growth and development, the needs of the poverty population can easily be overlooked.

DCCSD has been active in strengthening the coordination with and between the other agencies within the social service system. Still more can be done, especially with the faith community. Several of these agencies could benefit from the training and expertise, which DCCSD could provide.

DCCSD is a partner in the Funders Coalition of DeKalb County. This coalition of the major funders of human services in the county is planning to do a mapping of the social service system and a targeted need assessment of county needs.

The client survey showed that many of the clients expressed a need to know what services are available for their family. There are such a large variety of agencies providing

services for the poverty population; it can be confusing. DCCSD has an Info Line service which gives information over the phone or in person. In conjunction with the Info Line, DCCSD publishes a community services directory. It is a 52-page booklet listing community services available in DeKalb County and is distributed countywide. DCCSD also maintains an up-to-date version of this booklet on line for access by all community members and social service agencies.

These needs are proposed as most critical in the area of linkages:

- 1. Public awareness of the poverty population's needs and services provided to meet their needs is needed.**
- 2. Coordination of agencies, including faith based groups, within the social services system is needed.**
- 3. A comprehensive study of the social services system is needed.**
- 4. Clients need information and referrals within the service delivery system.**
- 5. The agencies within the social services system could benefit from training and technical assistance available through DCCSD.**

Transportation

The status of DeKalb County with the Federal Department of Transportation is changing from that of a rural community to that of an urban community. This will greatly influence the funding for public transportation in DeKalb County. The results of this change are still undetermined.

Limited public transportation is being provided by Voluntary Action Center for low-income families, senior citizens and disabled individuals. Public transportation is also available in some sections of the City of DeKalb through the Huskie Bus Lines but only when Northern Illinois University is in session. Transportation is especially problematic in the outlying areas of the county where the transportation operators do not provide services. The lack of transportation in these areas makes it difficult to traverse local communities but also to access the services that tend to be clustered in the larger population centers like DeKalb/Sycamore.

Without public transportation, a car becomes essential. The clients we see are all too often using their inadequate income to try to repair their car. They often cannot afford car insurance or a license, and are ticketed for not having insurance. This lack of dependable transportation is often a major obstacle to self-sufficiency.

These needs are proposed as most critical in the area of transportation:

- 1. Poverty persons need reliable transportation in order to become self-sufficient.**
- 2. Public transportation in DeKalb County needs to be expanded.**

Youth

The number of youth having contact with the DeKalb County Court Services has been rising but not at an alarming rate. The various law enforcement bodies, crime prevention programs, the State's Attorney's Office and the various youth services providers, including DCCSD, have formed a loose coalition to address the issue of youth crime. This has diverted several youth from the court system into counseling. Still the total number of youth having contact with the law enforcement community has been rising. Of even more concern is the increased level of crime that youth are involved in. DeKalb Court Services has started a program of family problem solving, and of mentoring for families of youth involved with the court system. DCCSD will continue to work closely with all the groups involved with youth crime prevention.

The dropout rate for high school students in DeKalb County School Districts remains fairly low at 1.8% (According to Kids Count, Annie E. Casey Foundation Report, 2005-2006.). The county's high school graduation rate is 94.3% (DeKalb County Quality of Life Assessment, August 2007), which is above the state average of 87.4% (in 2005, based upon a report from

Governor Blagojevich's office). Still more can be done to help children stay in school. DCCSD is involved with the Child & Adolescent Local Area Network to provide programs to reduce truancy, suspensions, and expulsions. The Regional Office of Education has a Truancy Alternative Program that reports on all truants and actively participates with the Juvenile Services Division of the Circuit Court in attempting to resolve truancy and other related problems experienced by school age youth.

The DeKalb County Youth Service Bureau (YSB) provides the program Alternative to Suspension Program (ASP), which offers services to youth suspended out of school in lieu of spending unsupervised time at home. The curriculum includes academic assistance, service learning, assessments, suspension prevention, anger management, drug/alcohol prevention, peer conflict, career exploration, and physical fitness components. ASP collaborates with schools to help youth maintain academic and attendance status. YSB also offers both a Juvenile Diversion Program and a Unified Delinquency Intervention Services Program. Both of these programs are intended to provide comprehensive systemic assistance rather than traditional punitive options such as incarceration. DeKalb County Court Services also offer the Juvenile Learning Mentor Program to give juveniles under court supervision/probation another tool to help them succeed as productive members of society through community involvement and to learn to be accountable for their actions through the projects they complete.

The needs of homeless youth in DeKalb County are not being met. The homeless shelter, Hope Haven, cannot serve unaccompanied youth under the age of 18. While the Youth Services Bureau does provide services for lockout and runaway youth, there are still homeless youth in DeKalb County. A committee of the Continuum of Care Committee is studying possible solutions for this problem.

These needs are proposed as most critical in the area of youth:

- 1. Youth criminal involvement needs to be reduced.**
- 2. School truancy, suspensions, and expulsions need to be reduced**
- 3. Services for homeless youth are needed.**

Self-sufficiency

The vast majority of clients said that the services they received from DCCSD would help their family become more self-sufficient. DCCSD respects the fact that self-sufficiency can mean very different things in different households. In general, most clients identified that they would like to have increased earnings due to a higher paying job, but they need assistance to identify their barriers to seeking and maintaining employment. Self-sufficiency appears to be an evolving term that is inherently subjective. Some available resources that may increase the ability for goals to be met for any given household might involve on-going or long-term assistance and/or subsidy programs. Extensive case management services are required to help these clients attain self-sufficiency, however that achievement is defined for their particular household.

These needs are proposed as most critical in the area of self-sufficiency:

- 1. Assistance to increase earnings by identifying barriers to employment and help to set goals that lead to self-sufficiency.**

Health

The client survey showed that many of the clients were concerned with affordable medical and dental care. In fact, medical care tied for second place in the results from the DCCSD survey. Closely related to the need for medical services themselves, clients also identified the need for medical and dental insurance as concerns that they would like to address as they work on goals to improve their situation and increase their stability. Social Service providers often mentioned affordable medical and dental services as a major need for the poverty population. Among the most pressing needs are emergency medications and

emergency dental care. There is also a concern about providing school physicals for individuals and families not covered by Medicaid or other insurance.

These needs are proposed as most critical in the area of health:

- 1. Poverty persons cannot afford medical services not covered by insurance or the medical card.**
- 2. Poverty persons cannot afford dental care for themselves or their children.**
- 3. Parents of children not covered by the medical card or insurance often cannot afford the school physicals required for school enrollment.**

Summary of Needs Identified for the 2010 CAP

Economic Development

1. Many low-income persons need assistance to identify their barriers to seeking and maintaining employment, and help to set goals that lead to self-sufficiency.
2. Jobs need to be created that pay a living wage.

Education

3. Low-income college students lack the resources they need to further their education.
4. All local WIA Partners need to work together to ensure that low-income persons have access to the training and employment services they need to return to the workforce.
5. Additional local funding is needed for the childcare subsidy program.

Income Management

6. Low-income persons often lack money management skills.
7. Persons who are eligible for Federal mainstream programs often need assistance to access these programs.
8. Single-parent clients need information about child support services.

Housing

9. There is a need for additional low-income housing, especially for families.
10. Poverty families often need assistance with rent or security deposits.
11. There is a need for more emergency and transitional shelter beds as well as supportive housing for homeless individuals and families.

Emergency Assistance

12. Poverty persons are often faced with unforeseen emergency financial crisis.
13. Poverty persons moving from homelessness need assistance acquiring furniture.
14. Poverty persons often cannot meet their basic needs for sundries and household items.

Nutrition

15. The food pantries in DeKalb County are not able to meet the demand for food.
16. Poverty persons need to have information on Government funded food programs.

Linkage

17. Clients need information and referrals within the service delivery system.
18. Coordination of agencies, including faith based groups, within the social services system is needed.
19. A comprehensive study of the social service system is needed.
20. The agencies within the social services system could benefit from training and technical assistance available through DCCSD.
21. Public awareness of the poverty population's needs and services provided to meet their needs.

Transportation

22. Poverty persons need dependable transportation in order to become self-sufficient.
23. Public transportation in DeKalb County needs to be expanded.

Youth

24. Youth criminal involvement needs to be reduced.
25. School truancy, suspensions, and expulsions need to be reduced.
26. Services for homeless youth are needed.

Self-sufficiency

27. Assistance to identify client's barriers to seeking and maintaining employment, and help to set goals that lead to self-sufficiency.

Health

28. Poverty persons cannot afford medical services not covered by insurance or Medicaid.
29. Poverty persons cannot afford dental services for themselves or their children
30. Parents of children not covered by Medicaid or insurance often cannot afford the required school physicals.

3: Description of Service Delivery System

DeKalb County is fortunate to be rich with community resources. There are a wide variety of agencies that have very dedicated staff. With the large variety of agencies, the need for coordination is an ongoing challenge. The DeKalb County Community Services Department works aggressively to assure that the ongoing task of coordination continues.

One effort to improve coordination is Networking For Families. Networking For Families holds monthly meetings of the non-profit and governmental agencies who provide services to DeKalb County families. The meeting allows time to share information about community social service programs and to discuss potential coordination or collaborative efforts to improve the lives of DeKalb County families. DCCSD provides fiscal and administrative support for Networking For Families. DCCSD staff members also serve as officers: the Chairperson and the Treasurer.

The Community Services Department has been able to establish itself as the pivotal point for services relating to the poverty population for DeKalb County. This has done much to improve the accessibility of services for the poverty population. Other social services agencies refer families or individuals in poverty to this Department for assessment of their needs and further referrals. This provides a single entry point into the service delivery system.

DCCSD has established a system for providing collaborative services for clients with multiple problems, who need services from several different social service agencies. These clients are referred to the Community Services Department for initial evaluation. Diverse methods of comprehensive linkages can be implemented with families and/or individuals, depending upon their specific circumstances and needs. If appropriate, a staffing can be arranged which brings the family and all the agencies dealing with that family together. The agencies help the family set goals and complete a plan of action. While the agencies provide input into the plan of action, it is the family who establishes the goals. This enables the agencies to provide their services more efficiently and where they are most needed. Without this type of communication and collaborative strategy, it is quite possible for agencies to promote counterproductive activities with respect to the individual/family needs or goals.

The Workforce Investment Act (WIA) attempts to coordinate all workforce employment and training services into one system. There is an Illinois WorkNet Center in DeKalb, which co-locates representatives of the Illinois Department of Employment Security, Kane County Department of Employment and Education, and Kishwaukee College. The DeKalb County Community Services Department is an active partner with the other WIA programs even though we are not co-located in the one-stop center.

The role of the DCCSD within the service delivery system goes beyond that of being a provider of services for poverty persons. As a Department of the local county government, DCCSD is not looked upon as a rival by the not-for-profit agencies. We are looked upon as a resource available for problem solving rather than a competitor for funds. DCCSD is also a major funder of social services in DeKalb County. DCCSD administers the over \$500,000 senior tax levy for senior services and the DeKalb County Emergency Food and Shelter Program funds for food pantries, shelters and housing programs through out the county. The role of funder offers DCCSD the opportunity to take a leadership role in designing the service delivery system. Any time a gap in services for the poverty population is identified, DCCSD will take the lead in trying to find a solution that works for DeKalb County.

Taking this leadership role within the service system is only possible due to the unique public, private, and client partnership provided by the Community Services Block Grant Administrative Board. Without the credibility established by the alliance of these factions, true leadership would be virtually impossible. The Community Services Block Grant offers the flexibility to respond to those needs expressed by the local community.

These are some of the major agencies with whom DCCSD works closely within the social services system in DeKalb County:

PHYSICAL HEALTH

DeKalb County Health Department	2550 N. Annie Glidden, DeKalb	815-758-6673
Tri- County Community Health Center	21193 Malta Rd., Malta	815-753-9010
DeKalb County Hospice	2727 Sycamore Rd., Suite 1B, DeKalb	815-756-3000
Community Cares Clinic	3100 Sycamore Road, DeKalb	815-752-3253

MENTAL HEALTH

Ben Gordon Mental Health Center	12 Health Services Dr. DeKalb	815-756-4875
Family Service Agency	14 Health Service Dr. DeKalb	815-758-8636

HOUSING

DeKalb County Housing Authority	310 N. Sixth St., DeKalb	815-758-2692
Hope Haven Homeless Program	1145 Rushmore Dr., DeKalb	815-758-3166
Safe Passage	P.O. Box 621, DeKalb	815-756-5228

CHILDREN/YOUTH SERVICES

Dept. Of Children & Family Services	760 Peace Rd., DeKalb	815-756-3401
Family Service Agency	14 Health Service Dr. DeKalb	815-758-8636
Two Rivers Head Start	2425 Bethany Rd., Sycamore	815-748-3713
DeKalb County 4-C	155 N. 3 rd St., DeKalb	815-758-8149
Youth Services Bureau	330 Grove St., DeKalb	815-748-2010

TRANSPORTATION

Voluntary Action Center	1606 Bethany Rd., Sycamore	815-758-3932
Huskie Bus Line	1825 Pleasant St., DeKalb	815-758-6900

FOOD PROGRAMS

DeKalb Area Food Pantry	830 Grove St., DeKalb	815-756-4308
Sycamore Food Pantry	160 Johnson Ave., Sycamore	815-895-9113
Voluntary Action Center	1606 Bethany Rd., Sycamore	815-758-3932
Genoa Area Food Pantry	301 S. Sycamore St., Genoa	815-784-5427
Women Infants & Children, DCHD	2550 N. Annie Glidden Rd.	815-758-6673

BASIC NEEDS/EMERGENCY ASSISTANCE

The Salvation Army	830 Grove St., DeKalb	815-756-4308
LIHEAP	1035 E. State St., Geneva	815-758-3835
Open Closet	300 E. Taylor St., DeKalb	815-758-1388
Love, Inc.	151 W. Lincoln, DeKalb	815-217-0082

EMPLOYMENT/TRAINING SERVICES

Illinois WorkNet Center	1701 E. Lincoln Hwy. DeKalb	815-756-4893
Kishwaukee Community College	21193 Malta Rd., Malta	815-825-2086
Waubensee College	Rte 47, Sugar Grove	630-466-7900

DISABILITY SERVICES

Regional Access & Mobilization Project	1022 W. Lincoln Hwy. DeKalb	815-756-3202
Office of Rehabilitation Services	1330 Oakwood, DeKalb	815-758-2471
Opportunity House	202 Lucas St., Sycamore	815-895-5108

INCOME ASSISTANCE

Department of Human Services	1629 Afton Rd., Sycamore	815-895-8667
Division of Employment Security	1701 E. Lincoln Hwy. DeKalb	815-756-4893
Social Security Administration	1845 Grandstand Pl., Ste. 200, Elgin	800-742-5420
Township General Assistance	2323 S. Fourth St., DeKalb	815-758-8282

LEGAL SERVICES

Prairie State Legal Services	201 Houston, Batavia	800-942-4612
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DOMESTIC VIOLENCE

Safe Passage

P.O. Box 621, DeKalb

815-756-7930

AGENCIES FOR 55 AND OLDER

Elder Care Services

330 Grove St., DeKalb

815-758-6550

Family Service Agency

14 Health Services, DeKalb

815-758-8638

Fox Valley Older Adults

1406 Suydam Rd. Sandwich

815-786-9404

4: Description of Linkages

During the intake process each client is given referral information to other resources that may be able to assist them. These may be either internal or external resources. Clients are encouraged to use the phone while in the office to call and make any necessary appointments with other agencies. DCCSD staff take time to explain the programs and requirements of the agencies they are referring the clients to and will often make the initial contact with that agency on our client's behalf. Clients are asked to sign a release of information form so that follow-up contact can be made to assure that the appropriate services are received. These follow-up contacts allow DCCSD an opportunity to see how effective the referrals and services were at meeting the client's needs. Clients involved with our Family Development Program receive extensive follow-up consultation to ensure the delivery of services.

Information about the services provided by DCCSD is available through numerous outlets. Brochures describing the services of DCCSD are distributed at Back to School Fairs, local food pantries, and are available at almost all of the social service agencies in the county. A display rack of brochures from various agencies including DCCSD travels throughout the county to make information available in areas such as libraries, banks, businesses and other non-traditional places for social service information.

The DCCSD compiles and distributes a comprehensive 52-page directory of social services and government services available in this County. This directory is printed in lots of 500 and is updated regularly. This directory is widely distributed free of charge to the various agencies for use in their offices. We are unsure of the exact number of directories distributed last year since it is available on line, but at least 500 hard copies have been handed out throughout the county. Individual clients looking for services available may be given the directory, but are more often given personalized information as to the services available to meet their unique needs.

DCCSD also hosts the Info Line service. Anyone can call with questions about human services available in DeKalb County. The questions range from "When is the Corn Fest" to "I lost my job, what should I do". The phone number for the Info Line is on cards that are posted throughout the County.

This Department is available to make presentations to local groups on the issues involving poverty. The local press often contacts this department for comment before a story involving poverty is written or aired. The DCCSD Executive Director has often been the featured presenter at various church and social groups. DCCSD plans to hi-light the benefits of on-going case management and supportive services as a component of department programs in the upcoming program year. While the financial resources, for which DCCSD have come to be known in the county are important and can help to ameliorate a crisis situation; we hope to affect a longer-term positive outcome for the families we serve.

5: Coordination

The DeKalb County Community Services Department is tireless and creative in its efforts to coordinate with other resources available in DeKalb County for anti-poverty programs. These include both internal and external resources.

Internally the DeKalb County Community Services Department coordinates the CSBG grant programs with other County funded programs such as those run through the County Health Department, Planning and Zoning Department, Regional Superintendent of Schools Office, Court Services, and the County Mental Health Board. In 2010, additional CSBG ARRA-Stimulus funds will also be used in coordination with other programs.

The DeKalb County Community Services Department also administers the FEMA, Emergency Food and Shelter Program for DeKalb County. A local Emergency Food and Shelter Board was formed using members of the Community Services Administrative Board along with other social service agency representatives. This local board makes funding decisions for DeKalb County's EF&SP grant amount. It is by using the associations already established through the CSBG Administrative Board and the Community Action Programs of DCCSD that the funding decisions are made. This helps assure that funded programs are filling an identified need and are not duplicative of other already existing programs.

DeKalb County voters approved a tax levy specifically for senior services. DCCSD administers these tax dollars. The County Board has established the priority that these funds provide services that prevent the premature institutionalization of seniors. Programs using these funds must apply to DCCSD. During the application process the programs must explain to DCCSD how they intend to coordinate their services with other services providers. This levy is a major source of funding for many of the participating agencies.

A major vehicle for external coordination in DeKalb County is Networking For Families. This network brings together the social service community into a unit capable of working together. There is a membership of over 100 persons. Networking For Families includes representatives from local Government, the local offices of the State Departments, the local school districts, the Housing Authority, as well as most of the non-profit agencies. This group meets once a month to exchange information and encourage collaboration. DCCSD provides administrative support for Networking For Families. For the upcoming year, DCCSD staff members also sit as the Chairperson of the group and also the Treasurer.

There are other networking groups within the County in which DCCSD participates. Among these are the DeKalb County Youth Services Providers Committee, Senior Service Providers Network, Child Care Information and Referral Network, Hispanic Health Initiative, the training Consortium, and DeKalb County Partnership For A Substance Abuse Free Environment (DCP/SAFE). DCCSD also participates in the Sandwich Back to School Fair and The Salvation Army Christmas.

When the Mayor of DeKalb decided to bring the Chief Elected Officers of the various governmental units located within the city borders together to discuss the issues around growth, the Executive Director of DCCSD was also invited to represent the low-income population. Being at the table when the issues around housing, commercial, and industrial growth are being discussed gives DCCSD the opportunity to advocate for the needs of the low-income population when the decisions effecting them are being made rather than having to react to the decisions afterward.

DeKalb County along with the City of DeKalb have formed a Continuum of Care Committee to evaluate the needs of the homeless in DeKalb County on the continuum from prevention to permanent housing. This committee submits the Continuum of Care Plan to the Federal Housing and Urban Development Department (HUD) in order to qualify for HUD Super NOFA Programs. This plan identifies and prioritizes the homeless needs in DeKalb County. DCCSD also coordinates the Homeless Prevention services on behalf of the Continuum of Care.

The DeKalb County Funders Coalition, a group of the major local funders of social service of which DCCSD is a member, is addressing the need for current data about the needs and services in DeKalb County. This coalition has contracted with NIU to gather data concerning the state of the social service system using the United Way "State of Caring" index.

They will then map the connections between the various elements of the social service system. The next phase of their task will be to do a need assessment for the county and finally to facilitate a strategic planning session for the funders involved.

The exchange of board membership is another valuable technique for coordination. The Executive Director of this Department sits on the Board of Directors of the Housing Authority and the Northwestern Illinois Area Agency on Aging. Representatives of the Housing Authority, The Safe Passage, DeKalb 4-C, the United Way, and DeKalb Township sit on this Department's Administrative Board.

It is through the coordination and sharing of resources that DeKalb County has been able to accomplish several programs that could not have been accomplished by one agency alone. In order to maximize available resources DCCSD uses its resources as matching funds for other grant dollars whenever deemed appropriate by the Administrative Board.

6: Description of Innovative Community and Neighborhood-Based Initiatives

Good dental health is one of the essential factors that must be in place before a child can be successful in school. Poor dental health causes pain and puts the child's nutrition in jeopardy. Both make it difficult for a child to concentrate on schoolwork. DeKalb County Community Services Department has been assisting a limited number of clients with emergency dental needs through the Emergency Intervention Program. This program does not come close to meeting the need.

DCCSD was approached by the Mary Uscian Endowment Fund to administer an emergency dental program for low-income children. The foundation was founded in memory of a woman who was dedicated to providing affordable medical and dental care for DeKalb County residents. The endowment is now funded at a level to produce about \$1,200 a year in distributable income.

DCCSD approached the school nurses in DeKalb County schools for their assistance in this program. They identified the most pressing need was for emergency dental care for elementary-age students with dental problems that effected the child's performance in school. They also agreed to provide screening and referral for the children needing dental care. The school nurses identify the children in need of emergency dental care. They meet with the parents or guardians to gather the needed information and provide that information to DCCSD.

A local dentist agreed to present the program to the DeKalb County Dental Society. He was able to get a group of about 12 dentists to agree to treat students through this program with a maximum compensation of \$100 to cover some of their overhead costs. DCCSD links that child in need with a dentist willing to provide the care.

Administration of this program involves responsiveness to the barriers for identification and service provision as they are identified. In order to maximize the referral opportunities, especially in light of the diverse health concerns that these personnel will be addressing in the upcoming school years, DCCSD has altered the needed forms to simplify the process. There have also been changes made to increase the eligibility for the program. DCCSD staff also attended a meeting of the school nurses for all of the county schools in order to explain the program and the myriad benefits for families and students. Staff has also offered on-site assistance at schools to assist a school nurse in completing the referral. In addition, a comprehensive case management plan has been put into place to ensure that adequate follow through happens at each step of the process so that ultimately, children will have their dental needs met.

Voluntary Action Center has provided a Community Dinner for residents through ARRA-Stimulus FEMA funds. This program provided weekday evening meals free of charge to individuals and families. VAC was routinely seeing up to 80 people per night at their dinners. Due to the lack of available on-going funds, at the time of this CAP, VAC has scaled back this

program to just one night per week. They hope to access funding in order to continue this program at its earlier levels.

The Welcome Café is a program in the planning stages that aims to provide a breakfast meal and a sense of community and social connection for residents. Several area churches are working to plan and implement a program that serves to address nutritional needs for individuals and families and also to increase their knowledge of available services through out the county. Their hope is that a connection with others at a central meeting area will also help to increase their sense of well-being.

7: Youth Programming

The Illinois Department of Children and Family Services (DCFS) established the Child and Adolescent Local Area Networks (C&A LAN) as a means of providing local input, coordination, and administration for some of the services DCFS provides for children and youth. Several years ago, DCCSD provided the administrative and fiscal oversight for these programs.

As fiscal agent DCCSD administered the Flex funding from both DCFS and the Illinois State Board of Education. These funds are earmarked for children and youth at risk of truancy, suspensions or expulsion from school. The core of this program is the bringing together of a family team to write up a WRAP plan. This plan looks at all aspects of the child and family's life domains and defines strengths and weaknesses. The WRAP plan often includes the use of C&A LAN funds targeted at the needs identified in the WRAP session. The expenditures may range from rent assistance to keep the family housed to hiring a tutor. This administrative and fiscal responsibility now rests with the DeKalb County Youth Services Bureau. DCCSD remains supportive of the holistic youth programming that serves to encourage strengths and foster successes in families so youth can thrive.

8: Outcome

The needs identified in the needs assessment process have been evaluated and prioritized by the staff of DCCSD. Consideration was given to the results of the need survey completed by clients and the interviews with social service providers as well as the demographic and statistical information gathered in the needs assessment portion of this CAP. Consideration was also given to resources available through this Department and also what resources are available in the community in order to maximize resources as well as avoid duplication. The CSBG Administrative Board and the elected DeKalb County Board have had input into the formation of these outcomes but have not had an opportunity to approve these ratings so at this time they are merely proposed solutions and outcomes.

Helping poverty persons become self-sufficient is much too complex a task to be identified as step one, step two, and so forth. A package of services is needed each complementing the others rather than in isolation. DCCSD, therefore, has not ranked the needs 1,2,3...., but rather by category. The categories are:

A - needs of highest priority for DCCSD to address

B - needs of moderate priority for DCCSD to address

C - needs identified but can be met with other resources

D - need identified but resources are not available to meet it at this time

The results of this process are reflected in the pages that follow. A desired outcome has been established for each need that was identified in the need assessment. These needs were then categorized using the ranking described above. Solutions that were within the resources and scope of DCCSD have been proposed. If that solution involves a CSBG work program, a National Goal was assigned and an outcome measure established. These proposed work programs will be presented to the CSBG Administrative Board and the County Board for discussion and approval in October.

Need Identified

Many low-income persons need assistance to identify their barriers to seeking and maintaining employment, and help to set goals that lead to self-sufficiency.

Desired Outcome: Poverty persons will increase their earning as a result of employment.

Priority Rating: A - needs of highest priority for DCCSD to address

Proposed Solution: DCCSD will provide a Family Development Program that utilizes Family and Community Development (FCD) principles, which include identification of barriers and setting goals that lead to self-sufficiency. In addition, Job Readiness case management and assistance will be provided through ARRA-Stimulus funds.

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

Outcome Measure: At least 5 families will participate in a Family Development Program that includes case management services. At least 3 of the families will experience an increase in annual income as a result of earnings. (1F)

Need Identified

Jobs that pay a living wage need to be created for low-income persons.

Desired Outcome: Living wage jobs will be created.

Priority Ranking: B - needs of moderate priority for DCCSD to address

Proposed Solution: DCCSD will use the repaid principle in the Revolving Loan Fund to make a business loan tied to job creation. Additional loan funds available as a result of the ARRA-Stimulus will provide additional job creation opportunities.

National Goal: 2 - The conditions in which low-income people live are improved

Outcome Measure: At least three jobs will be created. (2A)

Need Identified

Low-income college students lack the resources they need to further their education.

Desired Outcome: Low-income students will be able to further their education.

Priority Rankings: B - needs of moderate priority for DCCSD to address

Proposed Solution: DCCSD will award scholarships to at least three DeKalb County residents using CSBG discretionary funds and CSBG ARRA-Stimulus funds to further their education.

National Goal: 2 - The conditions in which low-income people live are improved

Outcome Measure: At least 3 students will make progress towards their post secondary degree or vocational training. (2C)

Need Identified

All local WIA Partners need to work together to ensure that low-income persons have access to the training and employment services they need to return to the workforce.

Desired Outcome: Low-income persons will have access to the training and employment services they need to return to the workforce.

Priority Ranking: B - needs of moderate priority for DCCSD to address

Proposed Solution: DCCSD will continue to participate in the WIA Partners meetings and will contribute to the WIA system as appropriate. These activities are included in the Info Line, Outreach, and Coordination Work Program. We will not write a separate work program to address this need at this time.

Need Identified

Additional local funding is needed for the childcare subsidy program.

Desired Outcome: Childcare subsidy will be available to meet all the need.

Priority Ranking: D - need identified but resources are not available to meet it at this time

Proposed Solution: DCCSD will continue to advocate for full funding of childcare.

Need Identified

Low-income persons often lack money management skills.

Desired Outcome: Low-income persons will acquire the money management skills they need to maximize their resources.

Priority Ranking: B - needs of moderate priority for DCCSD to address

Proposed Solutions: DCCSD will continue to use every opportunity to educate clients in income management skills. We will continue to include budget counseling when clients apply for emergency Intervention or are enrolled in our Family Development Program. We will not, however, create a separate work program specifically for this need at this time.

Need Identified

Persons who are eligible for Federal mainstream programs often need assistance to access these programs including the Earned Income Tax Credit.

Desired Outcome: Persons eligible for federal mainstream programs will receive benefits.

Priority Ranking: B - needs of moderate priority for DCCSD to address

Proposed Solution: DCCSD will continue to use every opportunity to educate clients about the federal programs they may be eligible for when clients apply for emergency Intervention or are enrolled in our Family Development Program. We will not, however, create a separate work program specifically for this need at this time.

Need Identified

There is a need for additional low-income housing, especially for families.

Desired Outcome: Additional affordable housing will be created.

Priority Ranking: C - needs identified but can be met with other resources

Proposed Solution: This need is being addressed through DCCSD's involvement with both the Continuum of Care Plan and the DeKalb County Housing Authority. These activities are included in the InfoLine, Outreach, and Coordination Work Program. We will not write a separate work program to address this need at this time.

Need Identified

Poverty families often need assistance with rent or security deposits.

Desired Outcome: Poverty families will have the resources to obtain or maintain housing.

Priority Ranking: A - needs of highest priority for DCCSD to address

Proposed Solution: DCCSD will continue to have assistance for rent and/or deposits as part of the Emergency Intervention program. We will not create a separate program.

Need Identified

There is a need for more emergency and transitional shelter beds as well as supportive housing for homeless individuals and families.

Desired Outcome: Additional emergency and transitional shelter beds and additional supportive housing will be created.

Priority Ranking: C - needs identified but can be met with other resources

Proposed Solution: This need is being addressed through DCCSD's involvement with both the Continuum of Care Plan and the DeKalb County Housing Authority. These activities are included in the Info Line, Outreach, and Coordination Work Program

Need Identified

Poverty persons are often faced with an unforeseen emergency financial crisis.

Desired Outcome: Poverty persons will have their crisis ameliorated.

Priority Ranking: A - needs of highest priority for DCCSD to address

Proposed Solution: DCCSD will provide intervention for unforeseen emergencies that may include, but not limited to, assistance with housing or utilities. Budget counseling, information and referral, and coordination services will also be provided.

National Goal: 6 Low-income people, especially vulnerable populations, achieve their potential.

Outcome Measure: Family emergency needs are ameliorated. (6E)

Need Identified

Poverty persons moving from homelessness need assistance acquiring furniture.

Desired Outcome: Poverty persons will have the furniture they need to establish a home.

Priority Ranking: B - needs of moderate priority for DCCSD to address

Proposed Solution: Due to low participation DCCSD will not have a program to fill this need at this time. DCCSD will, however, provide referrals to various groups and agencies that may have the potential to assist with the acquisition of needed items.

Need Identified

Poverty persons often cannot meet their basic needs for sundries and consumable household items.

Desired Outcome: Poverty persons will have the sundries and household items they need.

Priority Ranking: D - need identified but resources are not available to meet it at this time

Proposed Solution: DCCSD will accept donations of these products and distribute them through the Emergency Intervention Program. Appropriate referrals will be provided to obtain needed items.

There is at least one new agency in the county, Love Inc., that is a resource for this need. A separate work program will not be written at this time.

Need Identified

The food pantries in DeKalb County are not able to meet the demand for food.

Desired Outcome: Food pantries will have resources to meet the presenting need.

Priority Ranking: D - needs identified but resources are not available to meet it at this time

Proposed Solution: DCCSD will continue to search for resources to fund this need.

Need Identified

Poverty persons need to have the information on Government funded food programs.

Desired Outcome: Poverty persons will understand and have access to government funded food programs.

Priority Ranking: B - needs of moderate priority for DCCSD to address

Proposed Solution: DCCSD will continue to provide information on food programs through the Info Line and as clients receive other DCCSD services. A separate work program will not be written for this need at this time.

Need Identified

Clients need information and referrals within the service delivery system.

Desired Outcome: Clients will have the information and referral services needed to provide a smooth access to whatever additional services they need.

Priority Ranking: A - needs of highest priority for DCCSD to address

Proposed Solution: During the intake process this department will be diligent at making sure clients are given the information they need in order to receive all the other services for which they are eligible. DCCSD distributes the Community Services Directory and also gives information over the phone through the Info Line.

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

Outcome Measure: Referred to other sources (10).

Need Identified

Coordination of agencies, including faith based groups, within the social services system is needed.

Desired Outcome: The social service system will be coordinated to better meet the needs of the clients.

Priority Ranking: B - needs of moderate priority for DCCSD to address

Proposed Solution: DCCSD will continue to assume a leadership role in the coordination of the social services system. This activity is included as part of the Info Line, Outreach, and Coordination program.

Need Identified

A comprehensive study of the social service system is needed.

Desired Outcome: A comprehensive study will be completed.

Priority Ranking: B - needs of moderate priority for DCCSD to address

Proposed Solution: DCCSD will work with the Funders Coalition to purchase a study to be completed in phases. Senior tax levy funds will be used to complete this project.

Need Identified

The agencies within the social services system could benefit from training and technical assistance available through DCCSD.

Desired Outcome: Services for clients within the social services system will improve because of well-trained staff.

Priority Ranking: B - needs of moderate priority for DCCSD to address

Proposed Solution: DCCSD will continue to provide training and technical assistance to the various not-for-profit agencies. These activities are included in the Info Line, Outreach, and Coordination Work Program.

Need Identified

Public awareness of the poverty population's needs and services provided to meet their needs is lacking.

Desired Outcome: Public awareness of the poverty population's needs and the services provided in DeKalb County will be increased.

Priority Ranking: B - needs of moderate priority for DCCSD to address

Proposed Solution: DCCSD will conduct need assessments and advocacy activities on behalf of the poverty population. Public education regarding the rate of poverty in DeKalb County, along with information about needs and available resources, will be distributed via diverse media outlets. These activities are included as part of the InfoLine, Outreach and Coordination Work Program.

Need Identified

Poverty persons need dependable transportation in order to become self-sufficient.

Desired Outcome: Poverty persons have dependable transportation.

Priority Ranking: B - needs of moderate priority for DCCSD to address

Proposed Solution: Those clients involved in the Family Development Program can be assisted with small emergency car repairs when the car is needed for work when other resources are not available. These clients are eligible to start Individual Savings Accounts to save for the purchase of a car. These activities are included in the Family Development Work Program.

Need Identified

Public transportation in DeKalb County needs to be expanded.

Desired Outcome: The public transportation system in DeKalb County is expanded

Priority Ranking: B - needs of moderate priority for DCCSD to address

Proposed Solution: While DCCSD does not have the resources to make a major impact on the need for public transportation. DCCSD will work with the Transportation Task Force to search for a solution to the transportation concerns in DeKalb County. DCCSD will also continue to provide bus passes to those clients for whom the bus route is accessible. These activities are included as part of the InfoLine, Outreach and Coordination Work Program.

Need Identified

Youth criminal involvement needs to be reduced.

Desired Outcome: Youth criminal activity will be reduced.

Priority Ranking: C - needs identified but met with other resources

Proposed Solution: DCCSD will continue to work with Court Services and Youth Service Bureau to address this issue. This activity is included as part of the Info Line, Outreach and Coordination Program.

Need Identified

School truancy, suspension, and expulsions need to be reduced

Desired Outcome: School truancy, suspensions and expulsions are reduced.

Priority Ranking: B - needs of moderate priority for DCCSD to address

Proposed Solution: DCCSD will participate in the C&A LAN in DeKalb County. Supportive services and appropriate referrals will be provided as needed.

Need Identified

Services for homeless youth are needed.

Desired Outcome: Homelessness among youth will be eliminated.

Priority Ranking: B - needs of moderate priority for DCCSD to address

Proposed Solution: DCCSD will continue to work with the Homeless Youth Committee to address this issue. It is expected that potential solutions will be brought to the Continuum of Care Committee for potential application to HUD for funding. This activity is included as part of the Info Line, Outreach and Coordination Work Program.

Need Identified

Clients need assistance to identify their barriers to seeking and maintaining employment, and help to set goals that lead to self-sufficiency.

Desired Outcome: Clients will increase their earning due to employment

Priority Ranking: A - needs of highest priority for DCCSD to address

Proposed Solution: This need will be addressed through DCCSD's Family Development Program as proposed in need number one above. Assistance will also be provided through the Job Readiness component of the ARRA-Stimulus funding.

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

Outcome Measure: Experiencing an increase in income as a result of earnings. (1F)

Need Identified

Poverty level persons cannot afford medical services not covered by insurance or the medical card.

Desired Outcome: Poverty persons can receive the medical and dental services they need.

Priority Ranking: A - needs of highest priority for DCCSD to address

Proposed Solution: DCCSD will provide assistance through the Health Care and School Physicals Components of the CSBG ARRA-Stimulus programs. DCCSD will also work with the new Community Cares program to collaborate regarding needed services for individuals and families.

National Goal: 2- the conditions in which low-income people live are improved.

Outcome Measures: Children who will be able to attend school because they have received the required health services, Children or adults whose health condition was improved due to access to health care services. (2S, 2U)

Need Identified

Poverty level persons cannot afford dental services for their children.

Desired Outcome: Poverty persons can receive the dental services they need.

Priority Ranking: A - needs of highest priority for DCCSD to address

Proposed Solution: DCCSD will provide limited emergency dental care through the Dental Assistance Program.

National Goal: 2 - The conditions in which low-income people live are improved

Outcome Measure: Children or adults whose health condition was improved due to access to health care services. (2U)

Need Identified

Parents of children not covered by the medical card or insurance often cannot afford the necessary school physicals.

Desired Outcome: Children receive the physicals they need to enroll in school.

Priority Ranking: A - needs of highest priority for DCCSD to address and new resources are available.

Proposed Solution: DCCSD will fund this program through the Health Care/School Physicals component of the CSBG ARRA-Stimulus program.

National Goal: 2- The conditions in which low-income people live are improved.

Outcome Measure: Children who will be able to attend school because they have received the required health services. (2S)

ATTACHMENT A

**DEKALB COUNTY COMMUNITY SERVICES DEPARTMENT
CUSTOMER SURVEY 2009**

Please take a few moments to answer these questions and leave this in the envelope provided.
You do not need to sign your name to this paper. Your response is confidential. Thank you.

1. Do you believe the services you have received will help your family become more self-sufficient?

Yes____ No____ Uncertain____

2. How would you describe staff courtesy?

Excellent____ Satisfactory____ Unsatisfactory____

3. How well did staff understand your situation?

Very Well____ Well____ Not Well____

4. In general, how do you rate the services you received when you visited the agency?

Excellent____ Satisfactory____ Unsatisfactory____

5. Of the following goals, choose the ***FIVE*** you think are most important for your family to accomplish.

INCOME/EMPLOYMENT

- ____ Use my income more efficiently
- ____ Have increased earnings due to a higher paying job

EDUCATION/PARENTING

- ____ Graduate from a training program with employable skills
- ____ Get my GED
- ____ Have my children graduate High School
- ____ Attend College
- ____ Have quality and affordable childcare for my children
- ____ Be an even better parent
- ____ Have after school and summer activities for my children

MEDICAL

- ____ Have affordable medical care for family and myself
- ____ Have affordable dental care

QUALITY OF LIFE

- ____ Have enough food for my family
- ____ Get legal services when I need them
- ____ Know what services are available for my family
- ____ Have reliable transportation
- ____ Feel safe in my community

HOUSING

- ____ Find housing that I can afford
- ____ Have enough furniture for my need
- ____ Obtain emergency or transitional housing

OTHER

6. Are you satisfied with your situation now? Yes____ No____

If no, what would you do differently to improve your situation? (use back of this sheet if more space is needed)
