



**KENDALL COUNTY**  
**HEALTH DEPARTMENT**  
**Kendall-Grundy Community Action**  
**Community Service Block Grant**  
**2024 Updated Community Action Plan**

Office:  
Kendall County Health Department  
811 W. John St  
Yorkville, IL 60560

To comply with the Community Services Block Grant all eligible entities must complete a Community Action Plan (CAP) as a condition to receive funding through a Community Services Block Grant. Federal law mandates the Community Action Plan to include a community-needs assessment for the reporting area.

The purpose of this Community Action Plan is to identify, describe and prioritize current and future socioeconomic needs of Kendall and Grundy County residents, and to describe actions intended to address these needs. In other words, it is a road map for initiating organizational actions that promote and inspire individual and family socioeconomic stability and well-being.

\*Approved and adopted by Kendall County Health Department Board of Health  
on September 19, 2023

\*Approved and adopted by Kendall Grundy Community Action Advisory Board  
on September 28, 2024

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**COMMUNITY ACTION**  
**PLAN**

**SUMMARY**

## **Kendall-Grundy Community Action Mission Statement**

*The mission of Kendall-Grundy Community Action is to promote and inspire socioeconomic stability and well-being through identifying and addressing the need for personalized direct services for residents faced with poverty or crisis.*

Kendall-Grundy Community Action (KGCA), a division of the Kendall County Health Department (KCHD), is pleased to present its 2024 Updated Community Action Plan. The material collected and shared in this report reflects the overwhelming amount of available data, showing the ever-widening divide and needs between the two counties of Kendall and Grundy. In both counties, participation of a blend of community members, area board members and other stakeholders made the 2024 Updated Community Action Plan possible.

After careful review of the many changes that have occurred between the two counties over the past three years, we are currently preparing for new developments that will likely be coming to our agency. We have consistently provided all the various stakeholders throughout our communities, updates on the data concerning the community. This has been implemented so that feedback can be gathered to enhance our work towards increasing socioeconomic stability and well-being for the residents of Kendall and Grundy County.

Our Community Action plan provides a glimpse into the workings of the agency, as well as the communities we serve. With the innumerable changes in needs as our population continues to grow, diversify, and evolve, we will continue to dedicate our efforts to the issues our residents may be facing. Our goal as an agency is to address those issues while seeking positive and innovative ways to address them. As a Community Action Agency, we are proud of what we have accomplished in the past few years with precious, yet limited resources, and we are excited about all we hope to achieve in the future for the residents of Kendall and Grundy County.

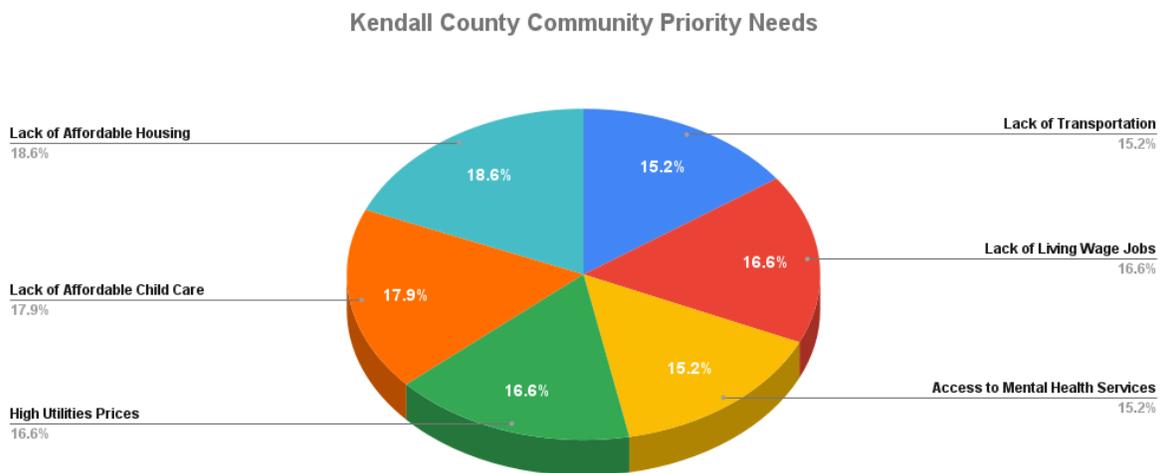
We are committed to working with all area stakeholders, service providers, and community advocates to ensure we are providing the necessary programs to address the root effects of poverty and to move families and individuals towards a life path of socioeconomic stability and well-being.

Our 2024 Updated Community Action Plan was completed under the supervision of the Kendall County Board of Health and Community Action Tripartite Advisory Board. As a Community Action Agency, we sought the needs of our population through various methods of research, leveraging other sources of community-wide data. Key among these data sources include the Kendall County Health Department's Illinois Project for Local Assessment of Needs (IPLAN), the Kendall County Health Department's Strategic Plan 2027, and the Grundy County Health Department Illinois Project for Local Assessment of Needs (IPLAN).

Additional sources include Grundy County Economic Development’s Planner, Kendall County Economic Dashboard, Northeastern Illinois Area Agency on Aging Public Information Document, Illinois Bureau of Employment Security, Mutual Ground Annual Report, Morris Hospital Health Needs Assessment, Community Foundation of Grundy County, and Vital Signs of Grundy County.

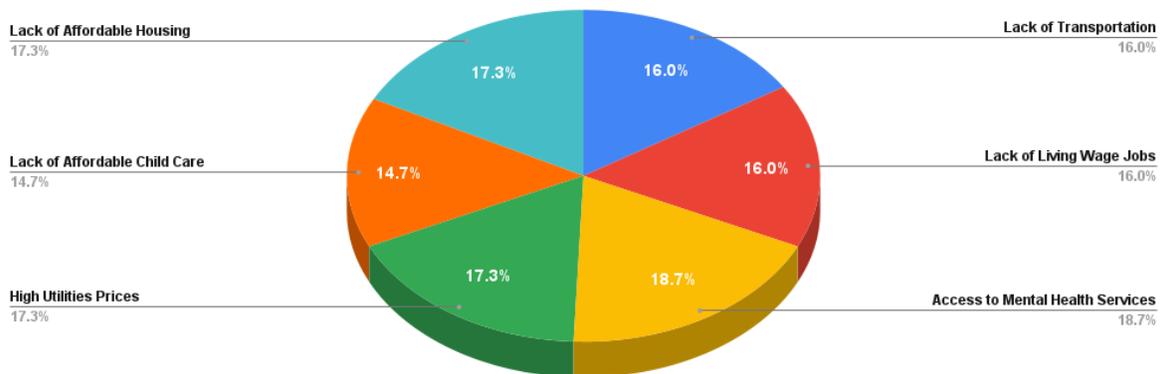
Additionally, current and future needs of our customers are gathered through frequent administration of our Needs Assessment survey (Effectiveness Insight Instrument). This valuable customer input serves to identify the extent to which needs are being met and how to better address those needs that are not fully met.

Below are the 2024 Community Action Plan *Main Priority Choices* that were identified by Kendall-Grundy Community Action customers who received a Needs Assessment survey upon intake. The survey question asked the customer to identify their top three concerns that they felt the community needed to address. The results of this data, organized by county, have set the framework for the development of the 2024 Community Action Plan.



For our Kendall County customers, lack of affordable housing received the highest percentage of responses. 18.6% identified lack of affordable housing as being a top concern in the community. Lack of affordable childcare with 17.9% and both lack of living wage jobs and high utility prices followed close behind at 16.6% as second and third top concerns for Kendall County customers. It should be noted that customers have more frequently identified access to mental health services since the Covid-19 pandemic, taking the place of affordable health care as a prioritized need from previous years.

### Grundy County Community Priority Needs



For our Grundy County customers, access to mental health services received the highest percentage of responses with 18.7% as being customers' top concern in the community. Like Kendall County, this is a newly identified need within both communities. Utility prices have seen a significant increase in 2022, at 17.3%, high utilities prices follow access to mental health services as a top concern for Grundy County customers. Tied with high utilities prices is lack of affordable housing at 17.3%. Following close behind is lack of living wage jobs at 16% and lack of affordable childcare at 14.7%.

These concerns will be referenced throughout the entirety of the CAP. These concerns will assist us in analyzing the Needs Assessment for both counties. These concerns will also play a role in further shaping our services, coordination, and outreach to our low-income communities, as well as creating innovative initiatives with the goal of strengthening our ability to help the low-income community reach a higher level of socioeconomic stability and well-being.

Kendall-Grundy's Community Action Plan provides a glimpse into the workings of the agency as well as the communities it serves. With the many impacts of COVID-19, drastic price increases for utilities, as well as the rising and falling of unemployment rates, we will continue to be dedicated to the issues at hand and look for positive ways to address them. As a Community Action Agency, we are proud of what we have accomplished with such a small staff and are excited about all we hope to provide for Kendall and Grundy County residents. Community Service Block Grant (CSBG) funding will be coordinated with resources within the Kendall County Health Department, including the resources received to implement the Low Income Home Energy Assistance Program, Low Income Water Assistance Program and Illinois Home Weatherization Assistance Program which serve both Kendall and Grundy county.

All CSBG eligible households will be referred to other appropriate services as part of meeting each household's individual needs. We are committed to working with community partners and area stakeholders to ensure we are providing the necessary programs to meet the socioeconomic needs of our customers.

# Needs Assessment

The Needs Assessment is performed every three years. For the 2024 Updated Community Action Plan the 2022, or most recent Needs Assessment data and information, will be referred and utilized. To develop the 2022 Community Needs Assessment, we utilized a number of methods to solicit community opinions on growth, development, poverty, and service priorities in the area served. The 2022 Community Needs Assessment is the primary means to define and implement local level programs and plans that will address the specific needs of the community. Both county's unique needs are identified, analyzed, and prioritized. Plans for implementation include coordinating with other various community organizations and agencies and utilizing a model of community assets rather than just acknowledging service gaps.

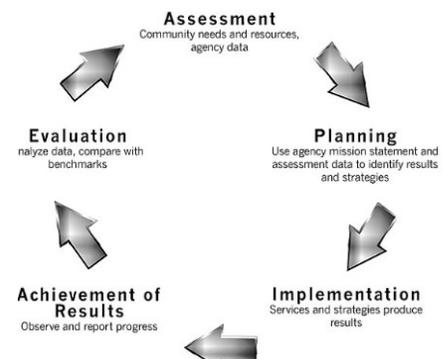
The goal of the Community Action Plan (CAP) is to serve as the primary planning tool for the Community Service Block Grant program. The CAP provides information on linkages and coordination efforts with other agencies and programs within our service area that are designed to reduce the incidences of crisis situations and stimulate the movement toward socioeconomic stability and well-being within the low-income population.

The final process of evaluation and monitoring consists of an examination of program elements to discover explanations for successes, failures, and changes. The scope of the process evaluation included evaluating service providers, attending quarterly Leadership Team meetings, adopting a 2022-2027 agency wide Strategic Plan, KGCA staff participating in monthly unit meetings, consistently going over policies and procedures, customer outreach efforts, services and the process for service provision, applicant and community linkages, use of community resources, procedures for change from the planned programs with the guidance of the Kendall County Board of Health and the Community Action Tripartite Advisory Board, analyzing critical elements of program implementation, implementation summary and replication, and dissemination efforts.

KGCA staff, using the Needs Assessment survey tool, was able to identify priority areas of needs for services. This information will be carefully analyzed and used to address the agency's strengths and opportunities for improvement and will help with policy review and staff development. The purpose of the Needs Assessment is as follows:

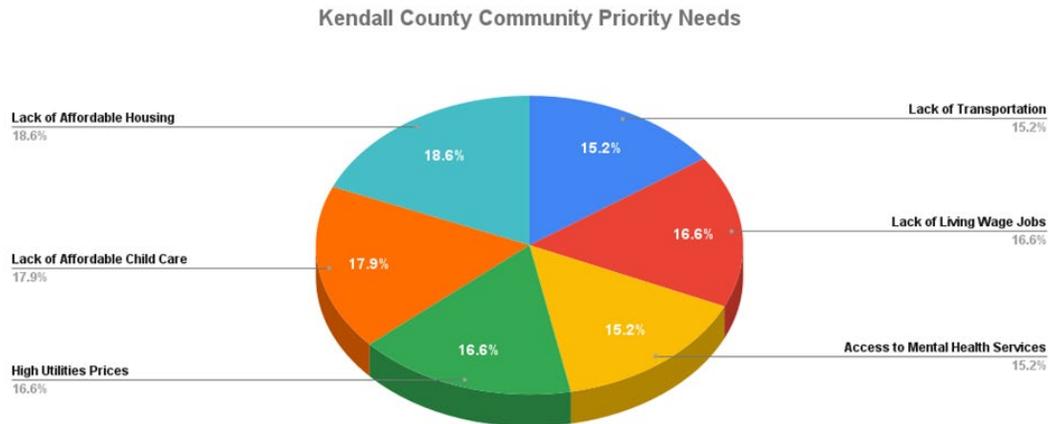
1. Identify community problems using data and community perception
2. Prioritize community problems
3. Create a plan to address priority problems using measurable objectives
4. Identify key community players who should participate in the implementation plan
5. Define a workable evaluation strategy to assure implementation and outcome of the plan
6. Improve the health and quality of life in KGCA's service area

As referenced in the following chart our Needs Assessment represents a key element (Assessment) of the Results Oriented Management and Accountability cycle.

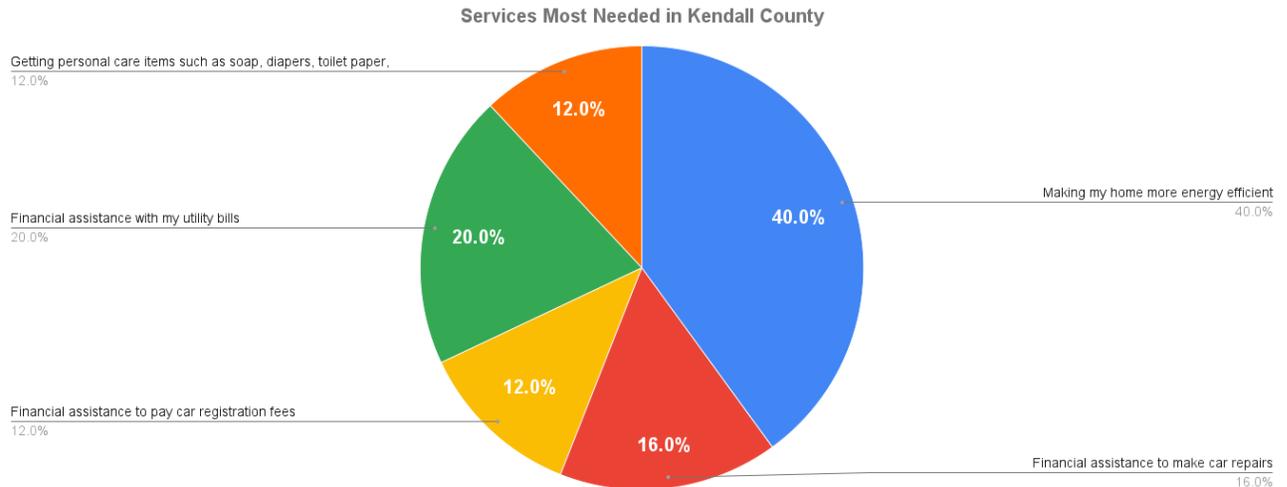


The results of the 2022 Customer Needs Assessment and 2022 Satisfaction Survey are presented on the following pages and include analysis of the following Kendall and Grundy County community characteristics:

Demographics, Employment, Education, Housing, Health, Food and Nutrition, and Transportation.



For Kendall/Grundy Community Action's Kendall County customers, lack of affordable housing received the highest percentage of responses with 18.6% as being customers' top concern in the community. Lack of affordable childcare with 17.9%, and both lack of living wage jobs and high utilities prices at 16.6% followed close behind as second and third top concerns for KGCA's Kendall County customers. To be noted, the last needs assessment, conducted in 2019, had lack of transportation as the top main concern while access to mental health services was all together absent among the top six main concerns. The COVID-19 pandemic may have played a part in the community's regard for access to mental health services. Stress related to the illness itself is only one part of the equation, mass home-confinement directives such as stay-at-home orders, quarantine, and isolation have raised concern about how people will react individually and collectively. (Pfefferbaum, 2020, p.5). Stress, depression, irritability, insomnia, fear, confusion, anger, frustration, boredom, and stigma associated with isolation and quarantine have all played a role in how the COVID-19 pandemic has impacted mental health within our communities. Many of these stressors continue to persist even after stay-at-home mandates were lifted.



When customers residing in Kendall County were asked what services were needed most in their community, 20% of customers expressed the need for utility bill assistance, for which there is limited assistance in Kendall County outside of the Low Income Home Energy Assistance Program (LIHEAP) and the Low Income Household Water Assistance Program (LIHWAP), which are only available to eligible customers once per program year. The only other program available is Nicor Sharing, which is a one-time program that only assists customers with a small portion of their utility bill. Two other services that customers expressed a need for were financial assistance to pay for car registration fees and assistance in getting personal care items, both at 12%. Many community food pantries within the Kendall County area have personal care products available, data regarding the need for those products and service may be more indicative of community awareness or lack thereof. Possibly increasing referrals to local food pantries could help to address this need. It comes as no surprise that financial assistance for car repairs make up for 16% of services needed in Kendall County. Rising costs of new and used cars and shortages mean that people are holding on to cars much longer than in previous years. Currently, there is limited and temporary assistance available for those in need of car repairs and/or registration fees in Kendall County.

Customers from Kendall County were also asked to write freely about any problems or needs that they were unable to receive help with. Their answers are below.

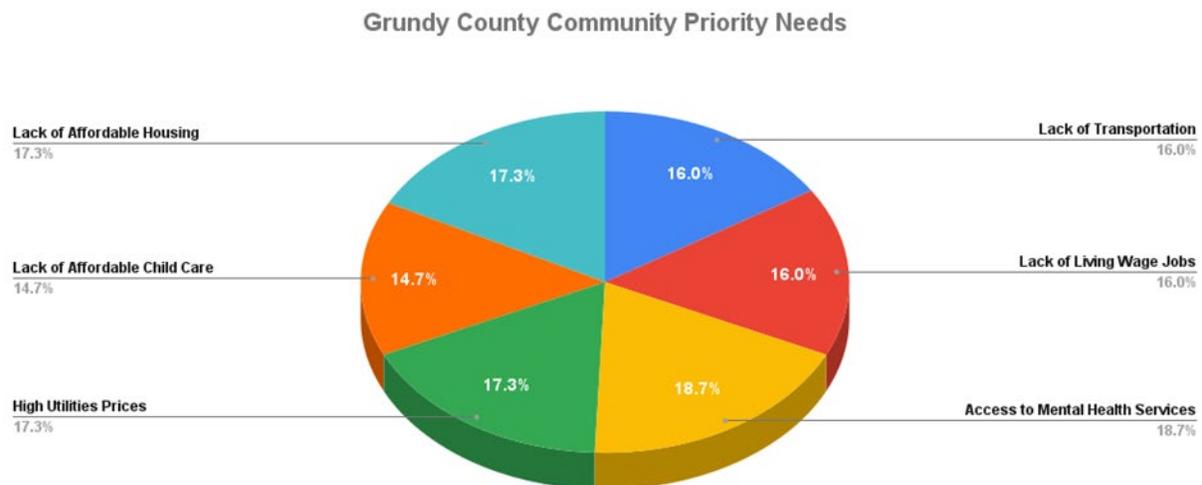
Are there any problems or needs that you or your family faced within the last 12 months that you were unable to receive help with?

- Need better housing
- Transportation on a regular basis
- Help with property taxes
- Getting help with car repairs
- Transportation to Chicago or my daughters
- ComEd and Nicor bills are high

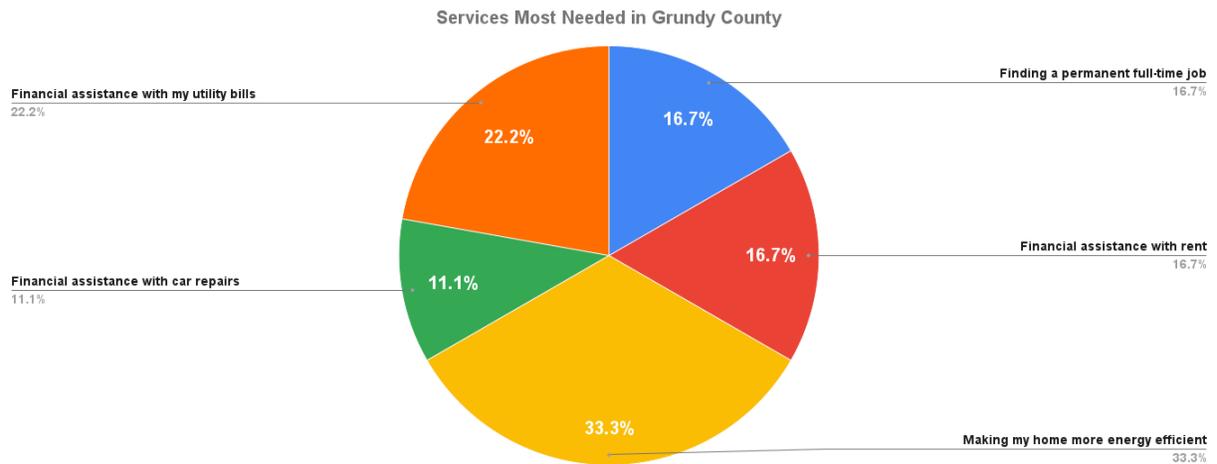
- Paying my house mortgage
- Just to be able to afford rent, water, and garbage collection
- Rent and having a lack of a ride
- Didn't know of all these programs
- Gas prices rising
- Counseling that accepts Medicaid

These answers indicate that Kendall County customers are experiencing an increased cost of living, due in part to COVID-19 and the effects of the war in Ukraine. Employment numbers are improving, and jobs are available in various industries. However, customers continue to have trouble paying their utility bills, rent, and need assistance with transportation. Rising energy costs and inflation are hitting low-income families the hardest. Below is another customer's answer:

*“Right now, one of my biggest monthly expenses is utilities. It seems like every month my bills keep getting higher and higher. It used to be that my electric bill was always pretty high, but my gas bill was manageable. Now I'm getting slammed by both bills.”*



For Kendall/Grundy Community Action's Grundy County customers, Access to mental health services received the highest percentage of responses with 18.7% as being customers' top concern in the community. This is the first time that this concern has been prevalent for both counties. Reasons for this are very similar to Kendall County's and likely have correlations to COVID-19. High utilities prices and lack of affordable housing both at 17.3% followed close behind tied as second top concerns. Lack of transportation and lack of living wage jobs are both at 16% and have been present as top priority needs over the years for KGCA's Grundy County customers.



When customers residing in Grundy County were asked what services were needed most in their community, making homes more energy efficient came out on top with 33.3% of the customers surveyed expressing this as a service need. This was also Kendall County's number one service need. Financial assistance with utility bills comes in at second with 22.2% of customers identifying such as a top priority need. The top two needs are directly correlated with each other in that more energy efficient homes will contribute to lower utility bills annually. One-time services will help assist customers in colder months when the cost of heating a home has a greater impact on families. The other top two services that customers expressed as a service need were financial assistance with rent and assistance finding a permanent full-time job.

Both Kendall and Grundy County customers have expressed similar needs in terms of energy efficiency and high utility bills. Different from previous years, both counties considered these needs to be the top two priorities. The two counties identified needs share many similarities. Grundy county customers have identified finding permanent full-time jobs as a concern, while Kendall County customers presented a need for personal care items such as soap, diapers, and other related hygiene products. Customers from both counties have expressed a need for assistance in finding a permanent full-time job, which would help relieve them of poverty and increase their socioeconomic stability and well-being. Overall, the need for energy efficiency and assistance with utility bills is undeniably a top priority for the entire KGCA service area.

Kim Kleinprinz, KGCA's weatherization tech, gave some insight on these findings:

*"With COVID people are in their homes more, or they're having more home offices. They are in their houses more. People are looking at long-term fixes for their homes. Things like windows and the roof are the first thing that people are wanting to have fixed."*

Melissa Creamer, KGCA's Director, also gave some insight on these findings:

*"Everyone is starting to see people in their neighborhoods getting solar panels installed on their roof. They are probably talking to their neighbors hearing that the solar panels are saving all this money. The problem is that somebody that is*

*low income, doesn't necessarily have the same opportunities to save money due to the cost of things like solar panels and electric cars. Electric cars and solar panels are expensive. So, if there are programs for the low-income community to obtain solar panels, and energy conservation, I bet you, there is going to be a lot of interest in those programs.”.*

Customers from Grundy County were also asked to write freely about any problems or needs that they were unable to receive help with. Their answers are below.

Are there any problems or needs that you or your family faced within the last 12 months that you were unable to receive help with?

- Dental
- Reliable transportation
- Internet and cable I can afford
- Paying my Gas and Electric bills
- I need help with dental bills
- I need help to get a vehicle to go places
- Paying house payments

The answers provided by Grundy County customers are indicative of how COVID-19 impacted the community. Many responses illustrate the need for employment related resources. The impacts of COVID-19 also put many Grundy County customers behind on their bills. With new employment opportunities opening closer to their homes, Grundy County customers are in a phase of recovery after the initial impacts of the COVID-19 pandemic. Financial assistance with utilities, rent, and car repairs is needed to supplement those periods in-between employment and to assist families and individuals currently faced with economic hardship.

One customer expressed, *“I can’t afford to get a decent car. I have plenty to worry about right now like working and paying my bills, but how am I supposed to do those things If I don’t have reliable transportation. Any car that I can afford right now ends up needing repairs every few months. Those repairs end up costing more than the car is even worth. All of my money goes to rent and just trying to live.”.*

# Demographics Data

## KGCA's customer population

**Module 4, Section C: All Characteristics Report - Data Entry Form**  
**Goal 1: Individuals and Families with low-incomes are stable and achieve economic security.**

Name of CSBG Eligible Entity Reporting: **Kendall Grundy Community Action**

A. Total unduplicated number of all INDIVIDUALS about whom one or more characteristics were obtained: **6,120**  
 B. Total unduplicated number of all HOUSEHOLDS about whom one or more characteristics were obtained: **2,381**

**C. INDIVIDUAL LEVEL CHARACTERISTICS**

1. Gender	Number of Individuals
a. Male	2449
b. Female	3636
c. Other	3
d. Unknown/not reported	126
<b>TOTAL</b>	<b>6,214</b>

6. Ethnicity / Race	Number of Individuals
<b>I. Ethnicity</b>	
a. Hispanic, Latino or Spanish Origins	1383
b. Not Hispanic, Latino, or Spanish Origins	4807
c. Unknown/not reported	24
<b>TOTAL</b>	<b>6,214</b>

2. Age	Number of Individuals
a. 0 - 5	665
b. 6 - 13	1221
c. 14 - 17	649
d. 18 - 24	550
e. 25 - 44	1353
f. 45 - 54	575
g. 55 - 59	290
h. 60 - 64	257
i. 65 - 74	413
j. 75 +	241
k. Unknown/not reported	0
<b>TOTAL</b>	<b>6,214</b>

<b>II. Race</b>	
a. American Indian and Alaska Native	9
b. Asian	139
c. Black or African American	1515
d. Native Hawaiian and Other Pacific Islander	2
e. White	3190
f. Other	904
g. Multi-Race (two or more of the above)	429
h. Unknown/not reported	26
<b>TOTAL</b>	<b>6,214</b>

3. Education Levels	Number of Individuals	
	[ages 14-24]	[ages 25+]
a. Grades 0-8	449	99
b. Grades 9-12/Non-Graduate	306	246
c. High School Graduate/Equivalency Diploma	92	1120
d. 12 grade + Some Post Secondary	46	613
e. 2 or 4 years College Graduate	4	358
f. Graduate of other post-secondary school	0	20
g. Unknown/not reported	302	673
<b>TOTAL</b>	<b>1,199</b>	<b>3,129</b>

7. Military Status	Number of Individuals
a. Veteran	59
b. Active Military	7
c. Unknown/not reported	1013
<b>TOTAL</b>	<b>1,079</b>

4. Disconnected Youth	Number of Individuals
a. Youth ages 14-24 who are neither working or in school	4

8. Work Status (Individuals 18+)	Number of Individuals
a. Employed Full Time	436
b. Employed Part-Time	239
c. Migrant Seasonal Farm Worker	2
d. Unemployed (Short-Term, 6 months or less)	252
e. Unemployed (Long-Term, more than 6 months)	248
f. Unemployed (Not in Labor Force)	622
g. Retired	539
h. Unknown/not reported	1341
<b>TOTAL</b>	<b>3,679</b>

5. Health	Number of Individuals		
	Yes	No	Unknown
a. Disabling Condition	666	4406	1142
b. Health Insurance*	4613	341	1260

*\*If an individual reported that they had Health Insurance please identify the source of health insurance below.*

i. Medicaid	3053
ii. Medicare	714
iii. State Children's Health Insurance Program	9
iv. State Health Insurance for Adults	9
v. Military Health Care	15
vi. Direct Purchase	72
vii. Employment Based	479
viii. Unknown/not reported	1863
<b>TOTAL</b>	<b>6214</b>

**Module 4, Section C: All Characteristics Report - Data Entry Form**  
**Goal 1: Individuals and Families with low-incomes are stable and achieve economic security.**

Name of CSBG Eligible Entity Reporting: **Kendall Grundy Community Action**

**D. HOUSEHOLD LEVEL CHARACTERISTICS**

9. Household Type	Number of Households
a. Single Person	911
b. Two Adults NO children	155
c. Single Parent Female	755
d. Single Parent Male	69
e. Two Parent Household	356
f. Non-related Adults with Children	8
g. Multigenerational Household	56
h. Other	37
i. Unknown/not reported	34
<b>TOTAL</b>	<b>2,381</b>

10. Household Size	Number of Households
a. Single Person	696
b. Two	381
c. Three	363
d. Four	363
e. Five	246
f. Six or more	332
g. Unknown/not reported	0
<b>TOTAL</b>	<b>2,381</b>

11. Housing	Number of Households
a. Own	933
b. Rent	1413
c. Other permanent housing	0
d. Homeless	11
e. Other	23
f. Unknown/not reported	1
<b>TOTAL</b>	<b>2,381</b>

12. Level of Household Income	Number of Households
<i>(% Of HHS Guideline )</i>	
a. Up to 50%	1063
b. 51% to 75%	279
c. 76% to 100%	353
d. 101% to 125%	285
e. 126% to 150%	214
f. 151% to 175%	118
g. 176% to 200%	68
h. 201 to 250%	1
i. 251% and over	0
j. Unknown/not reported	0
<b>TOTAL</b>	<b>2,381</b>

13. Sources of Household Income	Number of Households
a. Income from Employment Only	546
b. Income from Employment & Other Income Source	167
c. Income from Employ, Other Income, & Non-Cash Benefits	94
d. Income from Employment & Non-Cash Benefits	340
e. Other Income Source Only	0
f. Other Income Source & Non-Cash Benefits	498
g. No Income	717
h. Non-Cash Benefits Only	220
i. Unknown/not reported	-201
<b>TOTAL</b>	<b>2,381</b>

*Below please report the types of Other Income and/or Non-Cash Benefits received by the households who reported sources other than employment.*

14. Other Income Source	Number of Households
a. TANF	12
b. Supplemental Security Income (SSI)	173
c. Social Security Disability (SSDI)	320
d. VA Service-Connected Disability Compensation	1
e. VA Non-Service Connected Disability Pension	0
f. Private Disability Insurance	5
g. Worker's Compensation	3
h. Retirement Income from Social Security	464
i. Pension	84
j. Child Support	144
k. Alimony or other Spousal Support	2
l. Unemployment Insurance	54
m. EITC	0
n. Other	58
o. Unknown/not reported	0

15. Non-Cash Benefits	Number of Households
a. SNAP	1058
b. WIC	0
c. LIHEAP	0
d. Housing Choice Voucher	0
e. Public Housing	0
f. Permanent Supportive Housing	0
g. HUD-VASH	0
h. Childcare Voucher	0
i. Affordable Care Act Subsidy	0
j. Other	2
k. Unknown/not reported	0

**E. Number of Individuals Not Included in the Totals Above** (due to data collection system integration barriers)

1. Please list the unduplicated number of **INDIVIDUALS** served in each program

Program Name	Number of Individuals
CSGB	

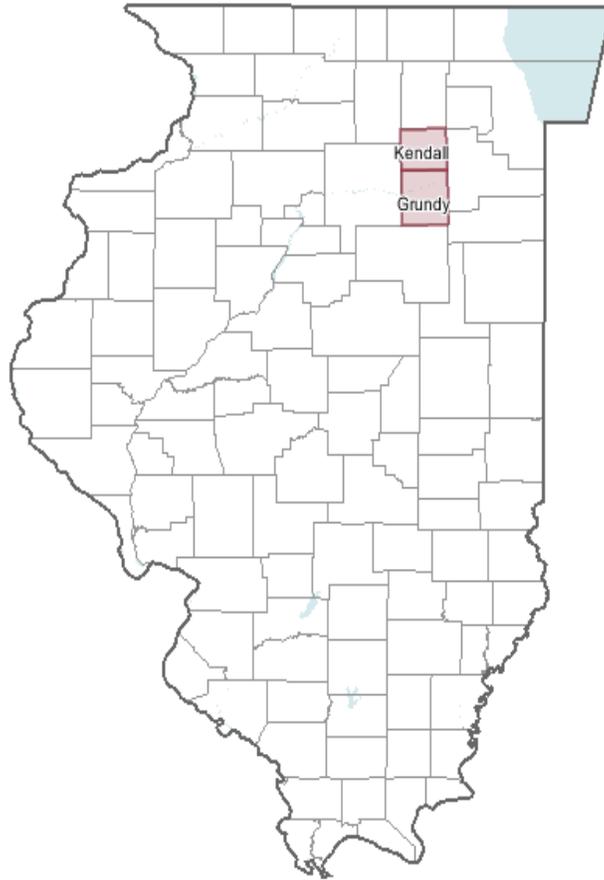
**F. Number of Households Not Included in the Totals Above** (due to data collection system integration barriers)

1. Please list the unduplicated number of **HOUSEHOLDS** served in each program

Program Name	Number of Households

Above is a demographic report from the Single Tracking Reporting Systems for KGCA customers served over the past year. Of KGCA's customers, about 38% were a single household, 32% were a single female parent household, 51% identified as Caucasian, 17% were unemployed, 59% were renting, and 22% were between the ages of 25-44

## Location



Kendall and Grundy counties are in the northeastern quarter of the state, approximately 50 miles southwest of Chicago's central business district. The location of both counties in relation to the Chicago standard metropolitan area (SMSA) has important implications for the general pattern and trend of development and strongly influences their socioeconomic profiles. One such effect is the rapid growth in suburban development, particularly in the North and East of the counties where commuting times to Chicago are at their lowest. In addition, the relative location to Aurora/ DuPage County's Aurora and Will County's Joliet-Shorewood growth areas further adds to commuting opportunities for county residents.

## Population Change

### Total Population Change, 2010-2020

According to the United States Census Bureau Decennial Census, between 2010 and 2020 the population in the report area grew by 19,597 persons, a change of 11.89%. A significant positive or negative shift in total population over time impacts healthcare providers and the utilization of community resources.

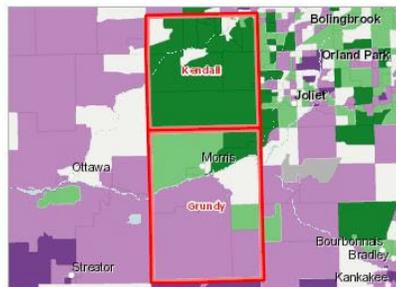
Report Area	Total Population, 2010 Census	Total Population, 2020 Census	Population Change, 2010-2020	Population Change, 2010-2020, Percent
Report Location	164,805	184,402	19,597	11.89%
Grundy County, IL	50,063	52,533	2,470	4.93%
Kendall County, IL	114,742	131,869	17,127	14.93%
Illinois	12,830,633	12,812,508	-18,125	-0.14%
United States	312,471,161	334,735,155	22,263,994	7.13%



Note: This indicator is compared to the state average.

Data Source: US Census Bureau, Decennial Census, 2020. Source geography: Tract → Show more details

Data Source: US Census Bureau, Decennial Census, 2020. Source geography: Tract → Show more details



Population Change, Percent by Tract, US Census 2010 - 2020

- Over 10.0% Increase (+)
- 2.0 - 10.0% Increase (+)
- Less Than 2.0% Change (+/-)
- 2.0 - 10.0% Decrease (-)
- Over 10.0% Decrease (-)
- No Population or No Data
- Report Location

According to the US Census Bureau, Kendall County’s population increased by 123% from the year 2000-2016, and forecasts show continuing growth. From 2010-2020 Kendall County has grown by 14.93% while Grundy County’s population has increased by almost 5%.

Kendall County continues to see growth. Municipalities like Oswego, Montgomery, and Plano have all experienced continued growth since the last census. Etheridge, (2021) states, “The county’s four largest municipalities all gained in population over the past decade with Yorkville experiencing the largest percentage increase in population, 27%, from 16,921 in 2010 to 21,533 in 2020.” (p.4). Results of the census aid government officials at the state and federal level in making decisions regarding how resources are allocated to local governments.

Furthermore, Yorkville is nearing home rule status. The state will automatically grant home rule status to communities with 25,0001 or more residents. With home rule status, village boards and city councils have greater taxing and regulatory authority. Home rule can provide greater flexibility over local finances, exercising authority over building, zoning, and sanitation. The municipality of Highwood used home rule to fill a budget hole related to the operations of their fire department and to issue bonds for a historic \$5 million capital project initiative to replace 100-year-old road infrastructure. (Kearney Coral, 2016, p.20). Examples like Highwood perfectly illustrate the ability to implement revenue policies that can lessen reliance on property taxes for eligible municipalities.

Shorewood, located just 25 minutes from Oswego, is seeking Home Rule status. Revenue generated from Home Rule taxes will allow the funding to bring water from Lake Michigan to their residents. Doing so will improve water quality and ensure the availability of water to meet the long term needs of the community. Residents of Shorewood would be looking at a 0.75% sales tax increase on items. (Village of Shorewood Illinois. n.d.). Increased funding for communities means improvements to both infrastructure and the quality of the community, which is a good thing and should ultimately be viewed as such. It should also be noted that voters can petition to revoke a community's Home Rule status. Additionally, sales tax increases related to Home Rule status are typically below 1%. However, implementation of new taxes carries the possible propensity to increase one's living expenses. With increased financial burden, comes a need for available assistance for renters and homeowners. Emphasizing programs geared toward rental and mortgage assistance will help lessen the possible financial hardships that may follow the implementation of Home Rule status.

Even though Kendall and Grundy are still growing, the growth of both counties has slowed down significantly since 2010, which may be a consequence of the recession's aftermath. Many people may have moved to Kendall and Grundy County before the recession hoping for better lives, but when the recession became a reality, it hit many new residents hard. Kendall and Grundy County have experienced first-hand the impact of the "Great Recession" when construction of new homes and people coming to purchase them came to a screeching stop, effectively halting a community's development and growth.

However, both Kendall and Grundy County have seen a change in momentum just in the past few years as the housing market strengthens and new industries develop. Subdivisions are being built in the area. Farmers are selling their land. Kendall County does not have a Farm Protection Act in place. Additionally, Kendall County has more land to build in comparison to Kane and DuPage County where land is running out. As the adage goes, "if you build it, they will come," suggesting that building upon available land will inherently bring an increase to the population.

Likely to have even further impact on the growing populations of both counties is the approval of 25 affordable housing developments in 15 Illinois counties, one of which will be in Grundy County and one in Kendall County. Governor JB Pritzker and the Illinois Housing Development Authority Board announced conditional awards totaling nearly \$34 million in federal Low-Income Housing Tax Credits. These Tax credits will fund 25 affordable housing developments. Once sold to investors, the tax credits will generate an estimated \$296 million in private capital to finance the creation and/or preservation of 1,343 affordable units for low- to moderate-income families, seniors, veterans, and persons with special needs. (Illinois.gov, 2022).

Avalon at Morris (Grundy) was one of the approved developments to receive 2023 Low-Income Housing Tax Credits and involves the construction of 55 units across 14 townhome-style residential buildings. Two- and three-bedroom units will be available for non-elderly households earning at or below 60% of the area median income. Deville Manor in Oswego (Kendall) will offer 42 apartments, 32 one bedroom and 10 two-bedroom units for seniors aged 55 and above. (Petesch, 2022)

Both counties continue to change, develop, and diversify with more growth potential happening annually. As the housing market evens itself out and more housing becomes available, Kendall and Grundy counties offer an up-and-coming community for families only an hour outside of Chicago. However, growth often comes with its own set of challenges and could potentially mean an influx of

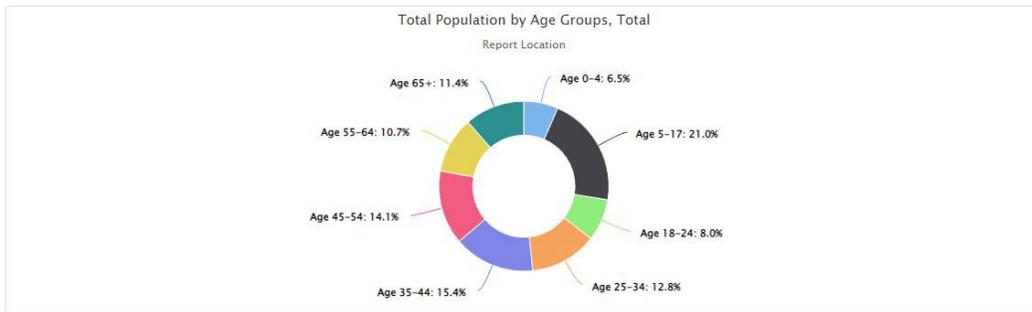
individuals and families in need of social and human services. Kendall Grundy Community Action remains dedicated to assisting those in socio-economic duress reach a higher level of self-sufficiency.

## Age and Gender

### Total Population by Age Groups, Total

This indicator reports the total population of the report area by age groups

Report Area	Age 0-4	Age 5-17	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+
Report Location	11,629	37,543	14,271	22,785	27,535	25,179	19,117	20,322
Grundy County, IL	3,084	9,734	4,043	6,505	7,002	6,911	6,439	7,080
Kendall County, IL	8,545	27,809	10,228	16,280	20,533	18,268	12,678	13,242
Illinois	755,518	2,099,915	1,174,031	1,763,829	1,638,700	1,636,992	1,656,753	1,990,426
United States	19,650,192	53,646,546	30,435,736	45,485,165	41,346,677	41,540,736	42,101,439	52,362,817

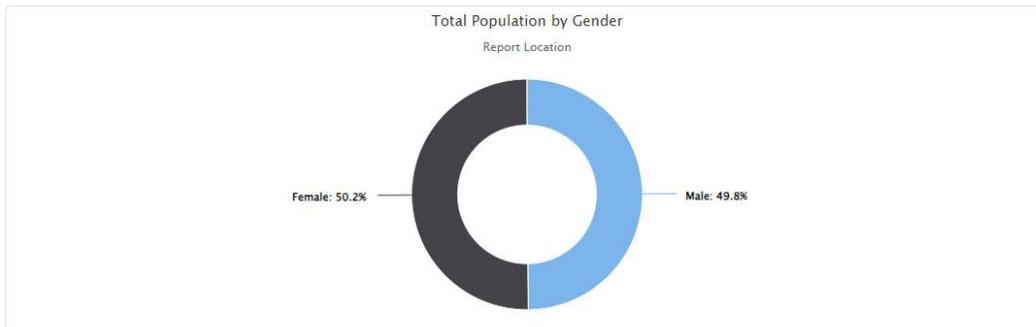


### Total Population by Gender

This indicator reports the total population of the report area by gender. The percentage values could be interpreted as, of all the population within the report area, the male population is 49.83%; the female population is 50.17%.

Report Area	Male	Female	Male, Percent	Female, Percent
Report Location	91,241	91,880	49.83%	50.17%
Grundy County, IL	26,245	26,119	50.12%	49.88%
Kendall County, IL	64,996	65,761	49.71%	50.29%
Illinois	6,332,176	6,489,637	49.39%	50.61%
United States	163,206,615	166,518,866	49.50%	50.50%

Data Source: US Census Bureau, American Community Survey, 2017-21. → Show more details



Looking at population by age and gender, Kendall and Grundy County have seen an increase in their senior population over the years. In 2019, the population of 64 years and older was at 9.69%, and the most current estimates have the senior population at 11.4%. There have been new senior housing developments built in the last five years. With recent news of senior housing developments in Oswego, more growth is likely to happen in both counties.

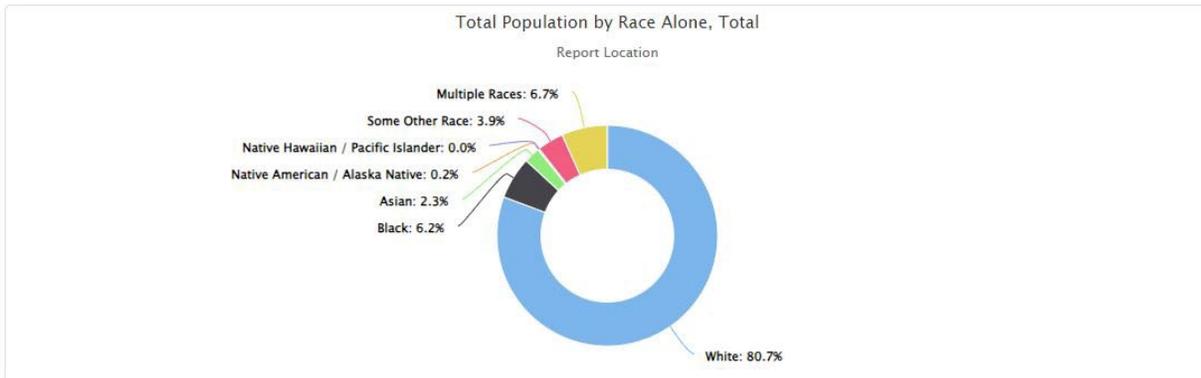
## Race and Ethnicity

### Total Population by Race Alone. Total

This indicator reports the total population of the report area by race alone.

Report Area	White	Black	Asian	Native American / Alaska Native	Native Hawaiian / Pacific Islander	Some Other Race	Multiple Races
Report Location	147,792	11,331	4,237	366	26	7,123	12,246
Grundy County, IL	47,962	667	389	32	26	1,217	2,071
Kendall County, IL	99,830	10,664	3,848	334	0	5,906	10,175
Illinois	8,699,413	1,804,013	725,482	42,714	5,111	795,980	749,100
United States	224,789,109	41,393,012	18,782,924	2,722,661	615,557	18,382,796	23,039,422

Data Source: US Census Bureau, American Community Survey, 2017-21. → Show more details



## Hispanic Population

The estimated population that is of Hispanic, Latino, or Spanish origin in the report area is 31,853. This represents 17.39% of the total report area population, which is less than the national rate of 18.44%. Origin can be viewed as the heritage, nationality group, lineage, or country of birth of the person or the person's parents or ancestors before their arrival in the United States. People who identify their origin as Hispanic, Latino, or Spanish may be of any race.

Report Area	Total Population	Non-Hispanic Population	Percent Population Non-Hispanic	Hispanic or Latino Population	Percent Population Hispanic or Latino
Report Location	183,121	151,268	82.61%	31,853	17.39%
Grundy County, IL	52,364	46,858	89.49%	5,506	10.51%
Kendall County, IL	130,757	104,410	79.85%	26,347	20.15%
Illinois	12,821,813	10,571,737	82.45%	2,250,076	17.55%
United States	329,725,481	268,918,512	81.56%	60,806,969	18.44%

Data Source: US Census Bureau, American Community Survey, 2017-21. Source geography: Tract → [Show more details](#)



## Demographic analysis for Kendall County

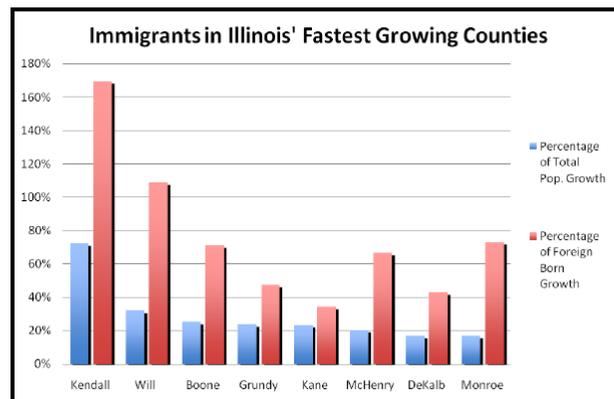
The U.S. Census Bureau bases its new population estimates, which use administrative data and estimates for birth, deaths, and net migration, on Census 2017 population counts updated to reflect any official census corrections.

In the year 2020, the population division of the U.S. Census Bureau estimated the median age in Kendall County to be 35.5 years old, less than the median age for the State of Illinois at 38.43 years old. With 28.5% of the population made up of individuals less than 18 years old, Kendall County can be described as having a medium-high percentage of people under 18 compared to the state percentage of 22.5%. People 65 and older make up 10.4% of the total population in the area in 2020, compared to the state percentage of 15.7%. This represents a relatively low percent of the population base. However, it should be noted that the population over 65 continues to grow annually with an overall increase of almost 2% since 2016.

The overall population of Kendall County continues to grow, although at a slower rate since 2010. Key factors in continued growth may very likely be due to new housing opportunities that are coming to the county every year. Before the recession, Kendall County attracted many working families from Chicago and the collar counties due to all the new housing being constructed. Many families were willing to commute to work to live in a “nicer” area that had “good schools”. The recession however made those dreams harder to actualize. Even though there was a foreclosure crisis in Kendall County during the recession, the population remained on the rise, though not as significantly as before 2010. While further analysis needs to be done to check these possibilities, this data hints to KGCA that people may have foreclosed on their homes but either remained living in Kendall County or moved out and other people moved into the foreclosed homes.

Oswego has detailed many new plans for expansion. Ground has already broken on Avanterra, a new community of high-end rental properties. Oswego Village Senior Living Community is looking to expand availability for senior housing in Kendall County. Fox Ridge Stone, a 438-acre site, was also fully annexed into the Village of Oswego. New housing developments, senior living, and businesses coming to Oswego foreshadow the continued growth within the county for the next few years. (Petesch, 2022).

Kendall County has led all counties in growth of foreign-born immigrants since the 2010 Census. See chart below.



Kendall County continues to grow and diversify. In an article published by the Aurora Beacon News, white county residents decreased from 83.6% of the population in 2010 to 67.4% in 2020. Black residents stand at 8% of the population in 2020 in Kendall County compared to 5.7% in 2010. The Hispanic population in the county rose from 15.6% in 2010 to 20% in 2020. (Jones, 2021, p.16).

Chicagoland World Relief provided information regarding refugee settlement in Kendall County. At this time there is not an exact number of people that will resettle in Kendall County. However, it has been stated that it is very common for older people to move to Kendall County- especially to Oswego or Yorkville. If expansion of the normal resettlement comes to Kendall County, World Relief will be intentional to bring key stakeholders to the table (school districts, city/county officials, police/public safety, medical providers, churches, public aid, and social security). Lager families may be placed in Kendall County if full houses are found for rent. It is preferred to place new families near others from their community to ensure support. Funds provided to clients from World Relief will assist with many of these families' needs to get reestablished. Additional assistance will be needed as funding does not typically cover security deposits and 3 months of rent. Fundraising is used to help pay the difference. World Relief is notified 1-2 weeks leading up to a case arriving at O'Hare international Airport. Once notice has been received World Relief works to find affordable housing and furniture for the new family. World Relief also assists families in completing Social Security applications, transportation to initial medical appointments, furniture/household items, and hygiene items.

### **Demographic analysis for Grundy County**

The Census Bureau estimated the median age in Grundy County to be 38.1 years old as of 2020. The median age in Grundy is equal to the median age for the State of Illinois at 38.3% and the United States at 38.2%. The area has seen a consistent pattern in the median age since 2000, when the median age was 36.4 years old.

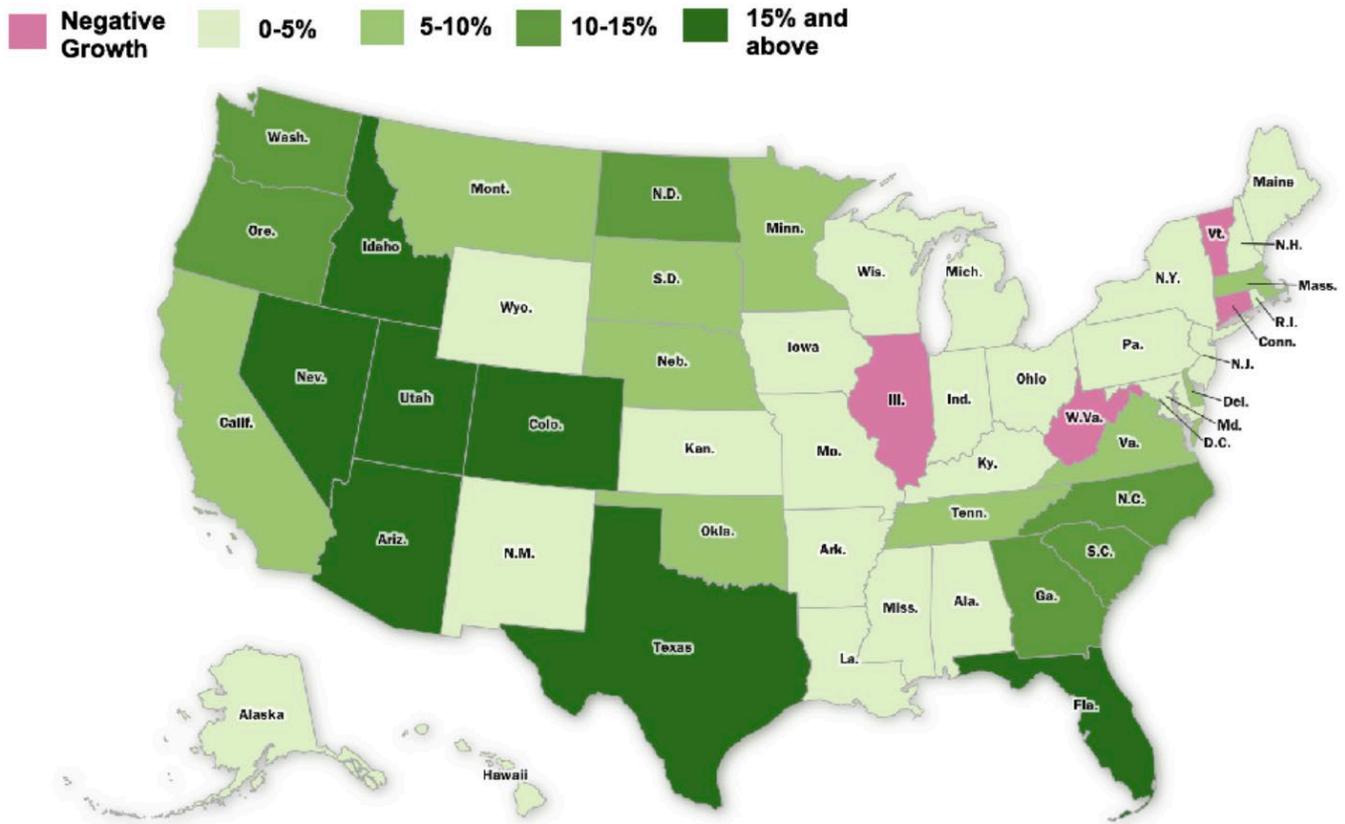
With 25.2% of the population being comprised of individuals under the age of 18, Grundy County can be understood as having a medium-high percent of individuals under 18. In Illinois, the percentage of persons under 18 years is 22.5%. People 65 years and older make up 13.9% of the Grundy population. When compared to other counties throughout the U.S., this represents a medium-low proportion of the area population base. Grundy County has a much higher senior population in comparison to Kendall County, especially persons aged over 70.

Grundy County was ranked as the one of the fastest growing counties in Illinois. It is important to pay attention to this type of growth as it comes with likely future challenges; higher enrollment due to new subdivisions and an increased number of children requires the development of more schools, and road congestion due to population growth requires the widening and construction of more roads. With Morris being the largest city in terms of overall population in Grundy County, they are likely the hotbed for growth and development. With a larger senior population, public transportation is necessary to sustain the continued growth. State Sen. Linda Holmes stresses what a “huge” issue bringing a Metra commuter rail service to Oswego has been. On a smaller scale, businesses and community members of Grundy County have expressed concerns regarding the current state of transportation. Grundy County Comprehensive Plan illustrates the potential multimodal transportation opportunities for Grundy County due to its proximity to Interstate 80 and Chicago. Community members state that they would like to see an additional lane or added turn lanes on IL Route 47 to remediate traffic congestion in the area. (Grundy County Economic Development Council, 2014).



region and fourth overall. What can also be seen on this map is how much the rest of Illinois' population has massively declined since 2010. The map below shows how Illinois is leading the nation in population decline, despite being home to one of the fastest growing counties in the nation.

## Projected State Population Growth, Census 2010 to Census 2020



Source: William H Frey Projections based on 2010 US Census and 2018 and 2019 census estimates released Dec 30, 2019

Population loss has a deeper impact than some might even realize. Declining numbers have negatively impacted Illinois' representation because the census is used to determine representation in the US House of Representative along with determining Federal funding for state programs. Illinois previously had 18 seats in the House (13 Democrat, 5 Republican), with each of them representing approximately 745,000 people. So, with a population loss of just under 200,000 between 2010 and 2020, Illinois lost one seat. (Horta, 2020, p.3).

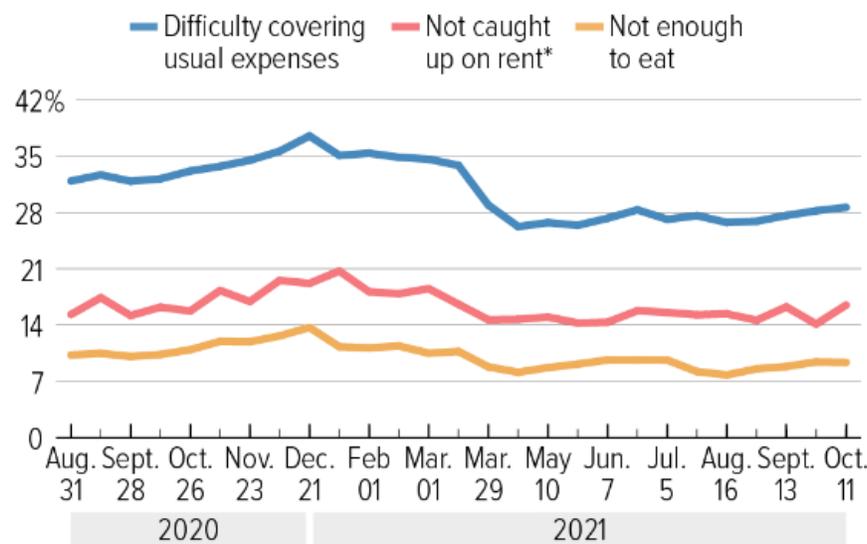
### Poverty

The US Census Bureau estimates that in 2020, 27.15% of Americans were living with income at or below 185% of the federal poverty level. The annual income for a family of 4 at 185% of the federal poverty guideline is less than \$52,000 annually. In Illinois, 3,095,502 live at or below 185% of the poverty line, making up for nearly 25% of the total population.

The COVID-19 pandemic caused significant hardship across the world. In the early months of the crisis, tens of millions of people lost their jobs. While employment began to rebound within a few months, unemployment remained high throughout 2020. Employment continued to improve, and relief measures were taken through the federal government in the form of Child Tax Credits and stimulus payments. Still, unmet needs remained near the end of 2021, with 20 million households reporting having too little to eat in the past seven days and 10 million households were behind on rent. Key hardship indicators showed strong improvement during early 2021, aided by job growth and government benefits. Hardship rates fell especially fast after the enactment of the American Rescue Plan Act on March 11, 2021, which included \$1,400 payments for most Americans as well as other assistance to struggling households. (Center on Budget and Policy, n.d.). The below chart illustrates the impact of relief for American families comparing the beginning of the pandemic and the following year.

## Hardship Fell After Relief Enacted But Persisted in 2021

Share of adults



\*Percent of adults in renter households.

Note: Dates shown are the last day of each 13-day data collection period. Data collection was paused between December 21, 2020, and January 6, 2021, between March 29 and April 14, 2021, and between July 5 and July 21, 2021. Percentages exclude individuals who did not respond to the question.

Source: CBPP analysis of Census Bureau Household Pulse Survey tables

CENTER ON BUDGET AND POLICY PRIORITIES | CBPP.ORG

While improvements can be seen, relief is only temporary. According to the Center on Budget and Policy Priorities (n.d.), “in October 2021, nearly 20 million adults lived in households that did not get enough to eat, 12 million adult renters were behind on rent, and some of the progress from late March appeared to have stalled as other troubles continued to affect the economy, including expiring unemployment benefits and supply chain problems that contributed to rising prices for

many goods.” (p.3). It goes without saying that all Americans were impacted by COVID-19 and those already experiencing economic hardship prior to the pandemic were hit harder.

Overall, Poverty rates improved in both Kendall and Grundy counties from 2010-2020. Kendall county saw poverty rates decrease by .7% while Grundy County saw rates decrease by 2.1%. What this shows is that our counties and the whole United States is showing significant progress in fighting poverty. However, data for the 2020 Census was completed in October of 2020, very early on in the COVID-19 pandemic. Numbers likely do not reflect the impacts of COVID-19 to their fullest extent. Further analysis is needed to provide a better illustration of COVID-19’s impact on poverty.

**Poverty Rate Change**

Poverty rate change in the report area from 2010 to 2020 is shown below. According to the U.S. Census, the poverty rate for the area decreased by -1.16%, compared to a national change of -3.4%.

Report Area	Persons in Poverty 2010	Poverty Rate 2010	Persons in Poverty 2020	Poverty Rate 2020	Change in Poverty Rate 2010-2020
Report Location	9,333	5.62%	8,087	4.46%	-1.16%
Grundy County, IL	3,992	8.0%	3,009	5.9%	-2.1%
Kendall County, IL	5,341	4.6%	5,078	3.9%	-0.7%
Illinois	1,732,129	13.8%	1,351,159	11.0%	-2.8%
United States	46,215,956	15.3%	38,371,394	11.9%	-3.4%



Note: This indicator is compared to the state average.

Data Source: US Census Bureau, Small Area Income and Poverty Estimates, 2020. Source geography: County → Show more details



Population Below the Poverty Level, Percent by County, SAIPe 2020

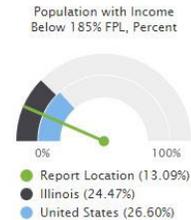
- Under 12%
- 12.01% - 16%
- 16.01% - 22%
- 22.01% - 30%
- Over 30%
- Report Location

### Poverty - Population Below 185% FPL

In the report area 13.09% or 23,819 individuals for whom poverty status is determined are living in households with income below 185% of the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access including health services, healthy food, and other necessities that contribute to poor health status.

*Note: The total population measurements for poverty reports are lower, as poverty data collection does not include people in group quarters. See Methodology for more details.*

Report Area	Total Population	Population with Income Below 185% FPL	Population with Income Below 185% FPL, Percent
Report Location	182,010	23,819	13.09%
Grundy County, IL	51,791	8,944	17.27%
Kendall County, IL	130,219	14,875	11.42%
Illinois	12,529,291	3,066,437	24.47%
United States	321,897,703	85,630,280	26.60%



*Note: This indicator is compared to the state average.*

*Data Source: US Census Bureau, American Community Survey, 2017-21. Source geography: Tract → Show more details*

### Poverty - Population Below 100% FPL

Poverty is considered a key driver of health status.

Within the report area 5.12% or 9,073 individuals for whom poverty status is determined are living in households with income below the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access including health services, healthy food, and other necessities that contribute to poor health status.

*Note: The total population measurements for poverty reports are lower, as poverty data collection does not include people in group quarters. See Methodology for more details.*

Report Area	Total Population	Population in Poverty	Population in Poverty, Percent
Report Location	177,350	9,073	5.12%
Grundy County, IL	50,158	3,537	7.05%
Kendall County, IL	127,192	5,536	4.35%
Illinois	12,418,504	1,488,670	11.99%
United States	318,564,128	40,910,326	12.84%



*Note: This indicator is compared to the state average.*

*Data Source: US Census Bureau, American Community Survey, 2016-20. Source geography: Tract → Show more details*

The above table shows the rate of poverty below 100% of the federal poverty level for Kendall and Grundy Counties and compares those rates to the rest of Illinois and United States. The table below shows updated information based on numbers sampled during 2017. At 100% of the FPL (federal poverty level), these tables represent those with the greatest need in our service area, state, and country. In just one year, poverty rates have improved slightly for Grundy County even when

considering the slight increase in the overall population. Kendall County shows no significant changes in their rates.

### Poverty - Population Below 100% FPL

Poverty is considered a *key driver* of health status.

Within the report area 4.86% or 8,838 individuals for whom poverty status is determined are living in households with income below the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access including health services, healthy food, and other necessities that contribute to poor health status.

*Note: The total population measurements for poverty reports are lower, as poverty data collection does not include people in group quarters. See "Show more details"/"Methodology" for more details.*

Report Area	Total Population	Population in Poverty	Population in Poverty, Percent
Report Location	182,010	8,838	4.86%
Grundy County, IL	51,791	3,160	6.10%
Kendall County, IL	130,219	5,678	4.36%
Illinois	12,529,291	1,483,378	11.84%
United States	321,897,703	40,661,636	12.63%

Population in Poverty, Percent



*Note: This indicator is compared to the state average.*

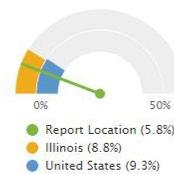
*Data Source: US Census Bureau, American Community Survey, 2017-21. Source geography: Tract → Show more details*

### Seniors in Poverty

Population and poverty estimates for persons age 65 and up are shown for the report area. According to the American Community Survey (ACS) 5 year data, an average of 5.8% of people lived in a state of poverty during the survey calendar year. The poverty rate for people living in the report area is less than the national average of 9.3%.

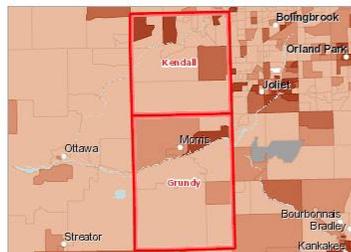
Report Area	Ages 65 and Up Total Population	Ages 65 and Up In Poverty	Ages 65 and Up Poverty Rate
Report Location	19,911	1,156	5.8%
Grundy County, IL	6,802	486	7.1%
Kendall County, IL	13,109	670	5.1%
Illinois	1,925,764	169,022	8.8%
United States	51,072,143	4,756,707	9.3%

Ages 65 and Up Poverty Rate



*Note: This indicator is compared to the state average.*

*Data Source: US Census Bureau, American Community Survey, 2016-20. Source geography: County → Show more details*



Population Below the Poverty Level, Senior (Age 65+), Percent by Tract, ACS 2016-20

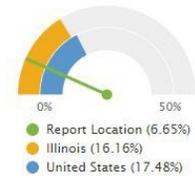
- Over 17.0%
- 12.1 - 17.0%
- 7.1 - 12.0%
- Under 7.1%
- No Population Age 65+ Reported
- No Data or Data Suppressed
- Report Location

### Poverty - Children Below 100% FPL

In the report area 6.65% or 3,245 children aged 0-17 are living in households with income below the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access including health services, healthy food, and other necessities that contribute to poor health status.

Report Area	Total Population	Population Under Age 18	Population Under Age 18 in Poverty	Percent Population Under Age 18 in Poverty
Report Location	177,350	48,773	3,245	6.65%
Grundy County, IL	50,158	12,519	1,234	9.86%
Kendall County, IL	127,192	36,254	2,011	5.55%
Illinois	12,418,504	2,813,715	454,654	16.16%
United States	318,564,128	72,065,774	12,598,699	17.48%

Percent Population Under Age 18 in Poverty



Note: This indicator is compared to the state average.

Data Source: US Census Bureau, American Community Survey, 2016-20. Source geography: Tract → Show more details

The above table shows the rate of poverty for children below 100% of the federal poverty level for Kendall and Grundy Counties and compare those rates to the rest of Illinois and United States. The table below shows updated information based on numbers sampled during 2017. While the overall rate of poverty at 100% of the FPL (federal poverty level) shows slight improvement for Grundy County and Kendall County, numbers show an overall improvement for children in both counties.

### Poverty - Children Below 100% FPL

In the report area 6.05% or 3,017 children aged 0-17 are living in households with income below the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access including health services, healthy food, and other necessities that contribute to poor health status.

Report Area	Total Population	Population < Age 18	Population < Age 18 in Poverty	Population < Age 18 in Poverty, Percent
Report Location	182,010	49,881	3,017	6.05%
Grundy County, IL	51,791	12,983	1,075	8.28%
Kendall County, IL	130,219	36,898	1,942	5.26%
Illinois	12,529,291	2,845,727	450,356	15.83%
United States	321,897,703	72,996,065	12,443,424	17.05%

Population < Age 18 in Poverty, Percent



Note: This indicator is compared to the state average.

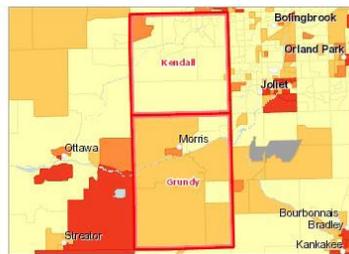
Data Source: US Census Bureau, American Community Survey, 2017-21. Source geography: Tract → Show more details

### Families in Poverty by Family Type

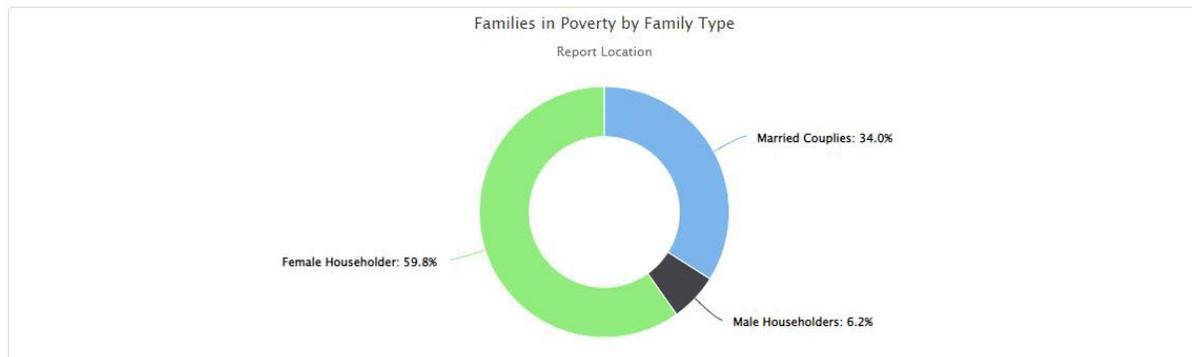
The number of families in poverty by type are shown in the report area. According to ACS 2016-2020 5 year estimates for the report area, there were 1,749 families living in poverty.

Report Area	Total Families	Families in Poverty Total	Families in Poverty Married Couples	Families in Poverty Male Householder	Families in Poverty Female Householder
Report Location	46,981	1,749	594	109	1,046
Grundy County, IL	14,250	758	366	66	326
Kendall County, IL	32,731	991	228	43	720
Illinois	3,116,415	263,204	88,315	28,514	146,375
United States	79,849,830	7,245,704	2,684,272	768,434	3,792,998

Data Source: US Census Bureau, American Community Survey, 2016-20. Source geography: County → Show more details



Married Family Households Living Below the Poverty Level, Percent by Tract, ACS 2016-20

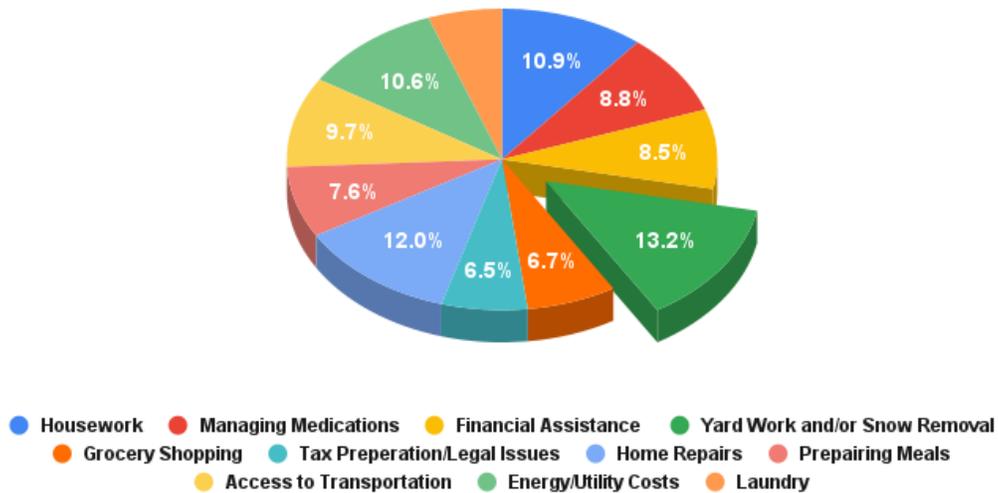


Demographically speaking, after analyzing the poverty data, female-headed households are the family type with the highest rate of poverty in the area, at 59.8%. This is overwhelmingly the case for Illinois, and across the United States. Grundy County senior population continues to see an increase in poverty at 7.1%, nearing closer to both the state and national averages of 8.8% and 9.3% respectively.

Throughout the year, KGCA conducts an annual needs assessment by having customers participate in taking surveys. KGCA also conducts a similar needs assessment that the community participates in. KGCA asked community members in the reporting area “Which of the following areas do you

believe seniors in your community need assistance within order to remain in their home?” The results are shown below.

**Which of the following do you believe seniors in your community need assistance with in order to remain in their home?**



13% of community members believe that Energy/Utility costs are seniors greatest need in order to remain in their homes. 12% reported home repairs, while 11% said that housework was the greatest need.

Utility prices have skyrocketed over the last year. Utility companies raised rates, increasing the service delivery costs per therm and kilowatt twice during the last LIHEAP program year. Therms are a measurement of gas and kilowatt (KWT) are a measurement of electricity used specifically when referring to service delivery. Energy prices continue to rise at a steady rate. KGCA continues to receive calls from first-time applicants each year. With no clear end to the rising prices, impacted families and individuals across northern Illinois continue to seek relief, especially those on a fixed income.

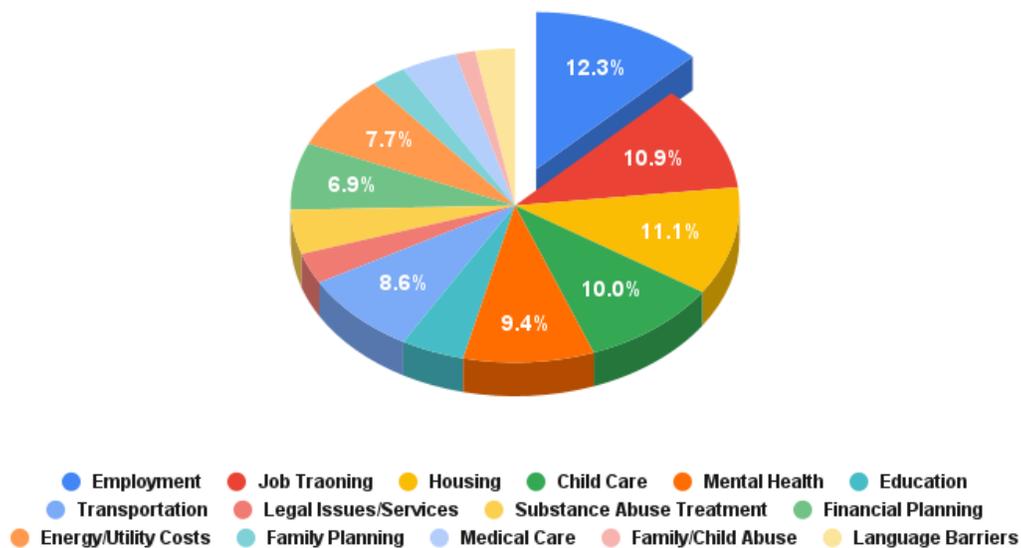
Another question asked by KGCA to the community was, “What do you believe causes poverty?”. The most frequent responses received included:

### What Do You Believe Causes Poverty?

- Lack of access to mental health services
- Substance abuse
- Poor quality of education
- Jobs offering low wages
- Limited availability of full-time jobs

KGCA also asked the community “Which of the following issues do you believe low-income families and individuals need assistance with in order to achieve or maintain self-sufficiency?” The results are shown below.

### Which issues do you believe low-income families and individuals need assistance with in order to achieve or maintain self-sufficiency?



Employment comes out on top with 12.3% of community members responding. Following employment is housing and job training. With the same responses from the last community needs

assessment conducted in 2017, these needs continue to be a trend with community members. It seems that jobs are both the problem and solution. Looking at what the customers reported, as well as responses from community members, there are not enough full-time jobs around, nor an abundance of jobs that pay well enough to maintain self-sufficiency. If one is not working or cannot find a job paying a living wage, more job training or education needs to be obtained.

## Crime

Both Kendall and Grundy County have low crime rates compared to the national average and offer residents an overall safe place to live. The rate of crime in Kendall County is 13.11 per 1,000 residents during a standard year. People who live in Kendall County generally consider the east part of the county to be the safest. The rate of violent crime in Grundy County is 1.94 per 1,000 residents during a standard year. People who live in Grundy County generally consider the northeast part of the county to be the safest area to reside. (crimegrade.org, n.d.).

The Village of Oswego has been ranked the 12<sup>th</sup> safest city in the United States. According Rosca (2023) states, “Per 1,000 residents, Oswego has a total crime rate of 4.1, with 1 in 238 people having a chance of being a victim” (p.3).

### Violent Crime - Total

Violent crime includes homicide, rape, robbery, and aggravated assault.

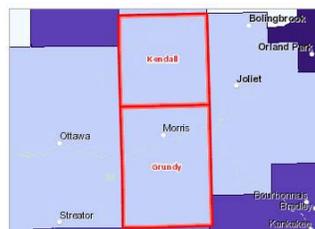
Within the report area, the 2015-2017 three-year total of reported violent crimes was 484, which equates to an annual rate of 106.90 crimes per 100,000 people, lower than the statewide rate of 420.90.

Report Area	Total Population	Violent Crimes, 3-year Total	Violent Crimes, Annual Rate (Per 100,000 Pop.)
Report Location	150,803	484	106.90
Grundy County, IL	51,420	214	138.70
Kendall County, IL	99,383	270	90.50
Illinois	12,875,915	162,592	420.90
United States	366,886,849	4,579,031	416.00



Note: This indicator is compared to the state average.

Data Source: Federal Bureau of Investigation, FBI Uniform Crime Reports. Additional analysis by the National Archive of Criminal Justice Data. Accessed via the Inter-university Consortium for Political and Social Research. 2015-2017. Source geography: County → Show more details



Violent Crimes, All, Rate (Per 100,000 Pop.) by County, FBI UCR 2015-2017

- Over 380.0
- 260.1 - 380.0
- 180.1 - 260.0
- 100.1 - 180.0
- Under 100.1
- No Data or Data Suppressed
- Report Location

### Property Crime - Total

This indicator reports the rate of property crime offenses reported by law enforcement per 100,000 residents. Property crimes include burglary, larceny-theft, motor vehicle theft, and arson. This indicator is relevant because it assesses community safety.

In the report area, 2,062 property crimes occurred in 2014 and 2016 (two years). The property crime rate of 1,236.8 per 100,000 residents is lower than the statewide rate of 2,022.6 per 100,000.

Note: Data are suppressed for counties if, for both years of available data, the population reported by agencies is less than 50% of the population reported in Census or less than 80% of agencies measuring crimes reported data.

Report Area	Total Population	Property Crimes, Annual Average	Property Crimes, Annual Rate (Per 100,000 Pop.)
Report Location	166,754	2,062	1,236.8
Grundy County, IL	49,819	684	1,388.4
Kendall County, IL	116,935	1,378	1,126.2
Illinois	12,841,037	259,698	2,022.6
United States	321,015,117	7,915,583	2,466.1



Note: This indicator is compared to the state average.

Data Source: Federal Bureau of Investigation, FBI Uniform Crime Reports. Additional analysis by the National Archive of Criminal Justice Data. Accessed via the Inter-university Consortium for Political and Social Research. 2014&2016. Source geography: County → Show more details

## Domestic Violence

Stay-at-home orders have led to economic strain, feelings of isolation, substance abuse, and increased vulnerability for at risk populations. An alarming trend to emerge from the COVID-19 pandemic is the rise of domestic violence. According to Boserup et al., (2020), “DV [Domestic Violence] usually occurs in a domestic space when one individual holds power over another. DV is a broad term and typically includes intimate partner violence (IPV) (e.g., usually occurs between current or former intimate partners and includes stalking, psychological, sexual and physical violence) elder abuse (e.g., involves negligent or intentional acts which cause harm) and child abuse (e.g., includes neglect, physical harm, sexual violence, and emotional harm).” (p.3). Data was collected from police departments across the nation regarding domestic violence to determine the effect that COVID-19 might have had. Studies found that domestic violence cases increased by 25-33 percent globally in 2020. In cases of domestic violence COVID should not be looked at as a direct cause of domestic violence. Rather, COVID only exacerbated an already existing problem. Stay-at-home orders and quarantine measures create an abundance of opportunity for occurrence in a way that might not have existed previously.

Local law enforcement has seen an increase in domestic violence cases since the Stay-at-Home Order. Local community partners, Mutual Ground and Breaking Free provide free education, awareness, and services including emergency shelter to end the cycle of domestic and sexual violence serving Kendall County and areas of Kane County. They are currently providing virtual and tele-health counseling. The shelter is still operating with increased precautions. According to Mutual Ground’s 2021 annual report, they had 6,004 calls that year to their crisis line. 170 adults and children utilized their emergency shelter services and 1,292 adults and children participated in their counseling services (Mutual Ground, 2021).

To further address domestic violence, the Kendall County Domestic Violence Response Team (DVRT) was created in January of 2020. The team consists of the Kendall County States Attorney’s Office who presents the domestic violence case in criminal court, the Kendall County Sheriff’s Office who investigates complaints to inform the courts during case prosecution, the Kendall

County Health Department who provides community resources to victims, and Mutual Ground who provides support to survivors of domestic violence.

The DVRT focuses on victim safety and abuser accountability by improving victim participation throughout the criminal case. Criminal cases can sometimes take over a year to be closed; it can be challenging for a survivor of domestic violence to stay engaged throughout the entire process. (Nacht, 2021). In cases of domestic violence, survivors are often critical witnesses. Other forms of evidence are collected by the DVRT detective in partnership with local law enforcement. Photographs and recorded statements are examples of evidence that is collected. Nacht, (2021), states, “Collecting other forms of evidence allows some of the burden to be taken off of the victim.” (p.4).

It was determined that the Kendall County Health Department’s involvement in such a team would be better handled by Community Action due to its capability of providing financial resources to the victims. Community Action joined the Domestic Violence Response Team in September of 2021. The goal of the team is to provide meaningful contact with survivors of domestic violence that will assist in maintaining cooperation throughout the entire process of the courts. The team provides financial assistance to facilitate independence, legal advocates to attend court with the survivor, a dedicated detective whose only priority are domestic violence cases, and the State’s Attorney’s office who will be trying these cases. Each individual contact is necessary for the success of the team.

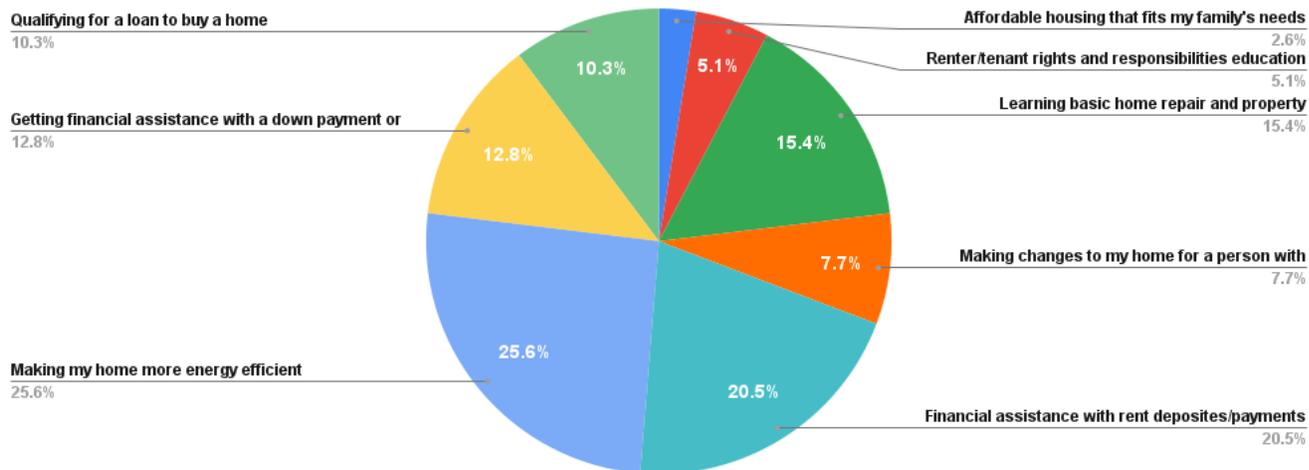
## Housing

The Customer Needs Assessment addressed the current conditions concerning housing in both counties. The survey question focusing on housing is below:

Which housing needs could you or family use help with?

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

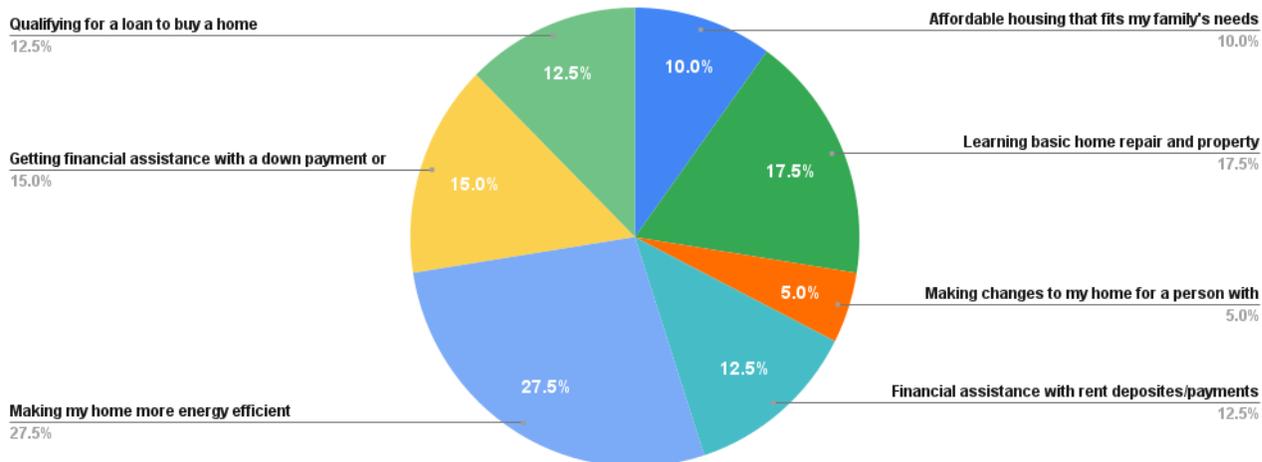
### Grundy County Housing Needs



Top four responses for Grundy County were:

- 26%: Making my home more energy efficient
- 21%: Getting financial assistance with rent payments and/or security deposits
- 15%: Learning basic home repair and property maintenance skills
- 13%: Getting financial assistance with a down payment or loan

### Kendall County Housing Needs



Top five Kendall County responses were:

- 28%: Making my home more energy efficient
- 18%: Learning basic home repair and property maintenance skills
- 15%: Getting financial assistance with a down payment or closing costs to buy a home and Qualifying for a loan to buy a home
- 13%: Getting financial assistance with rent and/or security deposits
- 13%: Help qualifying for a loan to buy a home

Financial assistance continues to be a highly identified need by KGCA clients. According to the National Low Income Housing Coalition, 71% of extremely low-income renter households are severely cost burdened or spend more than half of their income on housing. This problem is aggravated due to a severe shortage of affordable units for extremely low-income families. Illinois will need to create and preserve over 288,000 housing units to close the gap and ensure these households are less burdened and have more security in making their rent payment. (Illinois.gov, 2022).

It is interesting to note that all KGCA's customers' number one housing need was making my home more energy efficient. In 2022, customers are focused on energy efficient homes and home repair. COVID-19 impacted families in a new way. Homes have become more than a residence; they are offices, schools, and safe havens. KGCA's weatherization program has always maintained a two-year waiting list for their services, and many customers express their frustrations on having to wait that long. KGCA's Illinois Home Weatherization Assistance Program (IHWAP) grant only covers about 25 houses per year for both Kendall and Grundy, and as the population grows in the area, so does the need.

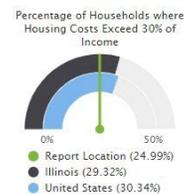
Overall, 26.6% of KGCA customers responded with Making my home more energy efficient. 16.5% answered that they needed financial assistance with rent and/or security deposits. Also, at 16.5% were learning basic home repair and property maintenance skills. 13.9% asked for financial assistance with a down payment or closing costs to buy a home. 11.4% would like assistance qualifying for a loan to buy a home. 6.3% of clients identified finding affordable housing that fits their family's needs. Making changes to homes for a person with disabilities was also at 6.5%. Finally, at 2.5% was obtaining renter/tenant rights and responsibilities education.

## Housing Cost Burden

### Housing Costs - Cost Burden (30%)

This indicator reports the percentage of the households where housing costs are 30% or more of total household income. This indicator provides information on the cost of monthly housing expenses for owners and renters. The information offers a measure of housing affordability and excessive shelter costs. The data also serve to aid in the development of housing programs to meet the needs of people at different economic levels. Of the 63,384 total households in the report area, 15,842 or 24.99% of the population live in cost burdened households.

Report Area	Total Households	Cost-Burdened Households	Cost-Burdened Households, Percent
Report Location	63,384	15,842	24.99%
Grundy County, IL	20,159	4,513	22.39%
Kendall County, IL	43,225	11,329	26.21%
Illinois	4,930,255	1,445,664	29.32%
United States	124,010,992	37,625,113	30.34%



Note: This indicator is compared to the state average.

Data Source: US Census Bureau, American Community Survey, 2017-21. Source geography: Tract → Show more details

The National Low Income Housing Coalition (NLIHC) put out a report in 2021 showing that both Kendall and Grundy Counties are among the most expensive areas in the state of Illinois to reside in.

### FACTS ABOUT ILLINOIS:

STATE FACTS	
Minimum Wage	\$11.00
Average Renter Wage	\$18.23
2-Bedroom Housing Wage	\$22.11
Number of Renter Households	1,643,419
Percent Renters	34%

MOST EXPENSIVE AREAS	HOUSING WAGE
Chicago-Joliet-Naperville HMFA	\$24.98
Kendall County	\$24.67
Grundy County	\$22.63
DeKalb County	\$19.81
Kankakee County	\$18.17

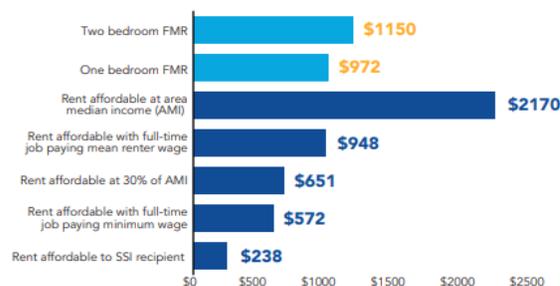
MSA = Metropolitan Statistical Area; HMFA = HUD Metro FMR Area.  
 \* Ranked from Highest to Lowest 2-Bedroom Housing Wage. Includes District of Columbia and Puerto Rico.

**80**  
 Work Hours Per Week At  
**Minimum Wage To Afford a 2-Bedroom  
 Rental Home** (at FMR)

**68**  
 Work Hours Per Week At  
**Minimum Wage To Afford a 1-Bedroom  
 Rental Home** (at FMR)

**2**  
 Number of Full-Time Jobs At  
**Minimum Wage To Afford a  
 2-Bedroom Rental Home** (at FMR)

**1.7**  
 Number of Full-Time Jobs At  
**Minimum Wage To Afford a  
 1-Bedroom Rental Home** (at FMR)



The National Low Income Housing Coalition (NLIHC) updated their report to reflect on the recent changes over the last couple of years. One significant change is the raising of minimum wage from \$11 in 2021 to \$13 in 2023. Housing wages have risen for both Kendall and Grundy Counties. Kendall and Grundy Counties remain among some of the most expensive areas to live in Illinois.

### FACTS ABOUT ILLINOIS:

STATE FACTS	
Minimum Wage	\$13.00
Average Renter Wage	\$22.98
2-Bedroom Housing Wage	\$24.59
Number of Renter Households	1,650,933
Percent Renters	33%

MOST EXPENSIVE AREAS	HOUSING WAGE
Chicago-Joliet-Naperville HMFA	\$27.69
Kendall County	\$27.65
Grundy County	\$23.98
DeKalb County	\$21.12
Kankakee MSA	\$20.58

MSA = Metropolitan Statistical Area; HMFA = HUD Metro FMR Area.  
 \* Ranked from Highest to Lowest 2-Bedroom Housing Wage. Includes District of Columbia and Puerto Rico.

**76**  
 Work Hours Per Week At  
**Minimum Wage To Afford a 2-Bedroom  
 Rental Home** (at FMR)

**65**  
 Work Hours Per Week At  
**Minimum Wage To Afford a 1-Bedroom  
 Rental Home** (at FMR)

**1.9**  
 Number of Full-Time Jobs At  
**Minimum Wage To Afford a  
 2-Bedroom Rental Home** (at FMR)

**1.6**  
 Number of Full-Time Jobs At  
**Minimum Wage To Afford a  
 1-Bedroom Rental Home** (at FMR)



NLIHC broke down housing costs for each jurisdiction. Kendall County's information is below.

	Illinois	Kendall County
<b>Number of Households</b>		
TOTAL	4,930,255	43,225
RENTER	1,650,933	6,862
PERCENT RENTERS	33%	16%
<b>Housing Wage</b>		
ZERO-BEDROOM	\$19.29	\$20.87
ONE-BEDROOM	\$20.97	\$21.00
TWO-BEDROOM	\$24.59	\$27.65
THREE-BEDROOM	\$31.49	\$39.31
FOUR-BEDROOM	\$36.76	\$39.90
<b>Fair Market Rent</b>		
ZERO-BEDROOM	\$1,003	\$1,085
ONE-BEDROOM	\$1,091	\$1,092
TWO-BEDROOM	\$1,279	\$1,438
THREE-BEDROOM	\$1,637	\$2,044
FOUR-BEDROOM	\$1,911	\$2,075
<b>Annual Income Needed to Afford</b>		
ZERO-BEDROOM	\$40,123	\$43,400
ONE-BEDROOM	\$43,628	\$43,680
TWO-BEDROOM	\$51,143	\$57,520
THREE-BEDROOM	\$65,491	\$81,760
FOUR-BEDROOM	\$76,452	\$83,000
<b>Minimum Wage</b>		
MINIMUM WAGE	\$13.00	\$13.00
RENT AFFORDABLE FOR A FULL-TIME WORKER AT MINIMUM WAGE	\$676	\$676
<b>Work Hours/Week at Minimum Wage</b>		
ZERO-BEDROOM	59	64
ONE-BEDROOM	65	65
TWO-BEDROOM	76	85
THREE-BEDROOM	97	121
FOUR-BEDROOM	113	123
<b>Supplemental Security Income (SSI) Payment</b>		
SSI MONTHLY PAYMENT	\$914	\$914
RENT AFFORDABLE TO SSI RECIPIENT	\$274	\$274
<b>Income Levels</b>		
30% OF AREA MEDIAN INCOME (AMI)	\$31,289	\$33,570
50% OF AREA MEDIAN INCOME (AMI)	\$52,149	\$55,950
MEDIAN RENTER HOUSEHOLD INCOME	\$49,372	\$69,755
<b>Rent Affordable at Different Income Levels</b>		
30% OF AREA MEDIAN INCOME (AMI)	\$782	\$839
50% OF AREA MEDIAN INCOME (AMI)	\$1,304	\$1,399
MEDIAN RENTER HOUSEHOLD INCOME	\$1,234	\$1,744

**NLIHC broke down housing costs for each jurisdiction. Grundy County's information is below.**

	Illinois	Grundy County HMFA
<b>Number of Households</b>		
TOTAL	4,930,255	20,159
RENTER	1,650,933	5,234
PERCENT RENTERS	33%	26%
<b>Housing Wage</b>		
ZERO-BEDROOM	\$19.29	\$16.31
ONE-BEDROOM	\$20.97	\$18.21
TWO-BEDROOM	\$24.59	\$23.98
THREE-BEDROOM	\$31.49	\$30.69
FOUR-BEDROOM	\$36.76	\$32.21
<b>Fair Market Rent</b>		
ZERO-BEDROOM	\$1,003	\$848
ONE-BEDROOM	\$1,091	\$947
TWO-BEDROOM	\$1,279	\$1,247
THREE-BEDROOM	\$1,637	\$1,596
FOUR-BEDROOM	\$1,911	\$1,675
<b>Annual Income Needed to Afford</b>		
ZERO-BEDROOM	\$40,123	\$33,920
ONE-BEDROOM	\$43,628	\$37,880
TWO-BEDROOM	\$51,143	\$49,880
THREE-BEDROOM	\$65,491	\$63,840
FOUR-BEDROOM	\$76,452	\$67,000
<b>Minimum Wage</b>		
MINIMUM WAGE	\$13.00	\$13.00
RENT AFFORDABLE FOR A FULL-TIME WORKER AT MINIMUM WAGE	\$676	\$676
<b>Work Hours/Week at Minimum Wage</b>		
ZERO-BEDROOM	59	50
ONE-BEDROOM	65	56
TWO-BEDROOM	76	74
THREE-BEDROOM	97	94
FOUR-BEDROOM	113	99
<b>Supplemental Security Income (SSI) Payment</b>		
SSI MONTHLY PAYMENT	\$914	\$914
RENT AFFORDABLE TO SSI RECIPIENT	\$274	\$274
<b>Income Levels</b>		
30% OF AREA MEDIAN INCOME (AMI)	\$31,289	\$32,760
50% OF AREA MEDIAN INCOME (AMI)	\$52,149	\$54,600
MEDIAN RENTER HOUSEHOLD INCOME	\$49,372	\$59,230
<b>Rent Affordable at Different Income Levels</b>		
30% OF AREA MEDIAN INCOME (AMI)	\$782	\$819
50% OF AREA MEDIAN INCOME (AMI)	\$1,304	\$1,365
MEDIAN RENTER HOUSEHOLD INCOME	\$1,234	\$1,481

While minimum wage has increased significantly from 2018, the cost of living is still out of range for most working 40-hour weeks at \$13 per hour. According to the NLIHC report, a person working a minimum wage job and living in Kendall County would have to work 85 hours per week to afford a two- bedroom apartment at the fair market rent of \$1,438 a month. For Grundy County, a person working minimum wage would have to work 74 hours per week to afford a two- bedroom apartment at the fair market rent of \$1247 a month. It seems impossible for someone to work that many hours a week to afford a two- bedroom apartment. Similarly, the state of Illinois is not far from Kendall and Grundy County; a person working a minimum wage job and living in Illinois would have to work 76 hours per week to afford a two- bedroom apartment at the fair market rent of \$1279 a month. As already seen through the theme of this plan and the survey data collected from Kendall and Grundy counties customers and community members, a living wage job is the key to achieving self-sufficiency and economic stability.

Fair Market Rents or FMRs are gross rent estimates of shelter rent paid by the tenant to the landlord. The United States Department of Housing and Urban Development (HUD) sets the FMRs so that there is an adequate amount of rental housing available to tenants participating in programs such as the Housing Choice Voucher. According to the Office of Policy and Development and Research (PD&R) (2023), “Fair Market Rents (FMRs) are used to determine payment standard amounts for the Housing Choice Voucher program, to determine initial renewal rents for some expiring project-based Section 8 contracts, to determine initial rents for housing assistance payment (HAP) contracts in the Moderate Rehabilitation Single Room Occupancy program (Mod Rehab), rent ceilings for rental units in both the HOME Investment Partnerships program and the Emergency Solution Grants program, calculation of maximum award amounts for Continuum of Care recipients and the maximum amount of rent a recipient may pay for property leased with Continuum of Care funds, and calculation of flat rents in Public Housing units.” (p.2). Even after a family or individual is awarded a Housing Choice Voucher, they are still unable to find housing. Those looking to use a Housing Choice Voucher in Kendall County are struggling to find rent that is at or below the Fair Market Rent (FMR). As of September 2023, only one listing was shown below \$1,500 for a two-bedroom apartment. The current FMR for Kendall County is \$1,438 for a two-bedroom apartment. Grundy County does offer more affordable housing overall. However, much like Kendall County, only one listing was shown on Redfin.com below the current FMR (\$1,247). Those that receive a Housing Choice Voucher are then forced to either wait until something is available or port to another area where rent is more affordable.

Eric Fisher, Director of We Care of Grundy County, provided some insight on housing disparities in Grundy County:

*“There is just not a lot of housing here. I mean you literally have to go knock on the doors of the apartment complex to see if they have anything coming up because they go fast. If they are advertised, they're gone. Even those that received a Section 8 voucher only have 90 days to find a place and they cannot find a place right now. If they are able to find a place rent is continuing to rise in our area. We have been seeing that people are multiple months behind. We have been seeing that with mortgages also. The magic number, for some reason, is three months behind and coming up on the fourth month. People aren't coming in until they get that five-day notice. By that time, it's almost too late to do anything.”*

*“I think the main culprit, the main thing that is up against low-income people, is they are struggling with housing. Housing seems to be the thing that sets them so far behind on everything else, it really is the greatest need. Just sustaining everyday life, you need the roof over your head. Food, of course, is also a necessity, but I just feel like having a safe place to stay is number one.”*

## Housing Quality

### Housing Quality - Substandard Housing

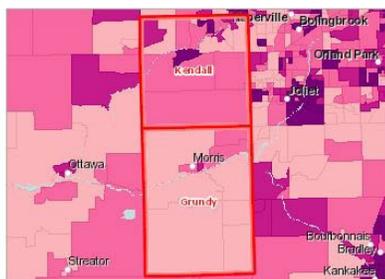
This indicator reports the number and percentage of owner- and renter-occupied housing units having at least one of the following conditions: 1) lacking complete plumbing facilities, 2) lacking complete kitchen facilities, 3) with 1 or more occupants per room, 4) selected monthly owner costs as a percentage of household income greater than 30%, and 5) gross rent as a percentage of household income greater than 30%. Selected conditions provide information in assessing the quality of the housing inventory and its occupants. This data is used to easily identify homes where the quality of living and housing can be considered substandard. Of the 63,384 total occupied housing units in the report area, 15,576 or 24.57% have one or more substandard conditions.

Report Area	Total Occupied Housing Units	Occupied Housing Units with One or More Substandard Conditions	Occupied Housing Units with One or More Substandard Conditions, Percent
Report Location	63,384	15,576	24.57%
Grundy County, IL	20,159	4,437	22.01%
Kendall County, IL	43,225	11,139	25.77%
Illinois	4,930,255	1,471,862	29.85%
United States	124,010,992	39,049,569	31.49%



Note: This indicator is compared to the state average.

Data Source: US Census Bureau, American Community Survey, 2017-21. Source geography: Tract → Show more details



Substandard Housing Units, Percent of Total by Tract, ACS 2017-21

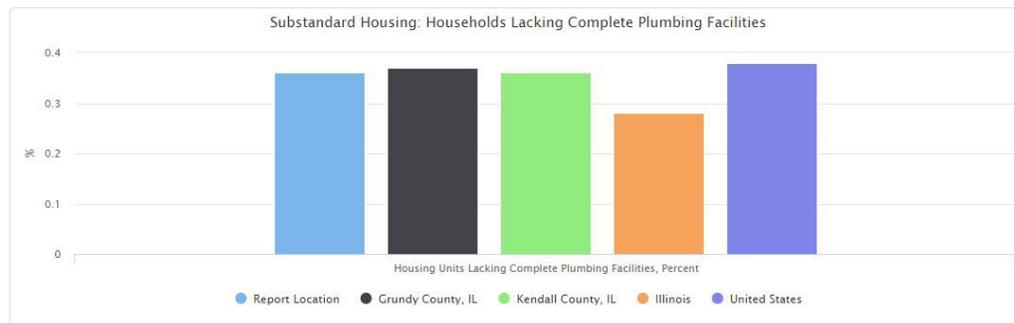
- Over 34.0%
- 28.1 - 34.0%
- 22.1 - 28.0%
- Under 22.1%
- No Data or Data Suppressed
- Report Location

Substandard Housing: Households Lacking Complete Plumbing Facilities

Complete plumbing facilities include: (a) hot and cold running water, (b) a flush toilet, and (c) a bathtub or shower. All three facilities must be located inside the house, apartment, or mobile home, but not necessarily in the same room. Housing units are classified as lacking complete plumbing facilities when any of the three facilities is not present.

Report Area	Occupied Housing Units	Housing Units Lacking Complete Plumbing Facilities	Housing Units Lacking Complete Plumbing Facilities, Percent
Report Location	63,384	229	0.36%
Grundy County, IL	20,159	74	0.37%
Kendall County, IL	43,225	155	0.36%
Illinois	4,930,255	13,801	0.28%
United States	124,010,992	474,563	0.38%

Data Source: US Census Bureau, American Community Survey, 2017-21. → Show more details

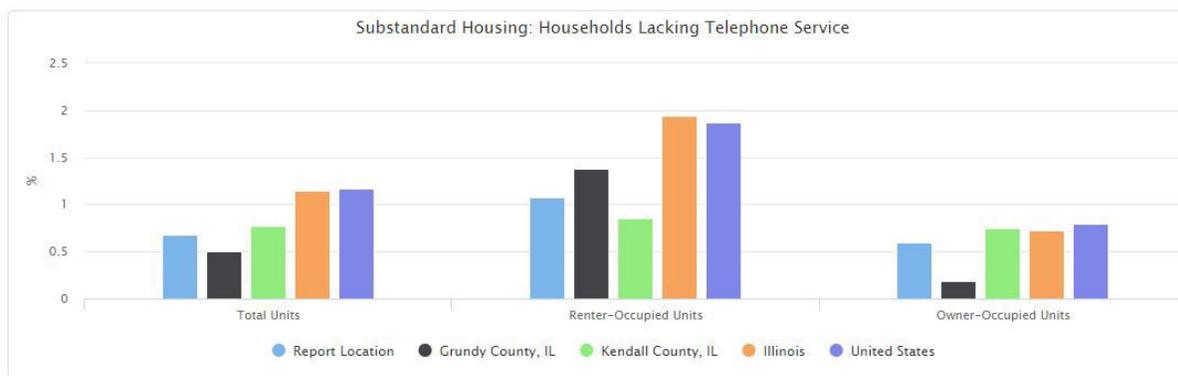


Substandard Housing: Households Lacking Telephone Service

A telephone must be in working order and service available in the house, apartment, or mobile home that allows the respondent to both make and receive calls. Households that have cell-phones (no land-line) are counted as having telephone service available. Households whose service has been discontinued for nonpayment or other reasons are not counted as having telephone service available.

Report Area	Housing Units Lacking Telephone Service	Housing Units Lacking Telephone Service	Owner-Occupied Units Lacking Telephone Service	Owner-Occupied Units Lacking Telephone Service	Renter-Occupied Units Lacking Telephone Service	Renter-Occupied Units Lacking Telephone Service
Report Location	431	0.68%	301	0.59%	130	1.07%
Grundy County, IL	100	0.50%	28	0.19%	72	1.38%
Kendall County, IL	331	0.77%	273	0.75%	58	0.85%
Illinois	56,144	1.14%	24,084	0.73%	32,060	1.94%
United States	1,451,132	1.17%	631,203	0.79%	819,929	1.87%

Data Source: US Census Bureau, American Community Survey, 2017-21. → Show more details



### Housing Stock - Age

This indicator reports, for a given geographic area, the median year in which all housing units (vacant and occupied) were first constructed. The year the structure was built provides information on the age of housing units. These data help identify new housing construction and measures the disappearance of old housing from the inventory, when used in combination with data from previous years. This data also serves to aid in the development of formulas to determine substandard housing and provide assistance in forecasting future services, such as energy consumption and fire protection.

Report Area	Total Housing Units	Median Year Structures Built
Report Location	65,489	No data
Grundy County, IL	21,046	1988
Kendall County, IL	44,443	2000
Illinois	5,412,995	1969
United States	139,647,020	1979

Data Source: US Census Bureau, *American Community Survey*, 2017-21. Source geography: Tract → [Show more details](#)

Both Kendall and Grundy counties offer housing that is overall well inhabitable. Both counties offer housing with very few substandard conditions compared to state and national averages. Other factors to consider include the availability of complete plumbing. Complete plumbing includes: running hot and cold water, a flush toilet, and a shower and/or bathtub. Both counties are on par with the national average. Plumbing needs can often carry potentially high costs for both installation and repair.

Housing stock age is another factor to consider when talking about housing quality. The average age of housing in the United States is about 54 years. The average age of homes in Grundy County is around 35 years old. The average age of homes in Kendall County is about 23 years old. Both counties are well above the national average. However, home repairs are typically needed even just after 10 years. According to Gibson (2022), “10 years after construction, a \$100,000 house will require \$750, or 0.75 percent of its value, in maintenance, according to Ghent. That rises to 1.5 percent per year for the next 10 years and reaches 3 percent per year in the third 10-year period.” (p.3). Other factors like old insulation, low efficiency furnaces and outdated appliances can also have a negative impact on energy efficiency which means even higher heating and electric bills.

Stay-at-home mandates shed more light to the importance of available telephone and internet service. These services include land lines and cellular devices. Kendall and Grundy counties are

shown to have more than adequate telephone service in both renter-occupied and owner-occupied units. The lack of telephone and mobile service can come at potentially unaffordable costs as does internet access.

Even in 2022, low-income families and individuals may still not have access to internet services due to high expenses. Even those that do have access may not be able to afford high-speed plans. High speed internet access is a growing priority as evidenced by remote learning requirements for students throughout the 2020 and 2021 school years. Those seeking internet services should be offered affordable options as internet evolves from luxury to necessity. High school students from the Oswego, Yorkville, Plano, Sandwich, Newark, Minooka, and Plainfield school districts were eligible to participate in helping people answer a short questionnaire to identify which locations throughout Kendall County might have poor broadband service. The data collected for Kendall County will be utilized to provide supporting evidence when applying for federal grant money to improve broadband infrastructure county-wide. (Foster, 2022).

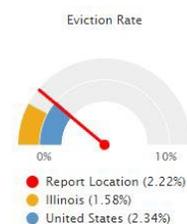
## Evictions

### Evictions

This indicator reports information about formal evictions based on court records from 48 states and the District of Columbia, compiled by the Eviction Lab. The number evictions and eviction filings within the report area is shown in below. The "filing rate" is the ratio of the number of evictions filed in an area over the number of renter-occupied homes in that area. An "eviction rate" is the subset of those homes that received an eviction judgment in which renters were ordered to leave. For the year 2016, the Eviction Lab reports that, of 11,587 homes in the report area, there were 549 eviction filings, for an eviction filing rate of 4.74%. 257 of the eviction filings ended in an eviction, for an eviction rate of 2.22%.

Note: Not all counties have data that has been provided. Indicator data do not include information about "informal evictions", or those that happen outside of the courtroom.

Report Area	Renter Occupied Households	Eviction Filings	Evictions	Eviction Filing Rate	Eviction Rate
Report Location	11,587	549	257	4.74%	<b>2.22%</b>
Grundy County, IL	5,058	174	86	3.44%	1.7%
Kendall County, IL	6,529	375	171	5.74%	2.62%
Illinois	1,671,051	56,948	26,453	3.41%	1.58%
United States	38,372,860	2,350,042	898,479	6.12%	2.34%



Note: This indicator is compared to the state average.

Data Source: Eviction Lab, 2016. Source geography: Census Tract → Show more details



Evictions, Rate per 100 Rental Homes by County, Eviction Lab 2016

- No Data or Data Suppressed
- 0 - 2.34% (US AVERAGE)
- 2.35% - 5%
- 5% - 10%
- 10% - 20%
- Over 20%
- Report Location



Kendall County shows to have a higher eviction rate than the state and national percentage. Grundy County has an eviction rate that is higher than the state but lower than the national percentage.

As a response to the COVID-19 pandemic, Governor J.B. Pritzker announced that an eviction moratorium would be enacted to ensure that families would not be displaced due to other hardships related to stay-at-home mandates. With employment rates rising, renters were offered an opportunity to avoid potential eviction. The moratorium lasted 17 months. Those that struggled to pay rent had temporary relief during the first phase of the pandemic. However, those that remained unable to pay rent throughout the moratorium were faced with possible eviction once the mandate was lifted. Assistance with rent was identified as a top housing need for both Kendall and Grundy counties. Most local agencies, including KGCA, have limited funding to assist clients with rental assistance.

New variants of COVID-19 and raising numbers of both positive cases and hospitalizations pushed Governor Pritzker to extend the moratorium, which was originally set to expire in July and then again on August 31, 2021.

The Eviction Moratorium was extended once more and officially ended on October 3, 2021. The ending of the Eviction Moratorium impacted communities throughout Illinois, Grundy County included. The disruption of normal operations to Grundy Area PADS by COVID-19 is ongoing. The impact of the eviction moratorium ending led to an estimated 282 household eviction cases in Grundy County, and an all-time high of over 150 emergency shelter requests this past season. (Grundy Area PADS, n.d.).

In Chicago, 1,278 households were evicted from their homes in October 2021. 42 businesses were also evicted during the same time frame. In suburban Cook County, an additional 566 households were evicted, along with 22 businesses. (Cherone, 2021).

During a press release on May 17, 2021, a second round of rental assistance became available for eligible renters in Illinois. Applications for the second round of rental assistance funding were made available to help Illinois residents who have experienced economic hardship due to the pandemic. The Illinois Rental Payment Program (ILRPP) deployed multiple rounds of funding totaling \$1.1 billion dollars to Illinois renters and landlords to prevent evictions. An additional \$400 million in rental assistance was provided by larger municipalities. The state will also set up a separate program to support homeowners with \$400 million in mortgage assistance. (Illinois.gov, 2021).

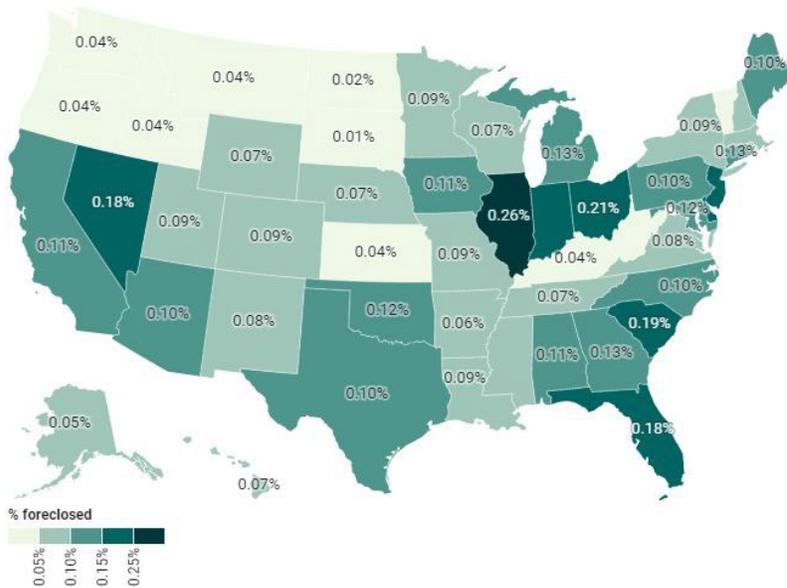
Court based rental assistance programs have sprung up to address housing disparities brought to a boil by the COVID-19 pandemic. The Eviction Early Resolution Program was developed to provide legal and financial support to landlords and tenants that are behind on their rent. Since the introduction of this program during the height of the pandemic, the eviction process has slowed down significantly. The Eviction Early Resolution Program, launched in court systems across the country and offered free legal aid, mediation services and referrals to available rental assistance. Before the start of the pandemic, it could take just a few weeks for a landlord to evict a tenant. It now takes at least a couple of months. The slowdown helps to ensure that all involved parties, both landlords and tenants, get the help that they need. However, the slowdown also carries the potential for financial distress for property owners. (Kane and Perez, 2023).

Rising eviction rates are directly connected to the overwhelming need for rental assistance. KGCA continues to receive calls from clients needing assistance paying rent. The need continues to grow as there is limited rental assistance available in both Kendall and Grundy County. The 2-1-1 human and social services phone line launched in Kendall County in February 2023 while Grundy County has offered 2-1-1 for more than a few years. 2-1-1 assists in connecting callers with over 1,000 governmental agencies and nonprofit organizations. Phone lines are open to callers 24 hours every day and is a free referral service. Illinois is one of the last states to have 2-1-1 established. With 102 counties in the State, there is 2-1-1 service in just 51 of Illinois counties. Data collected from calls across the state show that requests for housing and shelter are a top need sought out by Illinois residents. Among those requests, rental assistance makes up for 43.7% of those calls. KGCA has received a bump in funding to assist those seeking rental assistance. However, assistance is still limited and will likely continue to be a need in our community.

## Foreclosure Rates

### Illinois leads the nation in foreclosures in 2022

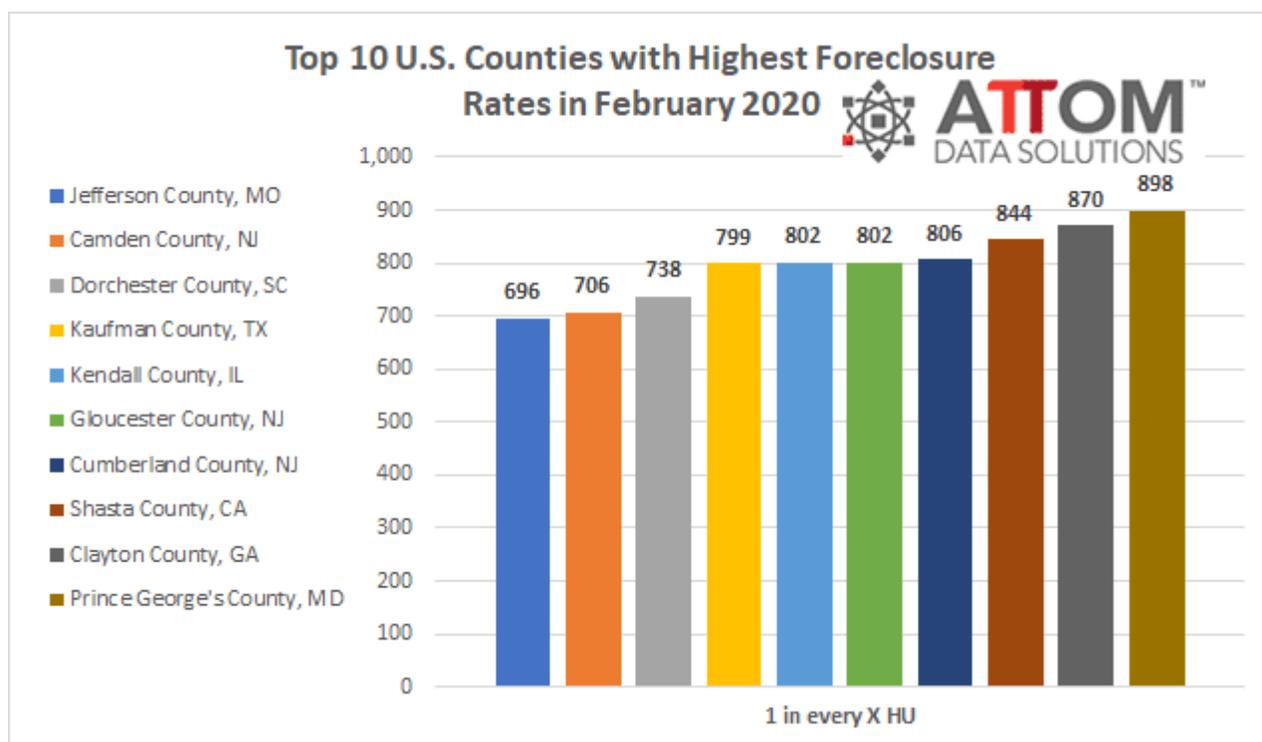
Foreclosure rate January 2022-June 2022 by state, ranked.



Source: ATTOM • Get the data • Created with Datawrapper

Foreclosures have been affecting Illinois over the last decade. While data shows improvement from 2010, Illinois is still experiencing foreclosure rates that are the highest in the nation. Illinois has seen over 14,000 foreclosures in the first half of 2022. According to Badali & Hill (2022), “One in every 385 housing units – or about 0.26% of homes – either received a default notice, had an auction scheduled or was repossessed by the bank. Instances of foreclosures in Illinois have nearly tripled from last year and are up 12% from two years ago.” (p.1.)

Illinois has the highest likelihood of foreclosure when compared to neighboring states. In Indiana, the neighboring state with the next highest foreclosure rate, Illinoisans are 63% more likely to be in foreclosure. Compared to Michigan and Iowa, Illinois homeowners are twice as likely to be in foreclosure. Illinois homeowners are nearly 3 times more likely to be in foreclosure than Missouri homeowners. Even when compared to our closest northern neighbors Wisconsin, Illinois homeowners are 3.7 times more likely to be in foreclosure and 6.5 times more likely to be in foreclosure than our southern neighbors in Kentucky. (Badali & Hill, 2022, p.4).



ATTOM Data Solutions. 2020. Retrieved from <https://www.attomdata.com/news/market-trends/figuresfriday/top-10-u-s-counties-with-highest-foreclosure-rates-in-february-2020/>

Recently, Kendall County was the fastest growing county in the nation, but because of the downturn of the economy, Kendall County had one of the highest foreclosure rates in Illinois in 2010. Over ten years later Kendall County is still considered one of the fastest growing counties with some of the highest foreclosure rates in the nation. According to Stebbins, (2022), “a total of 155 housing units were in foreclosure in the first half of 2022, up 330.6% from the first half of last year. The foreclosure rate in Kendall County shows that one in every 290 homes ranks as the 12th highest of the more than 1,700 counties and county equivalents reviewed.” (p.4). Foreclosure filings in the first

two quarters of the year are still lower than in 2020 around the same time. However, compared to the same time last year, foreclosure filings are up 153%.

KGCA contacted the Kendall County Housing Authority to evaluate the availability and status of low-income housing stock. The agency provided the following information:

The Kendall County Housing Authority does have a waitlist. The waitlist for Housing Choice Vouchers was opened briefly at the end of 2021. In May of 2022 Kendall Housing Authority had 160 Housing Choice Vouchers and 33 Mainstream Vouchers. The waitlist for Housing Choice Vouchers (HCV) is scheduled to open again on October 11, 2022. Applications will be accepted between 10am-4:30pm. The waitlist will close once 300 pre-applications have been completed and successfully submitted.

KGCA also contacted the housing authority for Grundy County. They told KGCA that they have three developments that house only seniors and the disabled. There is currently no wait list for the developments. However, there is a typical wait time of six months after applying for those housing developments. Housing Choice Vouchers and Section 8 programs are handled through LaSalle County Housing Authority.

### **Homelessness**

The Regional Office of Education #24 McKinney-Vento Liaison Rhonda Redgate-Offhaus provided the following report on our area's homeless families:

#### **FY 20 – FY21:**

<b>RCDT</b>	<b>LEA</b>	<b>End of FY 20 McK-V #</b>	<b>End of FY 21 McK-V #</b>
24032001026	Coal City CUSD 1	16	9
24032054002	Morris SD 54	15	12
24032073017	Gardner S Wilmington Twp HSD 73	1	2
24032074003	South Wilmington CCSD 74	0	2
24032075002	Braceville SD 75	2	2
24032101016	Morris CHSD 101	10	10
24032111016	Minooka CHSD 111	24	7
24032201004	Minooka CCSD 201	15	10

<b>RCDT</b>	<b>LEA</b>	<b>End of FY 20 McK-V #</b>	<b>End of FY 21 McK-V #</b>
24032001026	Coal City CUSD 1	16	9
24032054002	Morris SD 54	15	12
24032073017	Gardner S Wilmington Twp HSD 73	1	2
24032074003	South Wilmington CCSD 74	0	2
24032075002	Braceville SD 75	2	2
24032101016	Morris CHSD 101	10	10
24032111016	Minooka CHSD 111	24	7
24032201004	Minooka CCSD 201	15	10

24047018016	Newark CHSD 18	0	0
24047066004	Newark CCSD 66	5	5
24047088026	Plano CUSD 88	30	21
24047090004	Lisbon CCSD 90	0	0
24047115026	Yorkville CUSD 115	51	31
24047308026	CUSD 308	133	122
24032002C02	Mazon-Verona-Kinsman ESD 2C	5	3
24032024C04	Nettle Creek CCSD 24C	1	0
24032060C04	Saratoga CCSD 60C	17	13
24032072C04	Gardner CCSD 72C	0	0
		<b>325</b>	<b>249</b>

**FY 22- FY 23:**

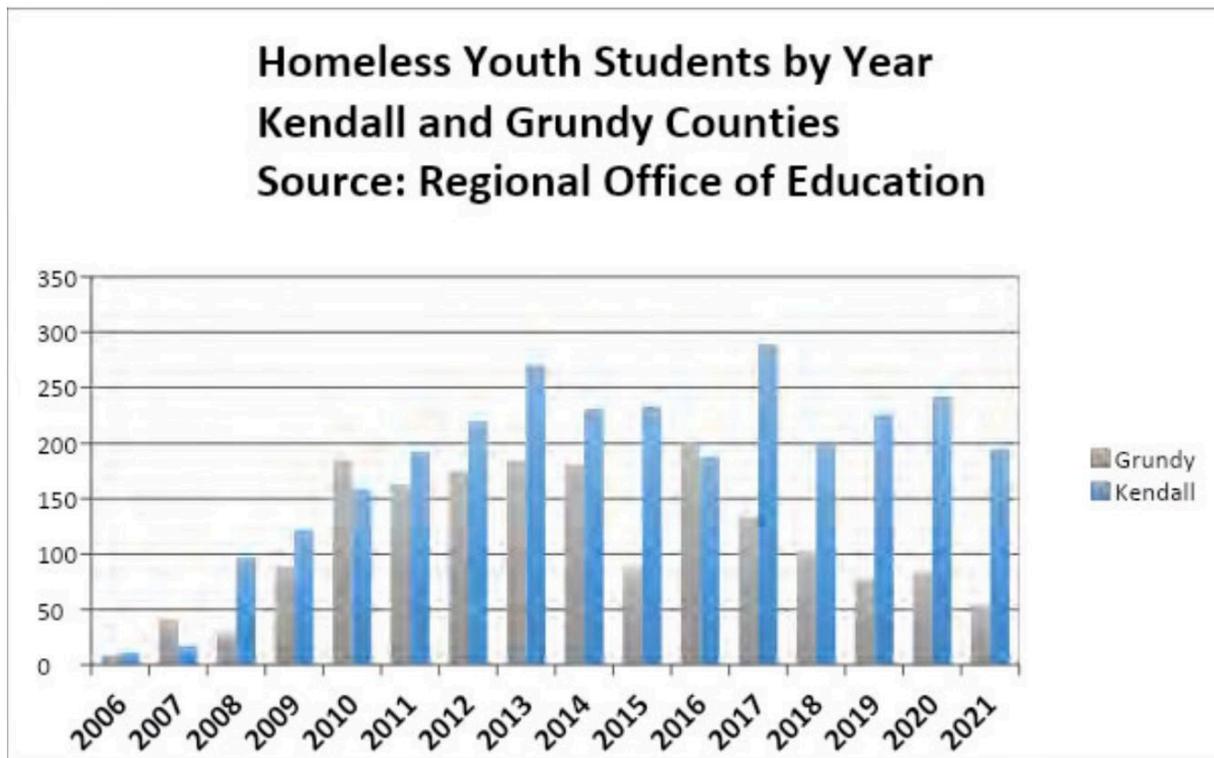
<b>RCDT</b>	<b>LEA</b>	<b>FY '22 YTD MAY McK- V #</b>	<b>FY '23 YTD MAY McK-V #</b>	
24032001026	Coal City CUSD 1	9	12	
24032054002	Morris SD 54	14	13	
24032073017	Gardner S Wilmington Twp HSD 73	0	3	
24032074003	South Wilmington CCSD 74	1	3	
24032075002	Braceville SD 75	2	2	
24032101016	Morris CHSD 101	6	6	

24032111016	Minooka CHSD 111	10	13	
24032201004	Minooka CCSD 201	13	18	
24047018016	Newark CHSD 18	0	1	
24047066004	Newark CCSD 66	4	6	
24047088026	Plano CUSD 88	29	37	
24047090004	Lisbon CCSD 90	0	0	
24047115026	Yorkville CUSD 115	28	58	
24047308026	CUSD 308	133	187	
24032002C02	Mazon-Verona-Kinsman ESD 2C	4	0	
24032024C04	Nettle Creek CCSD 24C	0	0	
24032060C04	Saratoga CCSD 60C	6	22	
24032072C04	Gardner CCSD 72C	0	0	
	<b>Total</b>	<b>259</b>	<b>381</b>	

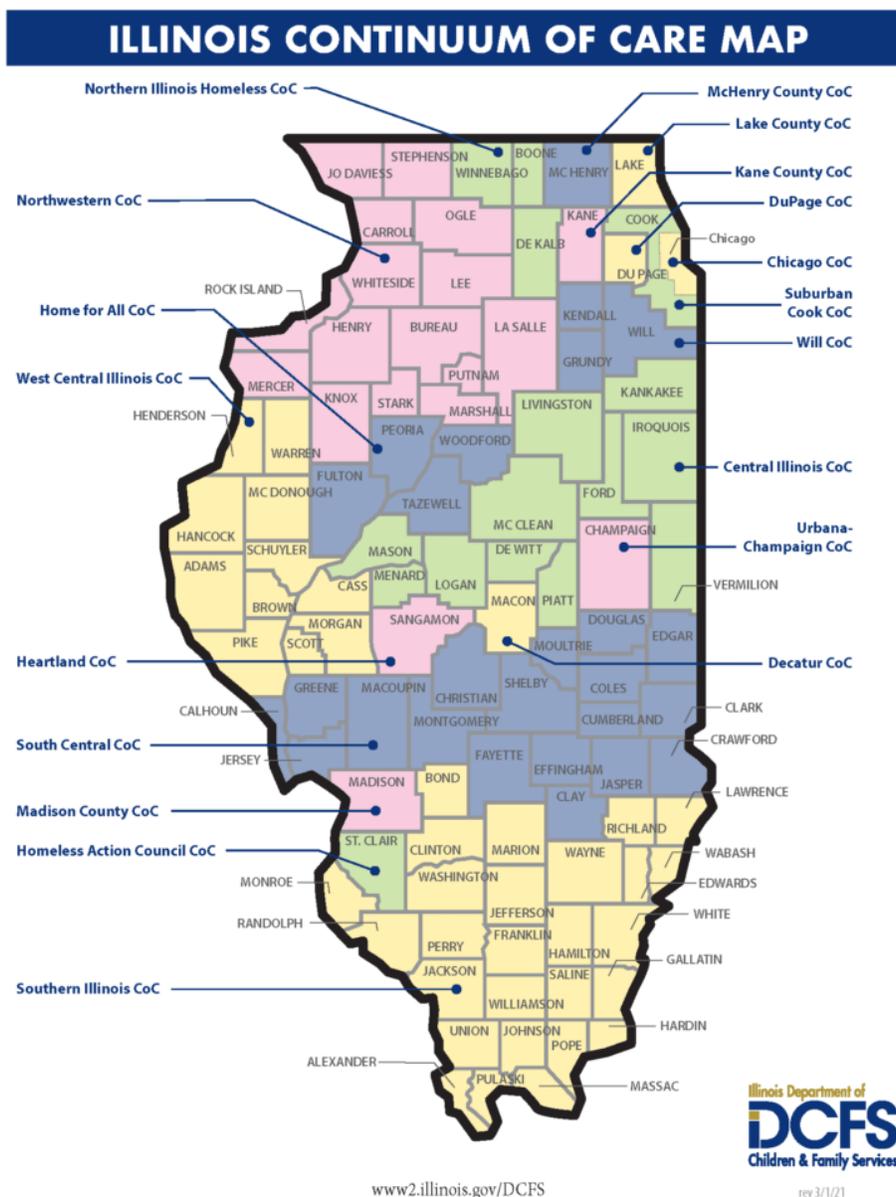
In the above chart, FY20 and FY21 show a decrease due to the usual reasons of moving, establishing a household, graduation etc... The biggest reason for the decrease is a perceived need due to COVID. With technology and food provided to all, if the families were doubled up, they didn't think as much of themselves being homeless. Numbers went up as students returned to in-person learning. During 2020, 325 homeless children were identified in Kendall and Grundy County schools. During 2021, 249 were identified. As stated above, numbers are once again on the rise as schools have fully returned to in-person learning. 2022 shows a subtle increase from the previous year. With 259 students being identified as experiencing homelessness, this shows an overall increase of 4%. In FY23 numbers increased greatly with over 122 more students being identified, making it the highest recorded increase in almost 5 years.

Rhonda Redgate-Offhaus, Grundy/ Kendall ROE #24 McKinney-Vento Liaison, provided some insight on the factors that contribute to the growing number of students identified as experiencing homelessness:

*“The increase is due to many factors. These numbers include all children receiving meals, additionally children were not at school to be identified as homeless by staff and guidance counselors etc., the numbers dropped significantly in all areas. Families were eligible for increased benefits such as SNAP and didn't feel the impact as much. They were doubled-up or in hotels and didn't identify themselves as homeless. Overall, the numbers are on the rise and have been gradually climbing as students return to school.”*



The chart above shows the number of homeless families throughout the years in our service area. As Ms. Redgate-Offhaus stated above, 2021 shows a decline in the number of homeless families enrolled in school for that year. There were also moratoriums put in place on evictions and foreclosures throughout the 2021 school year. At the time of this writing, Community Action Services has seen an influx of homeless people coming in looking for shelter resources since the pandemic began. According to Community Services Single Tracking and Reporting System (STARS), in 2019 there were 273 case management services received to assist homeless individuals. For 2021 there have been 345 case management services received to assist homeless individuals. That is a 78% increase since before the pandemic. Community Action Services is anticipating a greater increase once the eviction and foreclosure filings become routine within the courts due to the suspension of the housing moratoriums in October 2021. The above information was presented at a Community Action Services Advisory Board meeting. The Community Action Advisory Board (CAAB) members advised that the families with children that are being reported to the Regional Office of Education as homeless must become a priority for services. Discussion on increased case management and caseworkers being directed towards those families occurred so that they have someone to assist them with navigating all possible services and opportunities. (Kendall County Health Department Community Action Advisory Board, 2021. pg. 4).



Kendall and Grundy Counties are covered by the United Way of Will County Continuum of Care, formerly led by the Will County Center for Community Concerns. Continuums of Care are the local planning bodies that organize and coordinate housing and related services funding for families and individuals experiencing homelessness. Illinois currently has 19 Continuums of Care or COCs. The map below shows the service locations of those 19 COCs.

Emergency Solutions Grant Special COVID Grant (ESG-CV) funds were administered to Kendall and Grundy Counties through the Will County Continuum of Care. These funds allowed KCGA to administer emergency shelter and homeless prevention.

In partnership with Kendall County PADS, during the COVID-19 lockdowns, KGCA located all guests that were displaced due to the closing of the PADS shelter and gave them temporary shelter at a local hotel with the funding from their Community Service Block Grant. The goal was to help each PADS guests find permanent housing.

In all, about 13 families including 5 kids stayed at local hotels. During their stay, additional assistance was provided with case management, gas cards, food vouchers, and supportive services. Utilization of local partnerships including the Continuum of Care and the Kendall County Housing Authority allowed KGCA to better serve those in hotels. By the time Illinois went into Phase 3 of the Stay-At-Home order, 12 of those families being served were no longer staying hotels. Those 12 families were able to obtain permanent housing. Some families were able to get jobs and save money for their own place while others were able to participate in the Move-On-Up project and use a housing voucher provided by the Kendall Housing Authority. These families received assistance with security deposits and relocation/stabilization services to ensure easier transition into their new homes.

KGCA assisted 17 families that were living in a local campground find permanent housing. Due to our partnership with the Kendall Housing Authority, the 17 families that were living in the local campground received Mainstream Vouchers for housing in Kendall County as did other families experiencing homelessness in the community. Historically, Kendall County Housing Authority has had a long wait list for anyone in the community looking to receive housing vouchers. Having these vouchers become available during the Covid-19 epidemic was an amazing phenomenon. Out of the 17 families from the campground, 16 have found permanent housing. KGCA staff has worked diligently, with other partnerships, to pursue the goal of helping those in need find housing and maintain stability.

The Kendall County PADS board voted to shut down during the 2021/2022 winter season. Community Action Services has taken on the responsibility to provide emergency shelter and case management for those experiencing homelessness in our community. For the 2022 season, 9 families were residing in hotels. Four of those families have obtained permanent housing. The Kendall County Housing Authority opened their waitlist again in February 2022. Our goal was to assist these families and any other families that were in shelter in hotels to apply for a spot on the waitlist. Currently, Kendall County PADS has officially disbanded. KGCA continued to provide emergency shelter and case management for those experiencing homelessness for the 2022-2023 cold season.

Grundy Area PADS reported in 2022 that their Rising Phoenix rapid rehousing program, served 16 clients, 14 adults and two children. They were only able to serve 6 to 7 clients at a time. Of those clients 9 were male, 7 were females. Overall, 5 had criminal a history, 3 were fleeing domestic violence, 9 had disabilities, 9 were diagnosed with a mental illness, 2 had chronic health conditions, 2 were developmentally disabled, and 3 had substance abuse or use disorders. Some clients are still receiving services, while others have graduated on. For those that have graduated, the average length of stay was 360 days. Those that are remaining are currently at 209 days.

Grundy Area PADS also offers Emergency Shelter. Grundy Area PADS provides emergency shelter during the coldest months of the year from mid-October to mid-April. (Grundy Area PADS, n.d.). in 2022 Grundy Area PADS had 49 clients total for the season, 46 adults and 3 kids. 27 were male 21 were female, and 1 identified as transgender. 11 of those clients had a criminal history and 1 was

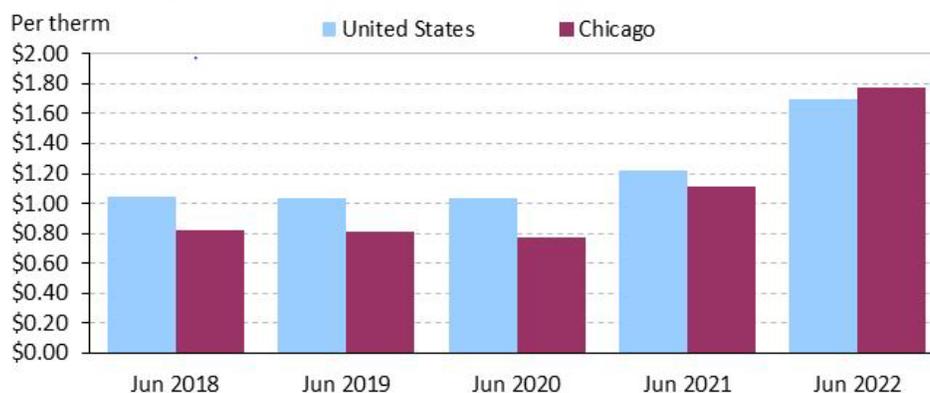
a veteran. More than 50% of those clients also received no additional benefits like SNAP or TANF despite many being eligible for additional benefits.

Grundy Area PADS has expanded to assist those experiencing homelessness in Kendall County. Project New Hope is a Rapid Rehousing Program with the goal of assisting those experiencing homelessness by offering the opportunity to be housed quickly. According to the National Alliance to End Homelessness (2022), “Rapid Re-Housing is a solution to homelessness designed to help individuals and families to quickly exit homelessness and return to permanent housing. It is offered without preconditions (such as employment, income, absence of criminal record, or sobriety) and the resources and services provided are typically tailored to the unique needs of the household.” (p.1). Those participating in the Project New Hope rapid rehousing program will receive client-centered case management, rental assistance, life skills training, mental health and substance abuse counseling, transportation assistance, and assistance with utility deposits. Case management will utilize client-led stability planning and goal setting with ongoing assistance until the client either achieves self-sufficiency or voluntarily withdraws from the program. Project New Hope will serve a minimum of 9 households at a time. Grundy Area PADS will also be launching a rapid rehousing program focused on assisting the rural spaces that are served by the Will-Kendall-Grundy Continuum of Care. Dubbed the Rural Program, the goal is to serve a minimum of 7 new households between 10/1/2023 and 9/30/2024.

### Home Energy Efficiency

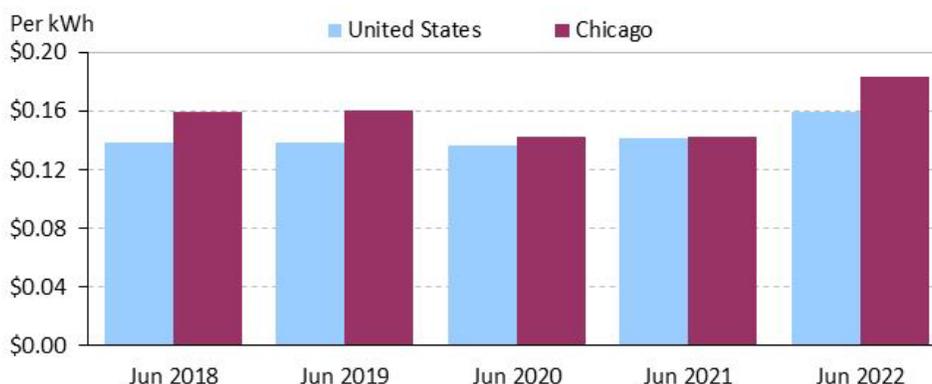
Clients are focused more than ever on making their homes more energy efficient. This need came out overwhelmingly on top with 40% of the customers surveyed expressing this as a most needed service. Growing interest in energy efficiency is likely due to the continually growing costs of home energy service delivery. According to the U.S. Bureau of Labor Statistics, (2022), “Chicago area households paid an average of 18.4 cents per kilowatt-hour (kWh) of electricity in June 2022, more than the 14.3 cents per kilowatt-hour paid in June 2021. In June, the average cost of utility (piped) gas was \$1.772 per therm, up from its average price of \$1.111 cents per therm a year earlier.” (p.1). The Charts below show the increase in service delivery for both piped gas and electricity over the past four years. Chicagoland area electricity prices have increased exponentially from 2021 and are higher than the national average.

**Chart 3. Average prices for utility (piped) gas, the United States and Chicago-Naperville-Elgin, IL-IN-WI, 2018–22 (as of June)**



Source: U.S. Bureau of Labor Statistics.

**Chart 2. Average prices for electricity, the United States and Chicago-Naperville-Elgin, IL-IN-WI, 2018–22 (as of June)**



Source: U.S. Bureau of Labor Statistics.

Electricity Prices will likely continue to rise in Illinois. ComEd has asked state regulators for \$1.5 billion in price hikes over the next four years. If approved, price hikes will commence in 2024. It is estimated that electric bills in Illinois would increase by an average of \$4.25 a month each year. This would result in a cumulative increase of \$17 a month by 2027. Various factors are contributing to the increasing price of electricity. One of the largest is the growing scarcity of liquified natural gas, which fuels more than one-third of electricity in America. The scarcity is due to the U.S. shipping large quantities to Europe to replace lost imports from Russia. (Lee, 2023).

The Illinois Association of Community Action Agencies (IACCA) releases programmatic information, updates on funding, and projections for coming program years to all Local Administering Agencies. The population eligible for the Low Income Energy Assistance Program (LIHEAP) and Weatherization benefits has more than doubled in Kendall County between 2010 and 2020. Grundy County has nearly doubled the number of eligible residents at or below 150% of the federal poverty level (FPL). Grundy County has seen an overall increase of 172%, while Kendall County has seen an increase of 252%. (Illinois Association of Community Action Agencies, PowerPoint Presentation, January 30, 2023).

With ever-increasing prices and a growing number of eligible households, Kendall Grundy Community Action (KGCA) has already seen a notable increase in program participation. The Low Income Energy Assistance Program (LIHEAP) has served more households during 2023 than in any other year. During Program Year 2023, KGCA took 2407 LIHEAP applications between both Kendall and Grundy Counties. Grundy County applications specifically have shown a 28% increase in application entries compared to the 2022 program year.

Expansion of Weatherization programs are focused specifically on addressing this need by utilizing federal and state dollars to make energy efficient and healthy homes. Safety is also a key component of these programs. Assessors thoroughly ensure that sealing a home will not impact the home negatively. If a home has a mold problem, the mold needs to be removed before any windows can be sealed or insulation is added.

Equally important, especially for seniors, is ensuring that heating and cooling systems are working properly. Climate change continues to bring more frequent, hotter, and longer heat waves. These

heat waves can have serious health risks for seniors if they do not have proper cooling in their homes. However, access to air conditioning is limited in some parts of the county, especially in the more rural pockets.

According to Macaraeg, (2022), “In Chicago, building owners must ensure that occupants don’t freeze at home in winter, but city ordinances don’t similarly protect residents from unsafe temperatures during the summer. The City Council amended Chicago’s heating and cooling ordinance in June after three deaths in an overheated building, but even the alderman who sponsored that effort acknowledged that the changes were only a first step.” (p.8).

Chicago does offer cooling centers operated by the Department of Family and Support Services. Data obtained from the agency through a public records request shows that during heat advisories in 2020 and 2021, no more than 10 people were recorded as using the cooling centers in any given hour. Research indicates that cooling centers alone aren’t an effective way to save lives, noting that data from multiple cities show few people use them. (An exception, he said, was Seattle.) Possible obstacles include transportation, work, lack of mobility and discomfort in cooling center settings, sometimes located in police stations. Family and Support Services also runs six senior centers and 15 satellite locations where seniors can go during the day. (Macareg, 2022).

While the inclusion of this information is anecdotal, the same standards should be applied to all regions of Illinois especially those areas where services may be out of reach. In the suburbs, residents have limited resources when it comes to cooling centers, especially in Grundy County. Kendall County has made great strides over the last few years and currently offers 17 cooling centers, including the Kendall County Health Department and both Oswego Public Libraries. The availability of cooling centers is less equitable in Grundy County. Grundy County offers very few cooling centers, one of which being the Grundy County Administration building. Grundy Transit Service (GTS) does offer free transportation to the administration building.

The Low-Income Home Energy Assistance Program (LIHEAP) now accepts applications between October and August. However, assistance is limited during the hotter months due to a customer’s ability to apply only once during the LIHEAP program year. In the program’s inception, the intention was to assist low-income individuals during the colder months. Heat is undoubtedly a necessity. With current trends and temperatures rising earlier each year, the recognition of cooling as a necessity is imperative. Summer cooling programs have been offered in the past, but funding is only supplemental and offers the most assistance to those that already have cooling systems installed in their homes. Home weatherization programs offer the greatest opportunity for low-income individuals to have cooling units installed in their homes at no expense to homeowners.

Matt Fritz, Coal City Village Administrator, shared some insights concerning energy efficiency in Grundy County:

*“We have found people that need assistance with making their homes more energy efficient. Here in Coal City we are hearing it a lot from the aging population, attempting to age in place within our populace. They don't want to go anywhere. I think that's one of the lead causes for the increased interest in having healthy homes and energy efficiency.”*

Coal City in Grundy County has received funding through the Community Development Block Grant (CDBG) and the Department of Commerce and Economic Opportunities (DCEO), with the aid of its grant administrators at the North Central Illinois Council of Governments (NCICG) successfully helped low income and disabled persons to renovate their homes utilizing a program

administered by DCEO which federal rehabilitation resources were utilized to renovate 10 homes within a specified housing rehabilitation program area. The design of the DCEO program ensured this federal investment assisted disadvantaged communities within the State of Illinois. One of the factors separating this CDBG grant from Illinois Home Weatherization Assistance Programming (IHWAP) is the ability to seek out and identify individual homeowners up to 80% of the local area median income, meaning that the city, village, or township identifies an area to restore or renovate rather than homeowners individually seeking assistance. To stretch dollars even further programs like this can assist in supplementing CDBG dollars to maximize home efficiency. Things that are not covered by IHWAP like window replacements can be funded by CDBG dollars. So far 10 homes have been completed. A second group of homes is still awaiting approval for funding. When working on these homes the main things to be addressed are first floor bathrooms, the entrance to the homes, replacing exterior siding and roofing.

## Employment

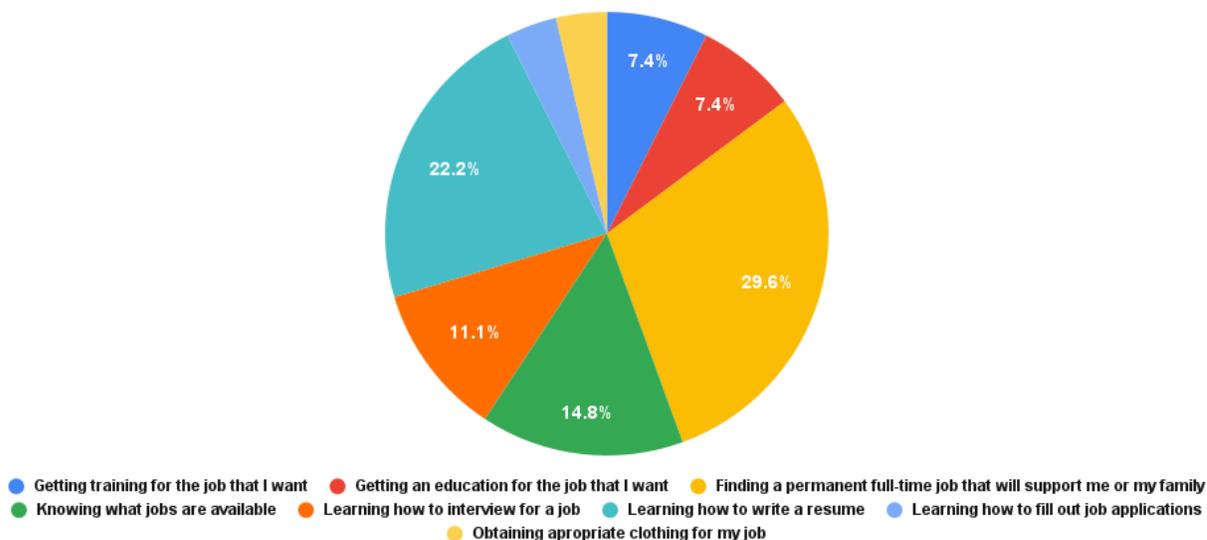
The Customer Needs Assessment addressed the current conditions concerning employment in both counties. The survey question, which focused on employment issues, was given to KGCA's reporting area customers and is reported below:

Which employment needs could you use help with?

Getting training for the job that I want  
 Getting an education for the job that I want  
 Finding a permanent full-time job that will support me or my family  
 Knowing what jobs are available  
 Learning how to interview for a job

Learning how to write a resume  
 Learning how to fill out job applications  
 Learning computer skills to apply for jobs  
 Obtaining appropriate clothing for my job  
 Obtaining equipment (e.g. tools) for my job

**Grundy Employment Needs Assessment (Customers)**



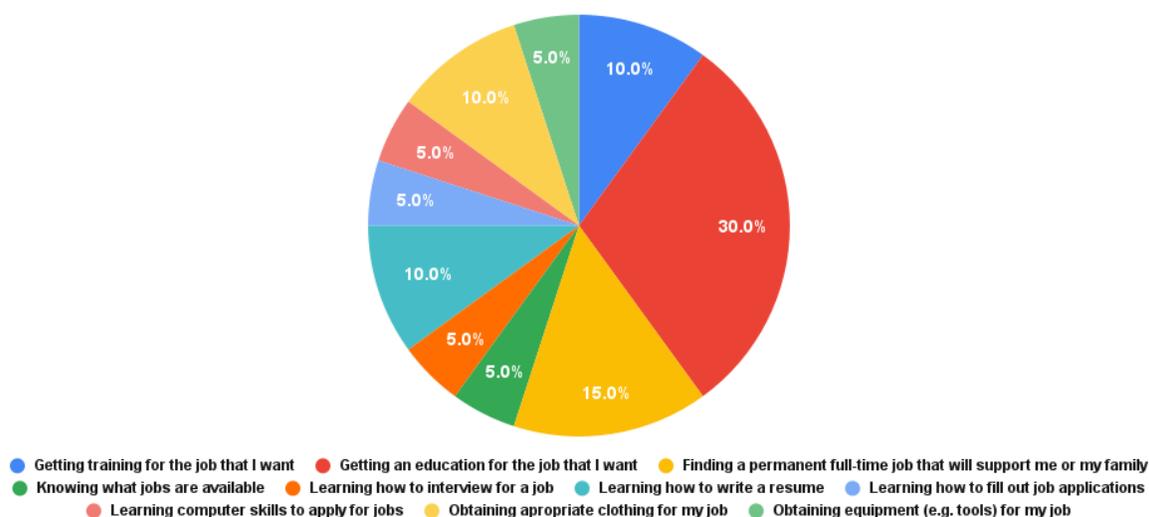
Top four responses were:

- 30%: Finding a permanent full-time job that will support me or my family
- 22%: Learning how to write a resume
- 15%: Knowing what jobs are available
- 11%: Learning how to interview for a job

Also noted were the following:

7% of KGCA Grundy customers reported getting an education for the job I want as an employment need. Also, at 7% was learning computer skills to apply for jobs and getting training for the job I want. 4% cited obtaining appropriate clothing for my job, and 4% was learning how to fill out job applications.

**Kendall Employment Needs Assessment (Customers)**



Top four responses were:

- 30%: Getting an education for the job that I want
- 15%: Finding a permanent full-time job that will support me or my family
- 10%: Learning how to write a resume
- 10%: Obtaining appropriate clothing for my job
- 10%: Getting training for the job that I want

Also noted were the following:

5% of KGCA Kendall customers reported that knowing what jobs are available was most needed. 5% were learning how to interview for a job. 5% were learning computer skills to apply for jobs. 5% was obtained appropriate clothing and/or equipment (e.g. tools) for my job. 5% were learning how to fill out job applications

KGCA staff also asked questions community wide in our Community Wide Needs Assessment regarding the employment climate in our service area. Survey participants included board members, community partners, members of the community, and anyone who may not have an opportunity to

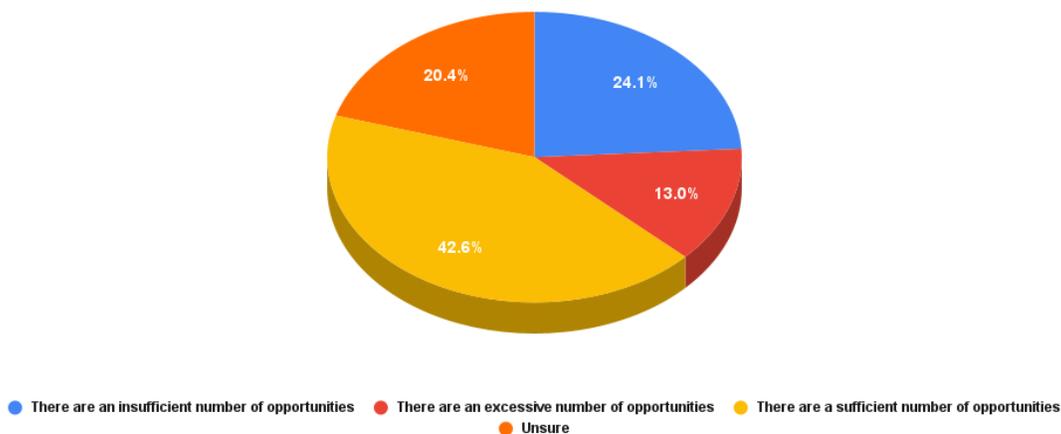
visit our agency but still resides in the reporting area. Two of the questions concerning employment issues in the community are shown below.

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

Possible answers include:

- There are insufficient number of opportunities
- There are sufficient number of opportunities
- There are excessive number of opportunities
- There are not any opportunities
- Unsure

**Reporting Area Employment Needs Assessment (Community Wide)**



The five responses were:

- 43%: There are a sufficient number of opportunities
- 24%: There are an insufficient number of opportunities
- 20%: Unsure
- 13%: There are an excessive amount of opportunities
- 0%: There are not any opportunities

Why do you believe people have problems getting or keeping a full-time living wage job? (Select all that apply)

Jobs are not available

Language Barriers

Lack of Education

Physical or Mental Disabilities

Need better technical job skills

Transportation

Need better communication, people/customer job skills

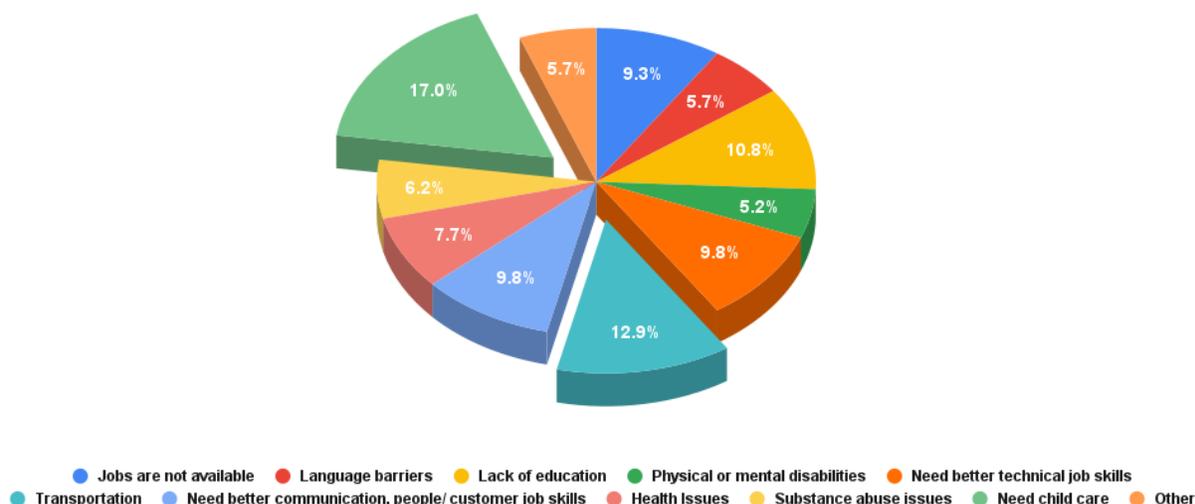
Health issues

Substance abuse issues

Need Child Care

Other

### Reporting Area Employment Needs Assessment (Community Wide)



Top four responses were:

- 17%: Need Child Care
- 13%: Transportation
- 11%: Substance Abuse Issues
- 10%: Need better technical job skills and Need better communication, people/customer job skills

Also noted were the following:

9% of the community members surveyed felt that jobs are not available. 8% reported health issues. 6% of community members responded with lack of education and language barriers. 5% reported physical or mental disabilities. Also, 6% reported “other”. One participant that marked “other” stated, “Unemployment benefits offer a livable income for the time being.”

Looking at this data, KGCA customers want to work and need to know what and where living wage jobs are available. If they already are working, they either want to work more hours or have an increase in pay. One of the barriers customers have expressed is that too many people are competing for the good-paying remote jobs where transportation and childcare would be less of a burden.

One community member wrote:

*“I think that people are starting to find more remote jobs. The job market is changing. People are starting to find jobs with less experience or a degree. Who wouldn’t want to work from home? The little things like commuting and finding good childcare are one less thing to worry about.”*

## Unemployment

### Current Unemployment

Labor force, employment, and unemployment data for each county in the report area is provided in the table below. Overall, the report area experienced an average 3.9% unemployment rate in June 2022.

Report Area	Labor Force	Number Employed	Number Unemployed	Unemployment Rate
Report Location	98,761	94,935	3,826	3.9%
Grundy County, IL	26,178	25,051	1,127	4.3%
Kendall County, IL	72,583	69,884	2,699	3.7%
Illinois	6,490,853	6,183,117	307,736	4.7%
United States	166,188,470	159,785,756	6,402,715	3.9%



Note: This indicator is compared to the state average.

Data Source: US Department of Labor, Bureau of Labor Statistics. 2022 - June. Source geography: County → Show more details

The above table shows the rate of unemployment in Kendall and Grundy Counties during 2022. The table below shows updated unemployment rates in 2023. Unemployment rates are showing some improvement. Grundy County was previously at 4.3% and now at 4%. Kendall County's unemployment rate was previously at 3.7% and is now at 3.5%. Both counties remain well below the state average and are on par with the national rate.

### Employment - Unemployment Rate

Total unemployment in the report area for the current month equals 3,611, or 3.6% of the civilian non-institutionalized population age 16 and older (non-seasonally adjusted). This indicator is relevant because unemployment creates financial instability and barriers to access including insurance coverage, health services, healthy food, and other necessities that contribute to poor health status.

Report Area	Labor Force	Number Employed	Number Unemployed	Unemployment Rate
Report Location	98,987	95,376	3,611	3.6%
Grundy County, IL	26,217	25,181	1,036	4.0%
Kendall County, IL	72,770	70,195	2,575	3.5%
Illinois	6,483,999	6,190,806	293,193	4.5%
United States	169,539,172	163,086,649	6,452,524	3.8%

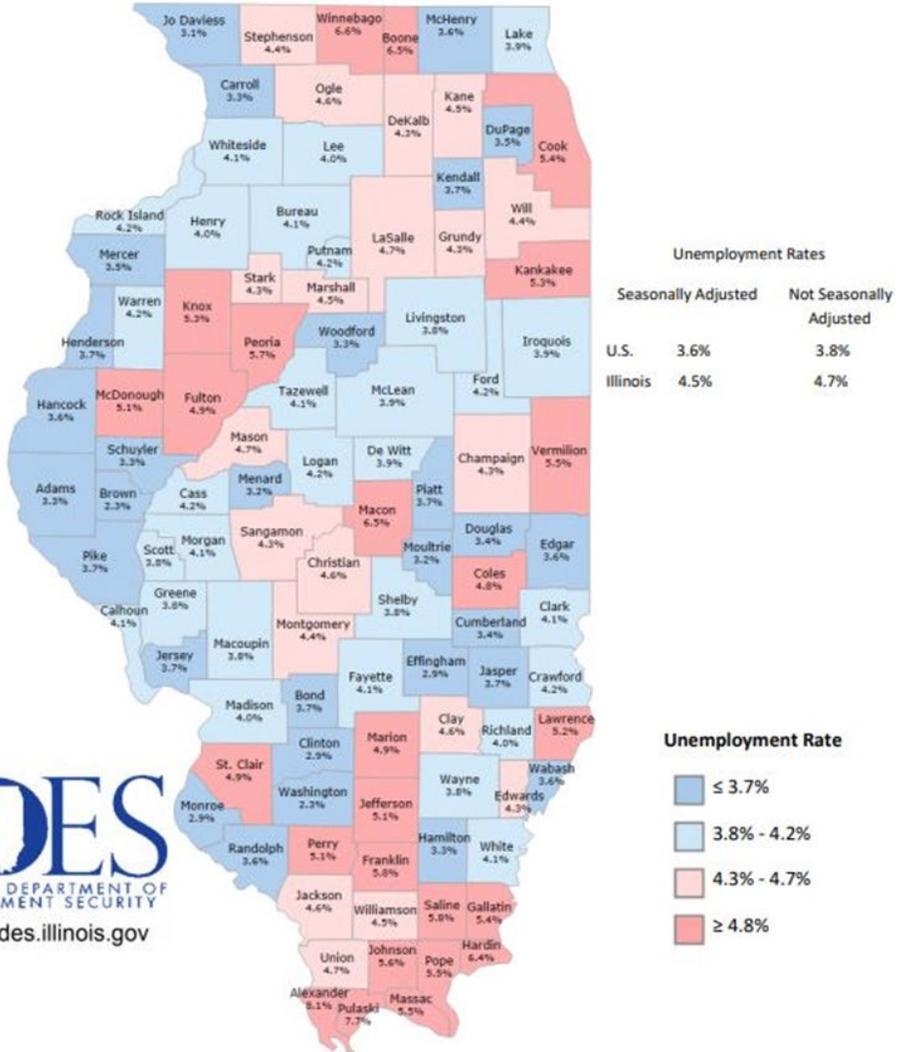


Note: This indicator is compared to the state average.

Data Source: US Department of Labor, Bureau of Labor Statistics. 2023 - July. Source geography: County → Show more details

## Illinois Unemployment Rate by County June 2022 – Not Seasonally Adjusted

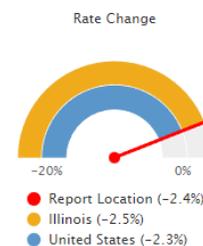
*IL Dept. of Employment Security, Economic Information & Analysis Division*



## Unemployment Change

Unemployment change within the report area from June 2021 to June 2022 is shown in the chart below. According to the U.S. Department of Labor, unemployment for this one year period fell from 6.2% to 3.9%.

Report Area	Unemployment June 2021	Unemployment June 2022	Unemployment Rate June 2021	Unemployment Rate June 2022	Rate Change
Report Location	5,965	3,826	6.2%	3.9%	-2.4%
Grundy County, IL	1,701	1,127	6.7%	4.3%	-2.4%
Kendall County, IL	4,264	2,699	6.1%	3.7%	-2.3%
Illinois	461,265	307,736	7.2%	4.7%	-2.5%
United States	10,015,832	6,402,715	6.1%	3.9%	-2.3%



Note: This indicator is compared to the state average.

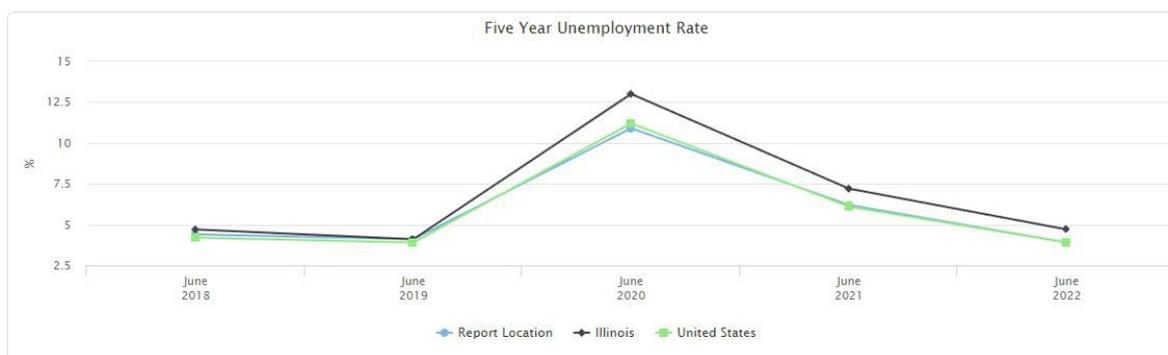
Data Source: US Department of Labor, Bureau of Labor Statistics. 2022 - June. Source geography: County → Show more details

## Five Year Unemployment Rate

Unemployment change within the report area from June 2018 to June 2022 is shown in the chart below. According to the U.S. Department of Labor, unemployment for this five year period fell from 4.4% to 3.9%.

Report Area	June 2018	June 2019	June 2020	June 2021	June 2022
Report Location	4.4%	4.1%	10.9%	6.2%	3.9%
Grundy County, IL	5.2%	4.9%	11.1%	6.7%	4.3%
Kendall County, IL	4.1%	3.9%	10.8%	6.1%	3.7%
Illinois	4.7%	4.1%	13.0%	7.2%	4.7%
United States	4.2%	3.9%	11.2%	6.1%	3.9%

Data Source: US Department of Labor, Bureau of Labor Statistics. 2022 - June. Source geography: County → Show more details



Looking at the data above, the five-year unemployment rate for the area has lowered substantially from 2020 where the unemployment rate was up to 10.9%. Unemployment rates are now slightly lower than pre-pandemic numbers. When looking at the unemployment rate change from June 2020 to June 2022 the rate of unemployment dropped by a whopping 7%. It is interesting to see the rise in unemployment rates and how quickly they tapered off. While 2021 numbers did not quite fall back down to 2019 numbers, the quick economic upturn is a sign of healthy recovery. In the past recessions

have happened slowly. Illinois has historically lagged when it comes to feeling the impact of a recession. With the Great Recession, Illinois' employment did not start to decline until more than five months in. (Powell, 2020, p.5). During the Covid-19 Pandemic, the impact was felt immediately due to the nature of the virus.

At the end of April 2020, the national unemployment rate rose to 14.7 percent, the highest since the Great Depression. Non-farm payroll dropped nationally by 20.5 million during the same period. As of the week ending on May 2, 2020, over 696,000 workers in Illinois had filed for and were receiving unemployment benefits.

At the height of the pandemic, it seemed as though everywhere you looked establishments were displaying "Now Hiring" signs. Business owners expressed having a hard time attracting applicants. Business owners' explanation for why they were having a difficult time getting applicants for jobs is due to enhanced unemployment benefits, a response to combat the pandemic shutdowns. These enhanced benefits may have been keeping people at home rather than applying for jobs. At the time these benefits paid more than what those would make in the service industry. Illinois' extra \$300 in enhanced unemployment benefits ended in September 2021. (Robinson, 2021).

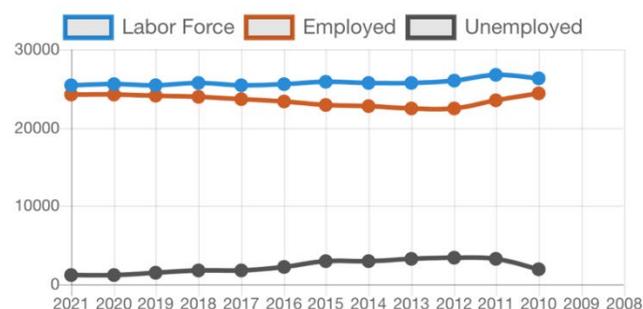
## LABOR FORCE AND UNEMPLOYMENT RATE 2022

COUNTY	LABOR FORCE	EMPLOYED	UNEMPLOYMENT RATE JUNE 2022	UNEMPLOYMENT RATE JUNE 2021
<b>Grundy</b>	<b>26,178</b>	<b>25,051</b>	<b>4.3%</b>	<b>6.7%</b>
Kankakee	53,057	50,231	5.3%	6.9%
Kendall	72,583	69,884	3.7%	6.1%
La Salle	52,947	50,452	4.7%	6.3%
Livingston	15,484	14,890	3.8%	5.2%
Will	368,919	352,541	4.4%	7.2%
<b>State of Illinois</b>	<b>6,490,853</b>	<b>6,183,117</b>	<b>4.7%</b>	<b>7.2%</b>

(Source: Illinois Department of Employment Security)

## LABOR FORCE 2021 AND OVER THE YEARS

YEAR	LABOR FORCE	EMPLOYED	UNEMPLOYED	UNEMPLOYMENT RATE
2021	25,122	23,796	1,326	5.3%
2020	24,269	22,138	2,131	8.8%
2019	25,443	24,307	1,136	4.5%
2018	25,504	24,284	1,220	4.8%
2017	25,489	24,017	1,472	5.8%
2016	25,722	23,999	1,723	6.7%
2015	25,461	23,689	1,772	7.0%
2014	25,614	23,370	2,244	8.8%
2013	25,906	22,898	3,008	11.6%
2012	25,754	22,796	2,958	11.5%
2011	25,753	22,471	3,282	12.7%
2010	25,954	22,506	3,448	13.3%
2009	26,702	23,440	3,262	12.2%
2008	26,237	24,348	1,889	7.8%



The above chart shows labor force statistics for Grundy County over the last 13 years. Unemployment rates have dropped significantly across Illinois. Grundy County has shown an improvement of over 4% between 2020 and 2022.

The downturn in unemployment is likely a culmination of contributing factors. Workers that were laid off during the start of the pandemic have now had the opportunity to re-enter the workplace after stay-at-home mandates have been lifted and companies figured out how to safely return employees to normal operations. Something to also consider is how remote work has impacted the ability of those seeking employment to find new work.

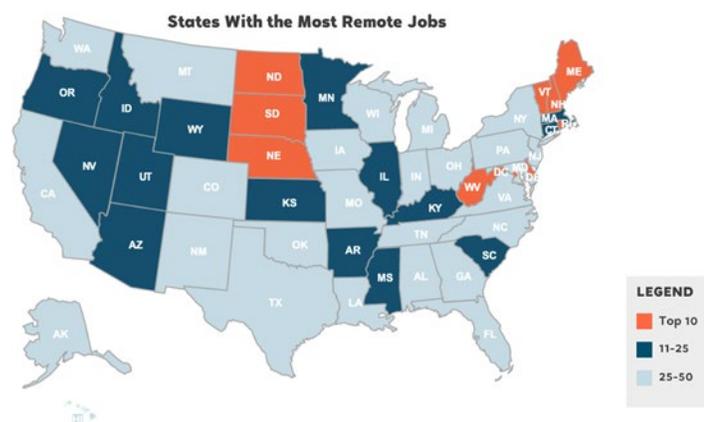
### Remote Work

Working at home was mostly considered an occasional perk before 2020. COVID-19 brought about new challenges, many companies and organizations had no choice but to work remotely.

Technology has revolutionized the way we interact with the world around us, and no exception can be found in the workplace. The impact of COVID-19 assisted in cementing the viability of remote operations for companies and organizations. During the pandemic, over half of the American population was working remotely at least in some part. 41% of those workers are fully remote up from 17% of U.S. employees that work from home 5 days or more per week before the pandemic. (Anderson, 2022, p.3)

COVID-19 showed employers the importance of paid leave policies, essential workers, and support. Those listed factors ensure workers are protected and has been a key focus during the start of the pandemic. In a report published by the Illinois Future Work Task Force, it was found that in 2019,

fewer than 4 percent of high-paying jobs offered remote work opportunities; that number has increased during the pandemic and 25 percent of high-paying jobs are expected to offer remote work opportunities by the end of 2022. Remote work also changed travel patterns of Illinois households, public transportation was largely empty, and the gas tax revenue was so low that public works projects were paused. (Illinois Future of Work Task Force, 2022).



Retrieved from: <https://www.flexjobs.com/blog/post/top-states-with-the-most-remote-jobs/>

The above map illustrates the states offering remote jobs. Between 2020 and 2021, the number of remote job postings increased 12%. (Pelta, 2022, p.5). Illinois ranks high compared to the rest of the nation. Although there is universal agreement that companies are making long-term plans to continue embracing remote work in larger numbers than before the pandemic, there is still debate around the full extent to which workplaces will remain remote. Specifically, will firms mostly utilize a fully remote model, or will they adopt a hybrid approach that requires workers to come into the office a few days a week?

Hybrid style approaches offer a compromise that would only require employees to return to the office a few days per week, with the other workdays conducted remotely. On a smaller scale, organizations will likely continue to utilize platforms such as Zoom to optimize meeting attendance in a number of ways that are viable to both the employer and employee. A study conducted by Upwork, suggests that fully remote workplaces will continue to comprise a larger share of businesses that have adopted remote work models. Results of the study predict that fully remote workers will represent 27.7% of the workforce, compared to 20.4% who will be partially remote. Both numbers have increased from when they last ran this survey in November 2020. (Ozimek, 2021, p.3).

As of 2023, it is estimated that 12.7% of full-time employees work from home, while 28.2% work a hybrid model. The hybrid model combines both home and in-office work, offering flexibility while maintaining a level of physical presence at the workplace. It is estimated by 2025, 32.6 million Americans will be working remotely. Workers continue to express interest in working remotely at least some part of their work week. (Haan, 2023, p.3-4).

The emergence of remote work has exploded since the beginning of the pandemic. Those seeking employment now have more opportunities when applying for jobs. Those that are lacking transportation or need flexibility due to childcare have the opportunity to work from home. Expenses related to commuting are non-existent and those seeking employment are no longer limited to their immediate communities for employment opportunities. Ultimately, remote work has the propensity to address some of the top needs identified by Kendall and Grundy County customers related to both employment and transportation.

However, there is one caveat to working remote. Currently, the cost of energy is skyrocketing with no sign of slowing down. Remote work does offer the benefit of saving at the pump but working from home transfers energy costs to the employee rather than the employer. To add on to that, homeowners should consider the current efficiency of their homes and those energy impactors (like insulation and low efficiency furnaces) will only be exacerbated. COVID-19 stay-at-home orders are the perfect case study when talking about the pros and cons of remote work. According to Calma (2022), “Collectively, Americans paid \$6 billion more on their home electricity bills from April to July 2020 than they would have before pandemic lockdowns”. (p.5).

## Income

### Income Levels

Two common measures of income are Median Household Income and Per Capita Income based on American Community Survey 5 year estimates. Both measures are shown for the report area below.

Report Area	Median Household Income	Per Capita Income
Report Location	No data	\$36,214
Grundy County, IL	\$75,767	\$35,483
Kendall County, IL	\$96,854	\$36,504
Illinois	\$68,428	\$37,306
United States	\$64,994	\$35,384

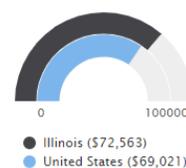
Data Source: US Census Bureau, American Community Survey, 2016-20. Source geography: County → Show more details

### Income - Median Household Income

This indicator reports median household income based on the latest 5-year American Community Survey estimates. This includes the income of the householder and all other individuals 15 years old and over in the household, whether they are related to the householder or not. Because many households consist of only one person, average household income is usually less than average family income.

Report Area	Total Households	Average Household Income	Median Household Income
Report Location	63,384	\$110,130	No data
Grundy County, IL	20,159	\$98,728	\$81,764
Kendall County, IL	43,225	\$115,448	\$101,816
Illinois	4,930,255	\$100,719	\$72,563
United States	124,010,992	\$97,196	\$69,021

Median Household Income



Note: This indicator is compared to the state average.

Data Source: US Census Bureau, American Community Survey, 2017-21. Source geography: Tract → Show more details

There is not a remarkable difference in the average wage per job between the two counties. Kendall’s average salary per job is \$39,071 annually while Grundy’s salary is \$49,596 for 2021.

(IDES, 2021). It should be noted that this number reflects jobs offered in their respective county, whereas the average median income for Kendall residents is \$115,448 and Grundy County's median income for residents is \$98,728.

Kendall County is among the highest median income counties in the state of Illinois, yet the wages available in Kendall County are less than half of the median income. KGCA and data collected by the U.S. Census Bureau suggest that those living in Kendall County and are the highest wage earners may not work in Kendall County, but rather in surrounding counties. Kendall County also is home to over a dozen retired professional sports players, politicians, farmers, and philanthropists, as well as some newly retired people who are collecting pensions well over \$100,000 per year.

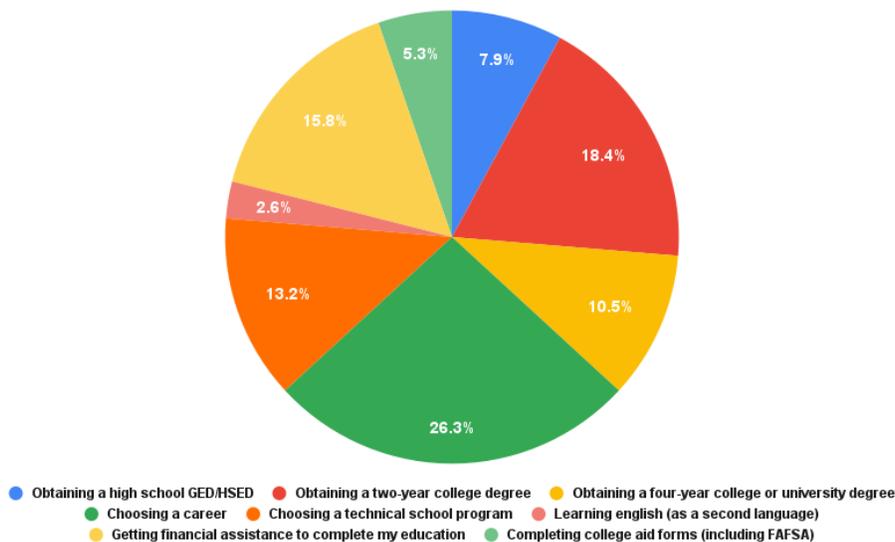
## **Education**

The Customer Needs Assessment addressed the current conditions concerning education in both counties. The survey question focusing on education given to KGCA's reporting area customers is below, as well as the results:

Which Education needs could you or a family member use help with: (Please check all that you feel apply)

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

Grundy Education Needs Assessment (customers)

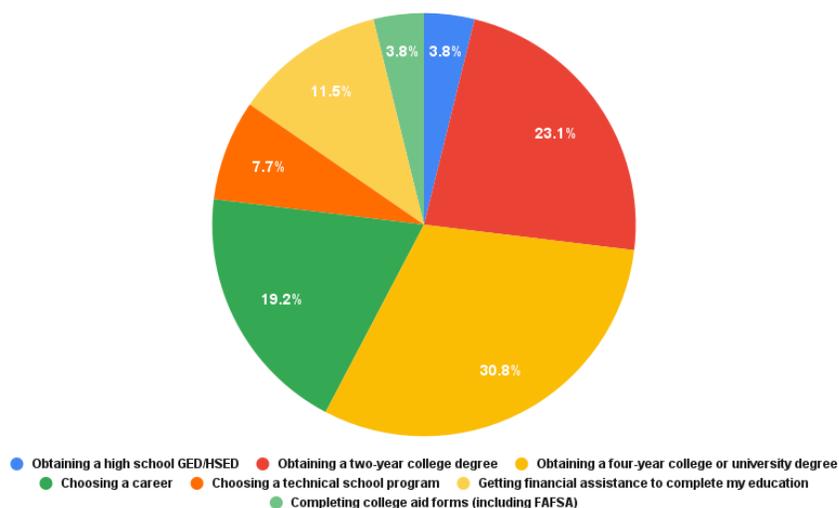


Top four responses were:

- 26%: Choosing a career
- 18%: Obtaining a two-year college degree
- 16%: Getting financial assistance to complete my education
- 13%: Choosing a technical program

10% Obtaining a four-year college or university degree. 8% of Grundy County customers surveyed felt obtaining a high school GED/HSED was an educational need they could use. 5% completing college aid forms (including FAFSA). 3% reported learning English as a second language. 0% responded with learning how to use a computer and Learning or improving communications or language skills.

Kendall Education Needs Assessment (customers)



Top four responses were:

- 31%: Obtaining a four-year college or university degree
- 23%: Obtaining a two-year college degree
- 19%: Choosing a career
- 12%: Getting financial assistance to complete my education

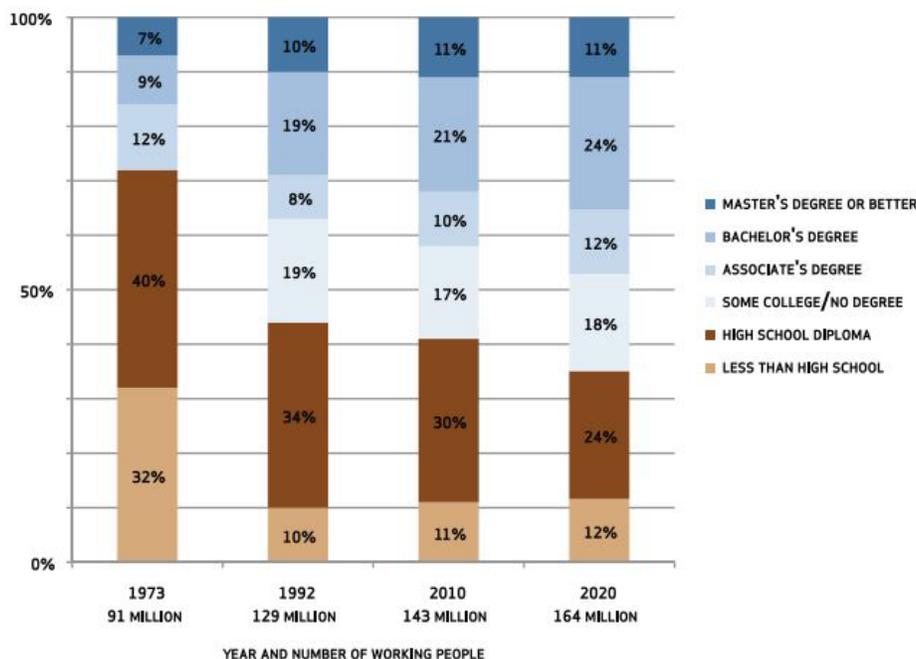
Also noted were the following:

7% of Kendall County customers reported that choosing a technical program is an education need for the area. 4% reported obtaining a high school GED/HSED and completing college aid forms (including FAFSA forms). 0% reported learning or improving communication or language skills, learning English as a second language, and learning how to use a computer

KGCA found that the responses in regard to educational needs in the community have a direct correlation to the current climate of employment in Illinois. Responses from both counties were mostly centered around continuing education, likely to pursue higher-wage salaries. Getting financial assistance to complete education was high for both counties, as was choosing a career. One of the top concerns reported at the beginning of this needs assessment was the lack of living wage jobs in the reporting area. The emphasis on needing jobs to alleviate themselves from poverty was a prevalent theme throughout the needs assessment. Also, looking at statistics regarding income, average salaries available within both counties are well below national averages. The lack of living wage jobs in both communities creates a barrier for low-income individuals. Those looking to exceed those barriers are likely seeking higher education on the basis that most living wage jobs require a college education. However, the pursuit of higher education creates a second barrier, finances. Those looking to earn more will likely have to spend more up front.

**By 2020, 65 percent of all jobs will require postsecondary education and training, up from 28 percent in 1973.**

FIGURE 4: Postsecondary education and training



Note: Numbers may not sum to 100 percent due to rounding.

Retrieved from: <https://cew.georgetown.edu/cew-reports/recovery-job-growth-and-education-requirements-through-2020/>

A college education is becoming much more of a requirement than it was in 1970. In 1973, 72% of jobs available for workers in the United States required only a high school diploma or less. In 2010, that number dropped to 41%. Future projections show it dropping further to 36%. (Carnevale, Smith, & Strohl, 2018).

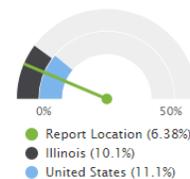
The numbers and graph below show the educational attainment for both counties.

**Attainment - Overview**

Educational Attainment shows the distribution of the highest level of education achieved in the report area, and helps schools and businesses to understand the needs of adults, whether it be workforce training or the ability to develop science, technology, engineering, and mathematics opportunities. Educational attainment is calculated for persons over 25 years old, and is an estimated average for the period from 2017 to 2021. For the selected area, 21.55% have at least a college bachelor's degree, while 26.74% stopped their formal educational attainment after high school.

Report Area	No High School Diploma	High School Only	Some College	Associate's Degree	Bachelor's Degree	Graduate or Professional Degree
Report Location	6.38%	26.74%	23.11%	11.06%	21.55%	11.16%
Grundy County, IL	6.4%	31.7%	25.5%	9.8%	17.5%	9.2%
Kendall County, IL	6.4%	24.7%	22.1%	11.6%	23.3%	12.0%
Illinois	10.1%	25.4%	20.1%	8.2%	21.8%	14.4%
United States	11.1%	26.5%	20.0%	8.7%	20.6%	13.1%

Percent Population with No High School Diploma

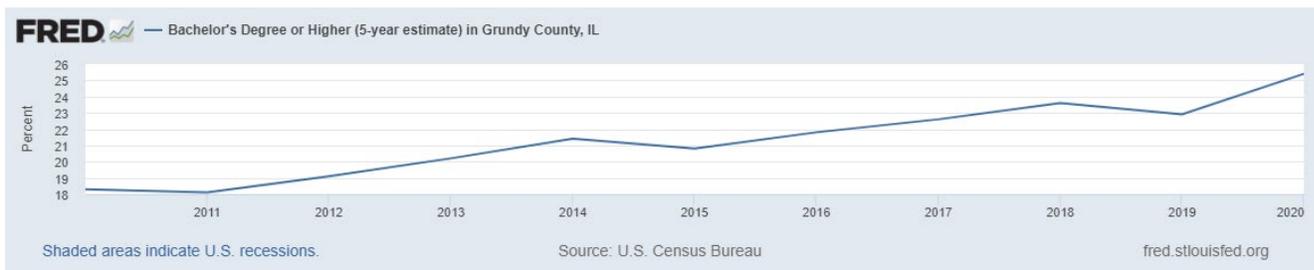
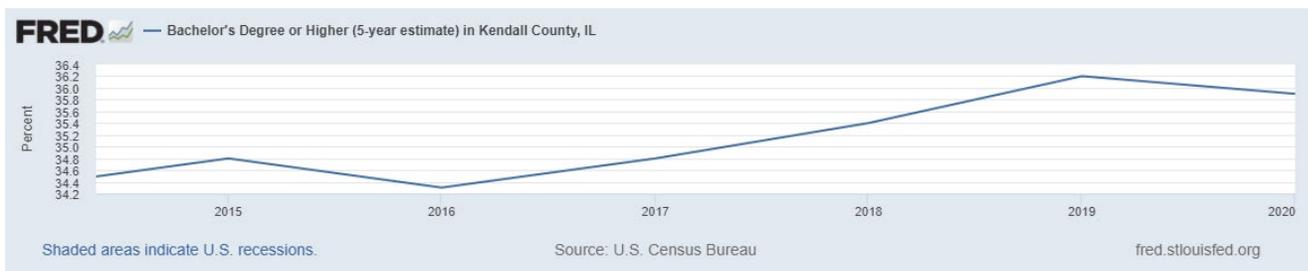


Note: This indicator is compared to the state average.

Data Source: US Census Bureau, American Community Survey, 2017-21. Source aeography, Tract → Show more details

Both Kendall and Grundy County display solid high school graduation rates. Grundy County is above both the state and national average. Kendall County and Grundy County differ greatly when it comes to higher education. Kendall County shows that 23.3% of the population has at least a bachelor's degree and 12% with at least a master's degree. Grundy's population with at least a bachelor's degree is slightly lower compared to Kendall, the state, and the nation with 17.5% of the population holding a degree. However, recent estimates show there has been gradual improvement in the area's higher education rate through the years. Grundy County has shown steady improvement over the last year with numbers improving across the board. Kendall County has shown a very mild decrease from the previous year. Grundy County's improvement falls in line with both the general increase in education nationwide and increasing participation in the more urban Chicago-area economy. However, Grundy's educational profile still largely fits that of a rural area. That said, changes can be anticipated as the growth of the Chicago market continues to make collar counties like Kendall and Grundy more accessible to the expanding job centers in the region.

The below graph shows the estimate of educational attainment for population 18 years old and over whose highest degree was a bachelor's, master's, or professional or doctorate degree. This graph is informed by data collected from the U.S. Census Bureau.



Retrieved from: <https://fred.stlouisfed.org/series/HC01ESTVC1717093#>

Numbers indicate that the population over 18 who hold a bachelor's degree or higher has increased significantly since 2011. Both counties show exponential growth. Grundy County continues to rise into 2020, while Kendall County tapers off slightly. While higher education is showing an upward trend in Grundy County, the overall population that holds a bachelor's degree or higher is still lower than Kendall County. However, the purpose of this graph is to illustrate the upward trend in obtaining higher education. KGCA estimates that numbers will show a continued rise in both counties on the next U.S. Census.

Grundy's educational profile indicates that there is a significant demand for more educational opportunities in the region. This is especially apparent considering the unusually high number of people in Grundy County with either some college and no degree or an associate degree. Data collected by KGCA further illustrates this demand with 16% of customers identifying a need for

assistance with college tuition. This could also indicate that other barriers might be playing a role in the completion of a four-year degree. Factors to be considered include high tuition costs, current climate of employment requirements within the community and the overall proximity to 4-year institutions.

Of those jobs that do require degrees beyond high school, many are well served by a two-year degree, including advanced manufacturing, nursing, and energy. Grundy County lies within Illinois Community College District 525, serviced by Joliet Junior College, which maintains a physical presence at their Morris Education Center in Grundy County. However, the lack of proximity of a public four-year institution likely creates a barrier to continuing education without a significant commitment of either finances or time. Currently, the nearest 4-year institution options include private universities in Joliet and Romeoville in Will County. The nearest public universities are Governor's State in University Park and Northern Illinois University in DeKalb, both of which are more than an hour's drive from most of the county. Kendall County is less than an hour away from Northern Illinois University, Aurora University, and North Central University.

**CURRENT UNDERGRADUATE TUITION RATE FOR ACADEMIC YEAR 2022-2023**

Undergraduate Tuition Rate	Domestic		International	
	1-11 hrs	Full-time (12 hrs or more)	1-11 hrs	Full-time (12 hrs or more)
Tuition (excluding Engineering programs)	\$360.80/hr	\$4,895.06 per term	\$721.60/hr	\$9,790.12 per term
Tuition (Engineering programs)	\$410.80/hr	\$5,495.06 per term	\$771.60/hr	\$10,390.12 per term
Outreach Delivery Fees	\$56.00/hr	\$672.00 per term*	\$56.00/hr	\$672.00 per term*
Regional Course Charges (Non-Nursing programs)	\$50.00/hr	\$600.00 per term*	\$50.00/hr	\$600.00 per term*
Regional Course Charges (Nursing programs)	\$100.00/hr	\$1,200.00 per term*	\$100.00/hr	\$1,200.00 per term*
Academic Program Enhancement Fee	6 hrs or less	\$125.00 per term	6 hrs or less	\$125.00 per term
	7 hrs or more	\$250.00 per term	7 hrs or more	\$250.00 per term

Retrieved from: <https://www.niu.edu/bursar/tuition/online/index.shtml>

The above table shows the current undergraduate tuition rates for Northern Illinois University, one of the closest 4-year institutions to both Kendall and Grundy counties. The average cost of a year for a full-time student is \$9,790.12. These numbers are also representative of an online student, so room and board, and transportation are not considerations in this cost. Those seeking a Graduate level degree are looking anywhere between \$445-\$903.60 per credit hour, depending on the field of study. This means that those wanting to pursue a graduate level degree attending at full-time (12hrs or more), would be looking at a total of \$21,684 on the high-end per semester. (Northern Illinois University, 2022).

When considering the average salaries of available employment in Kendall and Grundy counties the cost of education weighs heavily. Kendall's average salary per job is \$39,071 annually while Grundy's salary is \$49,596 for 2021. A year of online classes at \$9,790.12 would take up a large portion of those salaries. A graduate level degree costs almost half of the median salaries available in both counties. Tuition rates are a large barrier for those looking to work toward a higher education. Of course, financial aid is available and provides an opportunity for students to better afford an education. However, once a degree is completed and those loans come due, individuals are entering

the workforce already in significant debt. With no guarantee of a higher paying job, a risk and reward scenario is created. Those looking to earn more must consider their options and decide on a career that best suits them. In some cases, college may not be a direct pipeline to a higher earning position. This is likely why assistance in choosing a career was represented among the top needs identified by KGCA customers in both counties. Assistance with choosing a career was identified as Grundy County's top education need. To further understand this, taking a deeper look at the community reveals factors that likely come into play when individuals are deciding to further their education.

Many of the jobs available in Grundy County do not require an advanced education. The recent history of the area has seen burgeoning employment opportunities in the trades, manufacturing and production, and the chemical and utility sectors. This type of employment is typically well-compensated. Each of these industries has traditionally required formal education through high school, in addition to highly specialized on-the-job training with minimal need for formal higher education. Without doubt, Grundy County employs a very skilled workforce within their fields, though this fact is difficult to quantify through educational attainment figures.

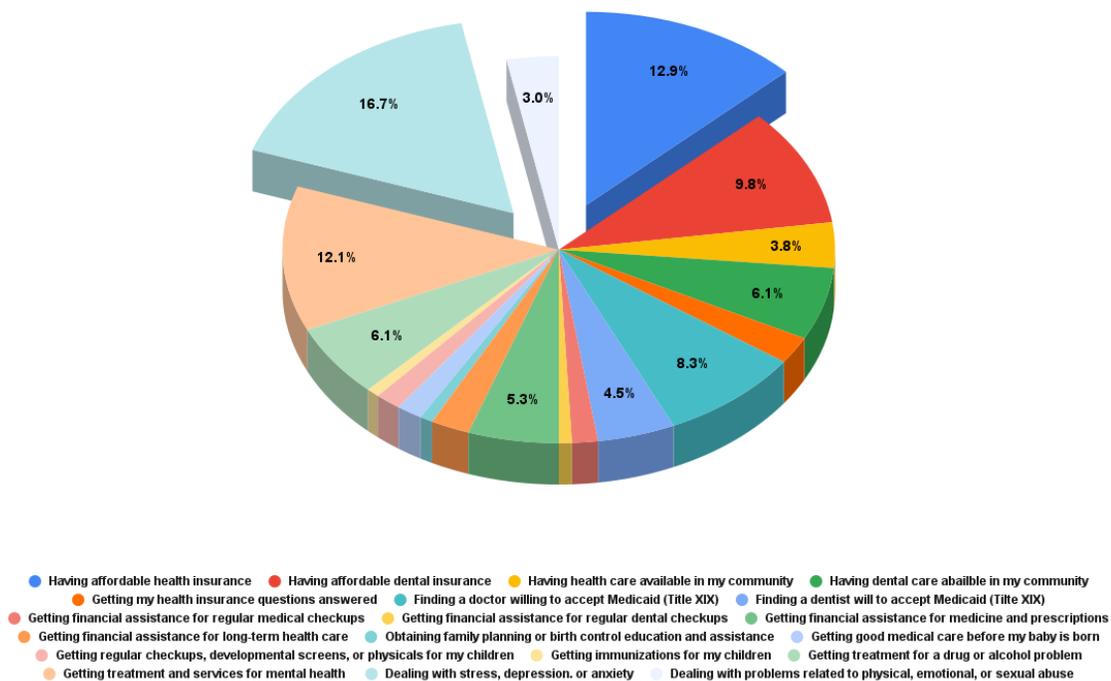
## **Health**

The Customer Needs Assessment addressed the current conditions concerning health care in both counties. The survey question focusing on health care issues given to KGCA's reporting area customers is below, as well as the results:

Which health needs could you or a family member use help with: (Please check all that you feel apply)

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

Grundy County Health Care Needs Assessment (customers)



Top four responses were:

17%: Dealing with stress, depression or anxiety

13%: Having affordable health insurance

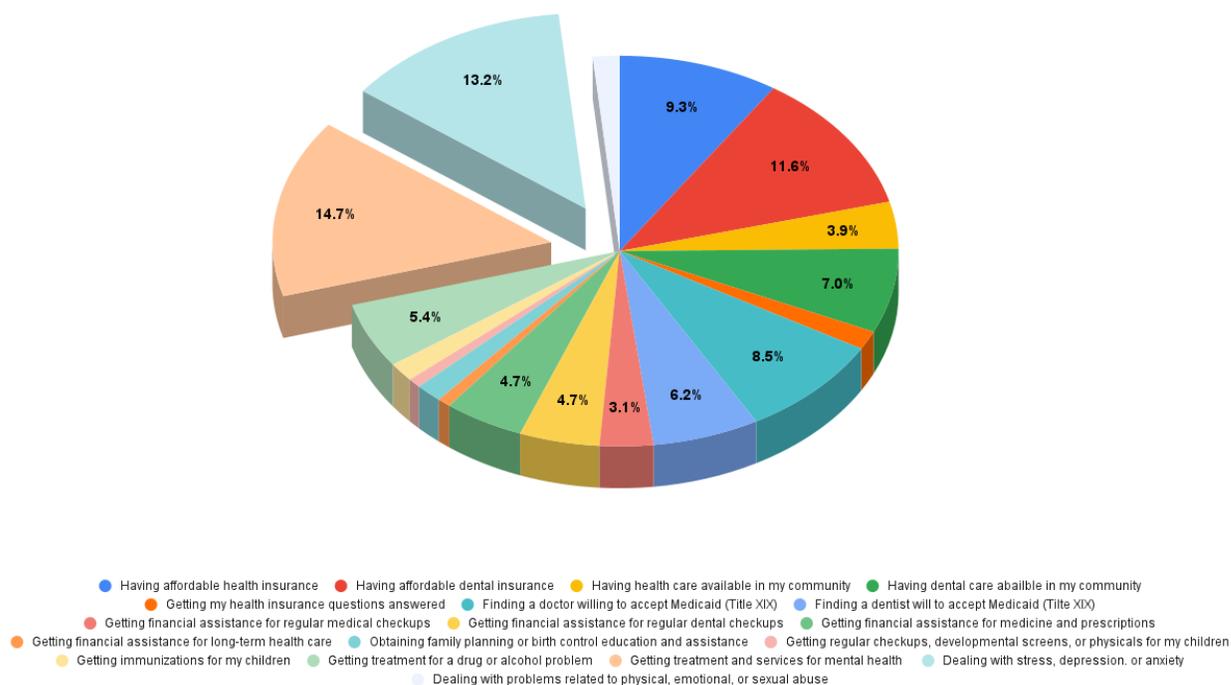
12%: Getting treatment for mental health

10%: Having affordable dental insurance

Also noted were the following:

8% of Grundy County customers reported finding a doctor willing to accept Medicaid (Title XIX) as a health need that they need help with. 6% reported having dental care available in my community and getting treatment for a drug or alcohol problem. 5% reported getting financial assistance for medicine and prescriptions and finding a dentist willing to accept Medicaid (Title XIX). 4% reported having healthcare available in my community. 3% reported dealing with problems related to physical, emotional, or sexual abuse. 2% reported getting my health insurance questions answered, getting good medical care before my baby is born, getting financial assistance for regular medical checkups, getting financial assistance for long-term healthcare, and getting regular checkups, developmental screens, or physicals for my children. 1% reported getting immunizations for my children, getting financial assistance with dental checkups and obtaining family planning or birth control education assistance.

Kendall County Health Care Needs Assessment (customers)



Top four responses were:

15%: Getting treatment and services for mental health

13%: Dealing with stress, depression, anxiety

12%: Having affordable dental insurance

9%: Having affordable health insurance

9% of Kendall County customers believe that finding a doctor willing to accept Medicaid (Title XIX) is a health need for the area, while 7% expressed having dental care available in their community. 6% reported finding a dentist willing to accept Medicaid (Title XIX). 5% said that getting treatment for a drug or alcohol problem, getting financial assistance for medicine and prescriptions, and getting financial assistance for regular medical checkups are needs in the community. 4% reported having affordable health care in my community. 2% reported dealing with problems related to physical, emotional, or sexual abuse, getting immunizations for my children, obtaining family planning or birth control education and assistance, getting my health insurance questions answered, and dealing with problems related to physical, emotional, or sexual abuse. 1% reported getting financial assistance for long term health care and getting regular checkups, developmental screens, or physicals for my children. 0% reported getting good medical care before my baby is born.

Lisa Holch, Director of Mental Health Services at the Kendall County Health Department, reflected on why dealing with stress, depression, and anxiety and getting treatment and service for mental health were chosen as the top responses in both counties:

*“Access to mental health services has always been a barrier. Not a lot of individuals can afford private practice., especially those that are on Medicaid. Up until 2018, the Kendall County Health Department was not accepting Medicaid. So, access was very limited to those that were seeking mental health treatment. They had to either self-pay or have private insurance. Many agencies do not accept Medicaid because Medicaid comes with a lot of paperwork requirements, and a lot of reporting requirements. And that's okay. But the benefit of doing community mental health work is that we know we are reaching those people who are underserved.”*

## **Mental Health**

Mental health resources continue to become available in new and more accessible ways to deal with the many different stressors/traumas caused by the pandemic, especially its impact over an extended period of time. There was an expectation that depression and suicide rates would increase due to the pandemic. In July 2020, 53% of adults' mental health were negatively impacted compared to 32% in March of 2020 (Kaiser Family Foundation Tracking Poll, 2020)

The below chart shows the percentage of adults aged 18 and older who report 14 or more days during a 30-day period during which their mental health was considered not good. This data was collected before the impacts of COVID-19. 14% of the Grundy County's population reported poor mental health. 12% of Kendall County's population also reported poor mental health. While new data needs to be collected to determine the ongoing impacts of COVID-19, the desire for mental health services can be seen in our Customer Needs Assessments with mental health services being observed among the top priority of needs for both counties.

### **Poor Mental Health**

This indicator reports the percentage of adults age 18 and older who report 14 or more days during the past 30 days during which their mental health was not good. Data were from the 2019 Behavioral Risk Factor Surveillance System (BRFSS) annual survey.

Within the report area, there were 12.6% of adults 18 and older who reported poor mental health in the past month of the total population.

Report Area	Total Population (2019)	Adults with Poor Mental Health (Crude)	Adults with Poor Mental Health (Age-Adjusted)
Report Location	180,044	12.6%	12.5%
Grundy County, IL	51,054	13.50%	13.70%
Kendall County, IL	128,990	12.20%	12.00%
Illinois	12,671,821	13.13%	13.37%
United States	328,239,523	13.60%	13.90%



Note: This indicator is compared to the state average.

Data Source: Centers for Disease Control and Prevention, Behavioral Risk Factor Surveillance System. Accessed via the PLACES Data Portal. 2019. Source geography:

Tract → [Show more details](#)

## Poor Mental Health

This indicator reports the percentage of adults age 18 and older who report 14 or more days during the past 30 days during which their mental health was not good.

Within the report area, there were 13.9% of adults 18 and older who reported poor mental health in the past month of the total population age 18 and older.

Report Area	Total Population	Adults Age 18+ with Poor Mental Health (Crude)	Adults Age 18+ with Poor Mental Health (Age-Adjusted)
Report Location	187,856	13.9%	14.0%
Grundy County, IL	52,989	14.60%	15.10%
Kendall County, IL	134,867	13.60%	13.60%
Illinois	12,671,469	13.89%	14.44%
United States	331,893,745	14.70%	15.20%

Percentage of Adults Age 18+ with Poor Mental Health



Note: This indicator is compared to the state average.

Data Source: Centers for Disease Control and Prevention. Behavioral Risk Factor Surveillance System. Accessed via the PLACES Data Portal. 2021. Source geography: Tract → [Show more details](#)

Previously, the data available was sampled before the start of the COVID-19 pandemic. The chart above shows data collected in 2021. The percentage of adults aged 18 and older continue to report poor mental health at an increasing rate. Grundy County rates have shifted from 13.5% to 14.6% while Kendall County rates have shifted from 12.2% to 13.6%. Both Counties have reported an increase of over 1% in just over a year.

The Behavioral Health Unit of the Kendall County Health Department has requested additional 708 funding from the Association of Mental Health Authorities in anticipation of an increase in need due to the COVID 19 pandemic. According to the Kendall County Health Department's 2020 annual report, from March 2020 to September 2020, 2,689 individual and family counseling sessions were completed, and 91 new clients were added. The Kendall County Health Department has also increased the number of offerings of their Mental Health First Aid courses through the last few years. The Kendall County Health Department's 2021 annual report states that Mental Health Services continue to utilize telehealth (video) and telephonic (telephone) services, in addition to being able to resume seeing established and new clients in the building for services.

During the height of the pandemic, the Grundy County Health Department's Behavioral Health unit transitioned almost exclusively to the use of tele-health for the delivery of individual and group counseling sessions. The Grundy County Health Department continues to offer a tele-health option going forward, especially for those most vulnerable or who prefer it. Currently, in-person services are once again available as well. They are very close to securing an additional 19 psychiatric hours since they are the only Medicaid mental health provider for complex diagnosis in Grundy County. One of the key findings in the Morris Hospital's 2019 Community Needs Assessment concerned mental health. Between 18.7% and 25.9% adults in the Morris Hospital service area rated their mental health as "not good" in the past month. The Behavioral Health Alliance of Grundy County was formed in 2009 with the goals of helping organize the community to provide education and training in behavioral health. According to their website, there are no inpatient beds for mental illness or substance abuse and mental health services are difficult to access in Grundy County (Behavioral Health Alliance of Grundy County, n.d.).

Matt Fritz, Coal City Village Administrator, shared some insights on mental health in Grundy County:

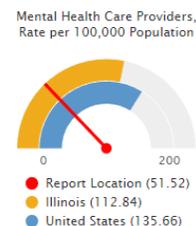
*“There is not good public access, especially for low to moderate income people. We find that a lot of people just don’t know where they can get it. It is something that we have been finding as we work with the schools. Case management is one of those mental health components that helps people manage and allows them to get on top of their life, but it is hard to find good resources that can be utilized.”*

### Access to Care - Mental Health Providers

This indicator reports the number of providers with a CMS National Provider Identifier (NPI) that specialize in mental health. Mental health providers include licensed clinical social workers and other credentialed professionals specializing in psychiatry, psychology, counselling, or child, adolescent, or adult mental health. The number of facilities that specialize in mental health are also listed (but are not included in the calculated rate). Data are from the latest Centers for Medicare and Medicaid Services (CMS) National Provider Identifier (NPI) downloadable file.

Within the report area there are 95 mental health providers with a CMS National Provider Identifier (NPI). This represents 51.52 providers per 100,000 total population.

Report Area	Total Population (2020)	Number of Facilities	Number of Providers	Providers, Rate per 100,000 Population
Report Location	184,402	20	95	51.52
Grundy County, IL	52,533	3	31	59.01
Kendall County, IL	131,869	17	64	48.53
Illinois	12,812,508	2,888	14,457	112.84
United States	334,735,155	57,750	454,109	135.66



Note: This indicator is compared to the state average.

Data Source: Centers for Medicare and Medicaid Services, CMS - National Plan and Provider Enumeration System (NPPES), August 2022. Source geography: Address →

Show more details



Mental Health Providers, All, CMS NPPES August 2022

- Mental Health Providers, All, CMS NPPES August 2022
- Report Location

The above chart details access to mental health services in 2022. Access to mental health services was a top priority need for both Kendall and Grundy Counties. It is estimated that around 18% of the United States’ population live with some form of mental illness in any given year. Across the nation, there are only enough mental health care professionals to meet 26% of the need for services. Projections show that by 2025 the shortage will be astronomically worse, as six vital mental health provider types will have shortages of approximately 250,510 fulltime equivalents. (Behavioral Health and Economics Network, n.d.).

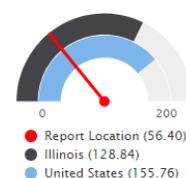
### Access to Care - Mental Health Providers

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Within the report area there are 104 mental health providers with a CMS National Provider Identifier (NPI). This represents 56.40 providers per 100,000 total population.

Report Area	Total Population (2020)	Number of Facilities	Number of Providers	Providers, Rate per 100,000 Population
Report Location	184,402	25	104	<b>56.40</b>
Grundy County, IL	52,533	4	35	66.62
Kendall County, IL	131,869	21	69	52.32
Illinois	12,812,508	3,164	16,508	128.84
United States	334,735,155	66,890	521,379	155.76

Mental Health Care Providers, Rate per 100,000 Population



Note: This indicator is compared to the state average.

Data Source: Centers for Medicare and Medicaid Services, CMS - National Plan and Provider Enumeration System (NPPES) July 2023. Source geography:



#### Mental Health Providers, All, CMS NPPES July 2023

Mental Health Providers, All, CMS NPPES July 2023

■ Report Location

The above chart shows that access has improved with a new facility opening in Grundy County and 4 new facilities opening in Kendall County. The number of providers has also increased in both counties. Kendall County went from 64 to 69 providers while Grundy County went from 31 providers to 35 providers. Both counties continue to make progress in addressing the overwhelming demand for mental health services. According to Bernstein (2023), “The federal government’s mental health and substance abuse referral line fielded 833,598 calls in 2020, 27 percent more than in 2019, before the pandemic began. In 2021, the number rose again to 1.02 million.” (p.5).

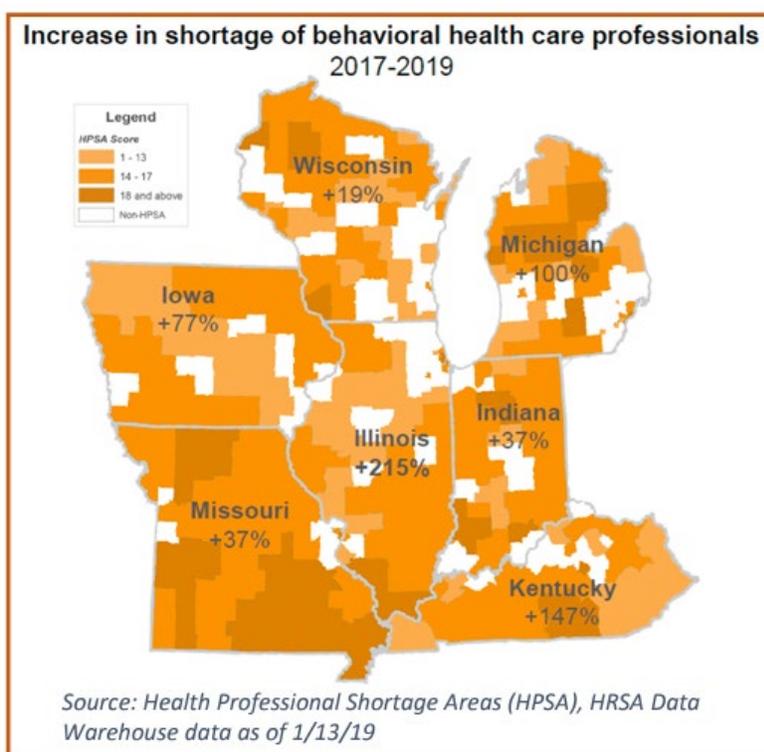
It should be noted that other factors play into access to mental health services beyond service providers and available facilities. The affordability of care and access to reliable transportation create barriers. These barriers are solved by addressing issues that exist outside of the availability of mental health services. The rural pockets of both Kendall and Grundy Counties are still somewhat isolated despite the increased effort to make services more accessible. One solution is to integrate mental health service into other settings like school and workplaces. Rix (2022), states, “As the number of young people experiencing depression and anxiety continues to grow, schools play a critical role as providers of mental health services: Some 70% of children in the U.S. who seek and receive mental health support get it at school.” (p.2).

The integration of mental health services in schools ensures that children in need of mental health are more likely to receive the help that they need sooner. A similar model can be introduced into

many workplaces. However, one big drawback remains. Even schools are struggling to meet the need. There is currently a drastic need for professionals qualified to administer mental health services. According to Bernstein (2022), “When the American Psychological Association surveyed its members last fall, it found a surge in demand and new referrals, particularly for anxiety, depressive and trauma-related disorders. Yet 65 percent of the more than 1,100 psychologists who responded said they had no capacity for new patients and 68 percent said their wait lists were longer than they were in 2020.” (p.7).

Access to mental health services was a top priority need for both Kendall and Grundy Counties. It is estimated that around 18% of the United States’ population live with some form of mental illness in any given year. Across the nation, there are only enough mental health care professionals to meet 26% of the need for services. Projections show that by 2025 the shortage will be astronomically worse, as six vital mental health provider types will have shortages of approximately 250,510 fulltime equivalents. (Behavioral Health and Economics Network, n.d.).

When looking at the combined population of Kendall and Grundy County, there is an identifiable need for increased availability for mental health services. With a population of 52,533, Grundy County only has 4 mental health related facilities and 31 providers. Kendall County, with a population of roughly 137,000 has 21 facilities and 64 providers. According to the Illinois Department of Human Services (IDHS), (2022), “Illinois has only 13.8 behavioral health care professionals for every 10,000 residents which translates to over 4.8 million Illinois residents living in a Mental Health Professional Shortage Area.” (p.1).



In order to meet the current need for Illinois residents to have accessible mental health services the state would need to increase the current workforce over 3.5 times. Referencing the map shown, Illinois has seen a 215% increase in their behavioral health workforce shortage in the past years, especially when compared to bordering states. (Behavioral Health and Economics Network, n.d.).

The growing need for mental health services carries many implications regarding the changing perspectives on mental health. In previous years, access to mental health typically ranked

lower with KGCA customers. Seeing this need rise to a top concern for both communities being served by KGCA is indicative of the changing attitudes toward mental health and the overall need for a holistic approach to wellness. Customers are needing assistance in all areas including mental health, physical health, and socio-economic sustainability. At this point in time long waiting lists,

limited services, and a lack of mental health professionals are inhibiting the ability to address these needs. IDHS is looking to incentivize those looking to enter the community mental health field. IDHS, (2022), states that they will be implementing a student loan repayment program targeting bachelor's and master's degree level providers. Additionally, IDHS is looking to establish a new Mental Health Professional (MPH) credential to address equity in the workforce and add over 500 new professionals over the next five years. (Illinois Department of Human Services, 2022).

### **COVID-19**

The following information has been recognized in the Kendall County Health Department's COVID-19 Community Needs Assessment:

In December 2019, the novel coronavirus disease of 2019 (COVID-19) was discovered to be the causative agent for acute respiratory and flu-like symptoms and began infecting increasing numbers of people in the Wuhan Province of China. The first case in the United States was confirmed by the Centers for Disease Control and Prevention on January 22, 2020. Despite efforts to contain the virus, by March 11, 2020, the World Health Organization declared COVID-19 a global pandemic. By March 17, 2020, all 50 US States had confirmed cases of the virus.

Because of the highly contagious nature of COVID-19, the alarmingly high rate of fatalities associated with it, and the lack of a vaccine or treatment at that time, the only effective way to prevent mass illness was through restricted travel, physical distancing, frequent hand washing, coughing in elbows or clothes, not touching the face, and staying at home. By mid-March 2020, with the virus clearly past the stage of effective isolation and contact tracing, local, state, and federal public health officials recommended extreme measures to minimize a public health catastrophe: mass quarantine, masking, physical distancing, and a virtual lockdown of all public gatherings and economic activity.

While all types of people are infected by the virus, older adults and people of any age who experience serious underlying medical conditions, many of which are more prevalent in African American communities, and, to some extent, Latinx and Native American communities, are at increased risk for severe symptoms from COVID-19. Persons of color, immigrants, and women are also impacted by underlying health conditions linked to poverty, face discrimination in medical care, and are more likely to work jobs that require them to leave their homes. Also, persons with disabilities or chronic conditions are more vulnerable to COVID-19 due to their inability to thoroughly isolate themselves (need for hands-on care), physical impairments, environmental barriers, or interrupted services.

The following additional populations experience differential exposure and extensive corresponding implications because of the pandemic: frontline workers, persons experiencing homelessness, gig-economy workers, low-income communities under quarantine, especially in urban settings, rural communities, tribal communities, incarcerated persons, and returning citizens. Children, families, individuals, and Community Action Agency staff may experience heightened stress, anxiety, depression, and trauma as a result of the COVID-19 crisis. Loss of income, growing childcare needs, heightened food insecurity, housing and energy instability, lack of access to transportation, lack of basic supplies, and increased domestic violence are growing factors as this crisis continues to unfold and evolve.

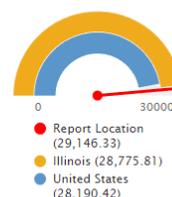
### COVID-19 - Confirmed Cases

This indicator reports incidence rate of confirmed COVID-19 cases per 100,000 population. Data for this indicator are updated daily and derived from the Johns Hopkins University data feed.

In the report area, there have been 52,139 total confirmed cases of COVID-19. The rate of confirmed cases is 29,146.33 per 100,000 population, which is greater than the state average of 28,775.81. Data are current as of 08/26/2022.

Report Area	Total Population	Total Confirmed Cases	Confirmed Cases, Rate per 100,000 Population	Last Update
Report Location	178,887	52,139	<b>29,146.33</b>	08/26/2022
Grundy County, IL	50,972	14,537	28,519.58	08/26/2022
Kendall County, IL	127,915	37,602	29,396.08	08/26/2022
Illinois	12,741,080	3,666,349	28,775.81	08/26/2022
United States	326,262,499	91,974,766	28,190.42	08/26/2022

COVID-19 Cases, Rate per 100,000 Population



Note: This indicator is compared to the state average.

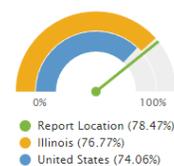
Data Source: Johns Hopkins University, Accessed via ESRI. Additional data analysis by CARES, 2022. Source geography: County → Show more details

### COVID-19 Fully Vaccinated Adults

This indicator reports the percent of adults fully vaccinated for COVID-19. Data is updated daily from the CDC API. Vaccine hesitancy is the percent of the population estimated to be hesitant towards receiving a COVID-19 vaccine. The Vaccine Coverage Index is a score of how challenging vaccine rollout may be in some communities compared to others, with values ranging from 0 (least challenging) to 1 (most challenging).

Report Area	Percent of Adults Fully Vaccinated	Estimated Percent of Adults Hesitant About Receiving COVID-19 Vaccination	Vaccine Coverage Index	Last Update
Report Location	<b>78.47%</b>	7.76%	0.25	08/17/2022
Grundy County, IL	69.20%	7.76%	0.26	08/17/2022
Kendall County, IL	80.80%	7.76%	0.24	08/17/2022
Illinois	76.77%	7.95%	0.37	08/17/2022
United States	74.06%	10.29%	0.44	08/17/2022

Fully Vaccinated Adults



Note: This indicator is compared to the state average.

Data Source: Centers for Disease Control and Prevention and the National Center for Health Statistics, CDC - GRASP, 2022. Source geography: County → Show more details

As of 8/26/2022 Kendall County has reported 37,602 confirmed COVID 19 cases. Grundy County has reported 14,537 confirmed cases, a significantly lower number. Grundy County has a 69 % rate of fully vaccinated adults as of 8/17/2022. Kendall County has reported that nearly 81% of adults in the area are fully vaccinated. High vaccination numbers in Kendall County were likely due to vaccination efforts set into motion by Kendall County Health Department and the City of Yorkville. The City of Yorkville donated a large vacant office building to serve as the primary community vaccination site for daily vaccination clinics. This site was utilized from January through June of 2021. Volunteer coordination was key to the success of vaccination clinics with over 300 medical and non-medical volunteers staffed to clinics. Kendall County's leadership, alongside local school district leadership, partnered to create weekend mass vaccination clinics in both Yorkville and Oswego. Each weekend "mass vax" clinic served over 2,000 residents a day. All clinics received invaluable local volunteers from all areas such as: civic organizations, municipalities, higher education, elected officials, local board members, schools, faith-based sites, those enjoying retirement, law enforcement, fire protection districts, and pharmacies, all from within the community. (Kendall County Health Department, 2021).

In Grundy County, the Grundy County Health Department held vaccination clinics as well. They had nearly 100 volunteers (medical and non-medical) join the health department staff in the largest public health response they ever experienced. Partner agencies provided facilities, supplies, security, emergency response support, and food for the volunteers. Illinois Governor JB Pritzker joined the Grundy County Health Department during their inaugural day of the IL National Guard supported clinic. (Grundy County Health Department 2021 Annual Report).

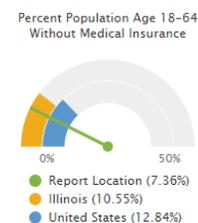
## Medicaid and Medicare

### Insurance - Uninsured Adults

The lack of health insurance is considered a *key driver* of health status.

This indicator reports the percentage of adults age 18 to 64 without health insurance coverage. This indicator is relevant because lack of insurance is a primary barrier to healthcare access including regular primary care, specialty care, and other health services that contributes to poor health status.

Report Area	Total Population Age 18 - 64	Population with Medical Insurance	Percent Population With Medical Insurance	Population Without Medical Insurance	Percent Population Without Medical Insurance
Report Location	110,041	101,938	92.64%	8,103	7.36%
Grundy County, IL	30,901	28,896	93.51%	2,005	6.49%
Kendall County, IL	79,140	73,042	92.29%	6,098	7.71%
Illinois	7,623,675	6,819,711	89.45%	803,964	10.55%
United States	195,703,724	170,567,452	87.16%	25,136,272	12.84%



Note: This indicator is compared to the state average.

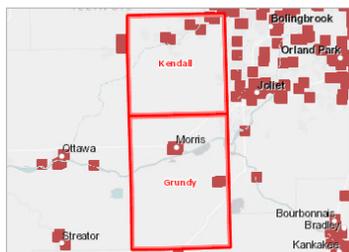
Data Source: US Census Bureau, Small Area Health Insurance Estimates, 2019. Source geography: County → Show more details

### Medicare and Medicaid Providers

Total institutional Medicare and Medicaid providers, including hospitals, nursing facilities, Federally qualified health centers, rural health clinics and community mental health centers for the report area are shown. According to the U.S. Department of Health and Human Services, there were 16 active Medicare and Medicaid institutional service providers in the report area in the third quarter of 2020.

Report Area	Total Institutional Providers	Hospitals	Nursing Facilities	Federally Qualified Health Centers	Rural Health Clinics	Community Mental Health Centers
Report Location	16	1	4	0	0	0
Grundy County, IL	9	1	2	0	0	0
Kendall County, IL	7	0	2	0	0	0
Illinois	3,086	236	704	402	249	2
United States	77,398	7,292	15,269	10,382	4,894	129

Data Source: US Department of Health & Human Services, Center for Medicare & Medicaid Services, Provider of Services File, September 2020. Source geography: County → Show more details



All Providers of Service, POS September 2020  
 ■ All Providers of Service, POS September 2020  
 ■ Report Location

## Dental Care

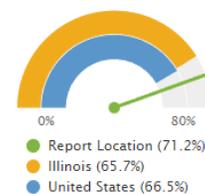
### Dental Care Utilization

This indicator reports the percentage of adults age 18 and older who report having been to the dentist or dental clinic in the previous year.

Within the report area there are 71.2% adults who went to the dentist in the past year of the total population.

Report Area	Total Population (2018)	Adults with Recent Dental Visit (Crude)	Adults with Recent Dental Visit (Age-Adjusted)
Report Location	178,887	71.2%	71.2%
Grundy County, IL	50,972	68.70%	68.50%
Kendall County, IL	127,915	72.20%	72.30%
Illinois	12,741,080	65.7%	65.5%
United States	163,583,717	66.5%	66.2%

Percentage of Adults with Dental Visit in Past 1 Year



Note: This indicator is compared to the state average.

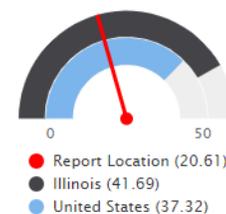
Data Source: Centers for Disease Control and Prevention, Behavioral Risk Factor Surveillance System. Accessed via the PLACES Data Portal. 2018. → Show more details

### Access to Care - Dental Health Providers

This indicator reports the number of oral health care providers with a CMS National Provider Identifier (NPI). Providers included in this summary are those who list "dentist", "general practice dentist", or "pediatric dentistry" as their primary practice classification, regardless of sub-specialty. Data are from the latest Centers for Medicare and Medicaid Services (CMS) National Provider Identifier (NPI) downloadable file.

Report Area	Total Population (2020)	Number of Facilities	Number of Providers	Providers, Rate per 100,000 Population
Report Location	184,402	25	38	20.61
Grundy County, IL	52,533	4	7	13.32
Kendall County, IL	131,869	21	31	23.51
Illinois	12,812,508	2,477	5,342	41.69
United States	334,735,155	55,013	124,930	37.32

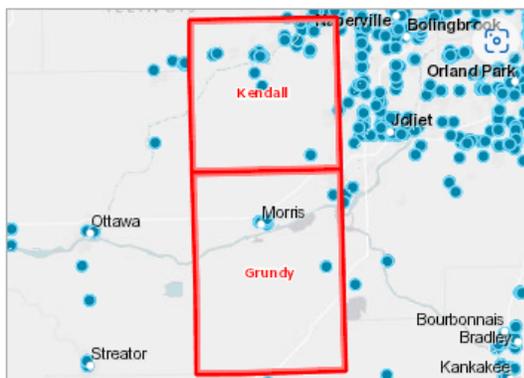
Dental Health Care Providers, Rate per 100,000 Population



Note: This indicator is compared to the state average.

Data Source: Centers for Medicare and Medicaid Services, CMS - National Plan and Provider Enumeration System (NPPES). July 2023. Source geography:

Address → Show more details



Dental Health Care Providers, CMS NPPES July 2023

- Dental Health Care Providers, CMS NPPES July 2023
- Report Location

KGCA customers have reported that lack of dental care is an issue in the area over the past few needs assessments. Data collected by KGCA suggests that COVID-19 and issues related have likely diverted some interest in dental care compared to previous years. In addition, the Kendall County Health Department sought to improve accessibility to oral health care. The Kendall County Health Department's 2016-2021 IPLAN previously recognized lack of access to dental care in the area as a priority. A summary of the priority is below.

Under the 2016- 2021 IPLAN, Community Health Services (CHS) endeavored to increase our community's opportunities to access oral health care. CHS collaborated with Kendall County's dental offices, health centers and other local public health system partners to promote engagement in increasing access to oral health care for Kendall County 's uninsured adult population and/or co-create participatory access to good oral health for the county's population. Our nursing staff in partnership with the Illinois Department of Public Health (IDPH) provided a Certified Fluoride Varnishing Program made accessible to all Kendall County children aged 6 months to 6 years requiring treatment. We proudly served 96 children with fluoride treatments. Additionally, and with support from community partners IDPH and Fox Valley United Way, we provided dental health education and support to multiple daycares, preschools and school age children through our Tooth Keepers Plus Program. Over 450 preschoolers enjoyed this fun hands-on participatory program, supporting good oral health practices and the complementary role and importance of sound nutrition.

Based on insights provided by data from Kendall Grundy Community Action's Needs Assessment the availability of dental care was ranked relatively low compared to other needs. However, when looking at the accessibility of dental care in Grundy County it is clear that there is a need for more providers. As of 2023, Grundy County residents have access to only 4 facilities and 7 providers. Kendall County offers residents access to 21 facilities and 31 providers. Although Kendall County has a larger population, about 40% larger, the number of providers should be roughly equal to the difference.

Medicaid continues to be very limited as to what it covers as regarding dental care, and this is expressed as a need. Oral healthcare is a foreseeable need in the community that will likely continue to be so. Increased access to programs is still necessary, especially for those living below federal poverty guidelines.

## Nutrition

The Customer Needs Assessment addressed the current conditions concerning food and nutrition needs in both counties. The results are as followed:

Which food and nutrition needs could you or your family use help with: (Please check all that you feel apply)

Getting food from food pantries, food banks, or food shelves Assistance Program

Enrolling in the Food

Having enough food at home pregnancy

Getting nutritious food during

Learning how to shop and cook for healthy eating

Learning how to stretch my food dollar

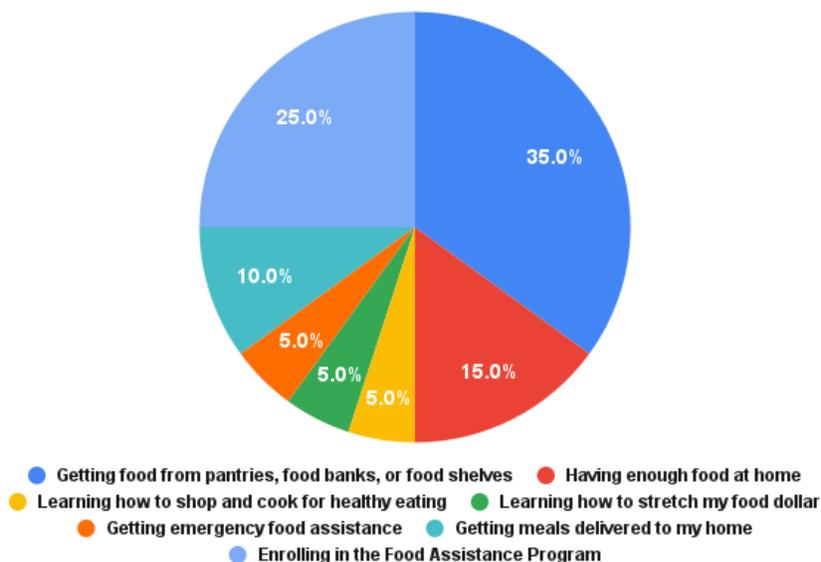
Getting emergency food assistance

Getting meals delivered to my home

Learning how to model healthy eating for my children

Obtaining breastfeeding education and assistance

**Grundy County Nutrition Assessment (customers)**



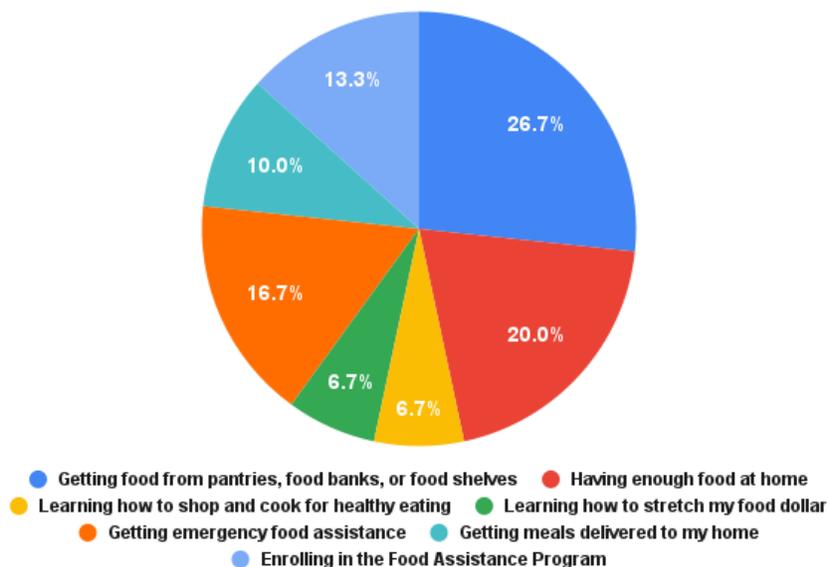
Top four responses were:

- 35%: Getting food from food pantries, food banks, or food shelves
- 25%: Enrolling in the Food Assistance Program
- 15%: Having enough food at home
- 10%: Getting meals delivered to my home

Also noted were the following:

5% said that getting emergency food assistance, learning how to stretch my food dollar, and learning how to shop and cook for healthy eating were nutritional needs that Grundy customers needed help with. 0% reported getting nutritious foods during pregnancy, learning how to model healthy eating for my children, and obtaining breastfeeding education and assistance.

### Kendall County Nutrition Assessment (customers)



Top four responses were:

- 27%: Getting food from food pantries, food banks, or food shelves
- 20%: Having enough food at home
- 17%: Getting emergency food assistance
- 13%: Enrolling in the Food Assistance Program

Also noted were the following:

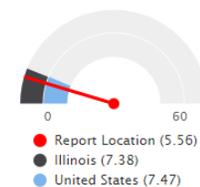
10% of Kendall County customers reported that they needed help getting meals delivered to their homes. 7% reported that they needed help with learning how to shop and cook for healthy eating and learning how to stretch my food dollar. 0% reported getting nutritious foods during pregnancy, learning how to model healthy eating for my children, and obtaining breastfeeding education and assistance.

## Food Environment - SNAP-Authorized Food Stores

This indicator reports the number of SNAP-authorized food stores as a rate per 10,000 population. SNAP-authorized stores include grocery stores as well as supercenters, specialty food stores, and convenience stores that are authorized to accept SNAP (Supplemental Nutrition Assistance Program) benefits. The report area contains a total of 101 SNAP-authorized retailers with a rate of 5.56.

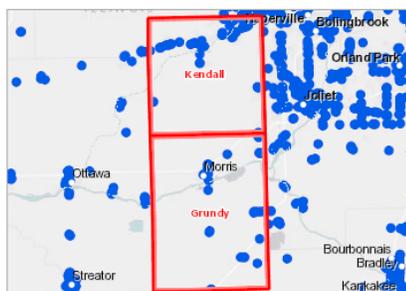
Report Area	Total Population (2020)	Total SNAP-Authorized Retailers	SNAP-Authorized Retailers, Rate per 10,000 Population
Report Location	181,611	101	5.56
Grundy County, IL	50,993	38	7.45
Kendall County, IL	130,618	63	4.82
Illinois	12,587,504	9,294	7.38
United States	332,898,996	248,526	7.47

SNAP-Authorized Retailers, Rate (Per 10,000 Population)



Note: This indicator is compared to the state average.

Data Source: US Department of Agriculture, Food and Nutrition Service, USDA - SNAP Retailer Locator. Additional data analysis by CARES, 2023. Source geography: Tract → [Show more details](#)



SNAP-Authorized Retailers, USDA March 2023

- SNAP-Authorized Retailers, USDA March 2023
- Report Location

The number of Supplemental Nutrition Assistance Program (SNAP)-authorized retailers available in Kendall County is lower than both the state and national averages. While Grundy County has half as many available SNAP-authorized retailers, when considering the populations, Grundy is on par with both state and national numbers. Kendall County has three local food pantries. The Kendall County Community Food Pantry distributes food once a week from 12pm to 6pm. The Catholic Church in Plano was funding a mobile food pantry, but funding recently ceased. Coordination with the Plano School District, St. Mary's Catholic Church, and the Kendall County Community Food Pantry resulted in a satellite food pantry in the P. H. Miller School located in Plano. In only five short months, the Plano location served 1446 customers. The demographics were mainly Hispanic Plano residents who were unable to get to the Yorkville location due to work schedules or lack of transportation. The Helmar Food Pantry, located in Newark Illinois, distributes food once a month to whomever needs it. The Harvest Baptist Food Pantry in Oswego distributes food once a month as well. Not all our community's residents in need of food qualify for food stamps, and if they do, many customers still express that what they receive is not enough to feed their families. This tells KGCA that looking at all the numbers and data sets are important. Kendall still, despite other pieces of data, has a population in poverty that needs help accessing affordable, nutritious foods.

Grundy County has six stationery and 2 mobile food pantries. They are the Channahon Living Manna Food Ministry in Channahon, Coal City Food Pantry in Coal City, Community Care Center in Braidwood, Gardner Food pantry in Gardner, Mazon Food Pantry in Mazon, Minooka Food

Pantry in Minooka, and Morris Food Pantry, who also facilitates one of the mobile food pantries, in Morris located at the We Care building. The Northern Illinois Food Bank also has a distribution center available.

### Households Receiving SNAP by Poverty Status (ACS)

The below table shows that according to the American Community Survey (ACS), 5,181 households (or 8.4%) received SNAP payments during 2020. During this same period there were 1,949 households with income levels below the poverty level that were not receiving SNAP payments.

Report Area	Households Receiving SNAP Total	Households Receiving SNAP Percent	Households Receiving SNAP Income Below Poverty	Households Receiving SNAP Income Above Poverty	Households Not Receiving SNAP Total	Households Not Receiving SNAP Percent	Households Not Receiving SNAP Income Below Poverty	Households Not Receiving SNAP Income Above Poverty
Report Location	5,181	8.4%	1,355	3,826	56,288	91.6%	1,949	54,339
Grundy County, IL	1,844	9.19%	605	1,239	18,227	90.81%	733	17,494
Kendall County, IL	3,337	8.06%	750	2,587	38,061	91.94%	1,216	36,845
Illinois	605,910	12.41%	267,748	338,162	4,278,151	87.59%	317,871	3,960,280
United States	13,892,407	11.35%	6,370,420	7,521,987	108,461,812	88.65%	8,942,077	99,519,735

Data Source: US Census Bureau, American Community Survey, 2016-20. Source geography: County → Show more details

The above Chart details households receiving SNAP benefits between 2016 and 2020. Kendall County had a total of 3,337 households receiving benefits while Grundy County had a total of 1,844 households receiving benefits. The chart below represents updated data collected between 2017 and 2021. Grundy County has slightly fewer households receiving benefits. Kendall County, on the other hand, has seen a slight increase in the number of households receiving SNAP benefits.

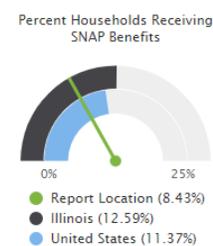
### SNAP Benefits - Households Receiving SNAP (ACS)

In the report area, an estimate of 5,342 or 8.43% households receive Supplemental Nutrition Assistance Program (SNAP) benefits. The value for the report area is less than the national average of 11.37%. This indicator is relevant because it assesses vulnerable populations which are more likely to have multiple health access, health status, and social support needs; when combined with poverty data, providers can use this measure to identify gaps in eligibility and enrollment.

Report Area	Total Households	Households Receiving SNAP Benefits	Percent Households Receiving SNAP Benefits
Report Location	63,384	5,342	8.43%
Grundy County, IL	20,159	1,763	8.75%
Kendall County, IL	43,225	3,579	8.28%
Illinois	4,930,255	620,895	12.59%
United States	124,010,992	14,105,231	11.37%

Note: This indicator is compared to the state average.

Data Source: US Census Bureau, American Community Survey, 2017-21. Source geography: Tract → Show more details



Households receiving SNAP benefits collected additional benefits after an emergency increase was approved during the height of the COVID-19 pandemic. That increase amounted to a hefty increase with any recipients receiving an extra \$95 monthly on average. These additional emergency benefits ended for all recipients as of March 1<sup>st</sup>, 2023. (Martichoux, 2023).

The number of households in both counties will likely decline over the coming year due to newly implemented changes to eligibility starting September 1, 2023. Small changes in eligibility determination have been brought about because of the Fiscal Responsibility Act. At this time changes will only be impacting able-bodied adults without dependents from ages 50 to 54. Those that fall into this group will need to prove that they are working at least 80 hours per month. Before the change, recipients between the ages of 18 and 49 already need to prove that they are working the minimum required hours per month. (Elmore and Martichoux, 2023).

In 2021 Grundy Area PADS served a total of 49 individuals consisting of 46 adults and 3 children. More than 50% of those clients received no additional benefits like SNAP or TANF (Temporary Assistance for Needy Families) despite many being eligible for additional benefits.

Grundy Area PADS Director, Janice Grant stated:

*“The lack of individuals receiving SNAP or TANF is a trend across both of our programs. It’s very interesting, even though these programs are widely known. Everyone that we serve are in survival mode. Many living paycheck to paycheck. For those that served long jail sentences and are now out and experiencing homelessness, they likely don’t know how or have limited experience using a smartphone. There is a knowledge and skill gap. There is no reentry program that is teaching those returning to society how to live in this world, the technology is moving so fast. So yeah, there are definitely barriers.”*

#### Obesity

32.4% of adults aged 20 and older self-report that they have a Body Mass Index (BMI) greater than 30.0 (obese) in the report area. Excess weight may indicate an unhealthy lifestyle and puts individuals at risk for further health issues.



Note: This indicator is compared with the state average.

Data Source: Centers for Disease Control and Prevention, [National Center for Chronic Disease Prevention and Health Promotion](#), 2013. Source geography: County

Above are the obesity rates shown from the previous version of the KGCA Community Action Plan. Below are the updated numbers. While numbers are still relatively high, the progress should be noted. Rates for both counties have dropped by at least 4%. Kendall shows an overall improvement of 7.8%. Both counties are also now below national and state averages.

## Obesity

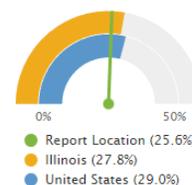
This indicator reports the number and percentage of adults aged 20 and older self-report having a Body Mass Index (BMI) greater than 30.0 (obese). Respondents were considered obese if their Body Mass Index (BMI) was 30 or greater. Body mass index (weight [kg]/height [m]<sup>2</sup>) was derived from self-report of height and weight. Excess weight may indicate an unhealthy lifestyle and puts individuals at risk for further health issues.

Within the report area, there are a total of 32,726 adults age 20 and older who self-reported having a BMI greater than 30.0. This represents a 25.6% of the survey population.

Note: In 2021, the CDC updated the methodology used to produce estimates for this indicator. Estimated values for prior years (2004 - 2017) have been updated in this platform to allow comparison across years. Use caution when comparing with saved assessments generated prior to November 10, 2021.

Report Area	Population Age 20+	Adults with BMI > 30.0 (Obese)	Adults with BMI > 30.0 (Obese), Percent
Report Location	126,642	32,726	25.6%
Grundy County, IL	37,113	9,538	25.4%
Kendall County, IL	89,529	23,188	25.7%
Illinois	9,523,557	2,673,824	27.8%
United States	239,867,275	69,961,348	29.0%

Percentage of Adults Obese (BMI > 30.0), 2019



Note: This indicator is compared to the state average.

Data Source: Centers for Disease Control and Prevention, National Center for Chronic Disease Prevention and Health Promotion. 2019. Source geography: County →

[Show more details](#)

While numbers have improved significantly over the years, there is still room for improvement. Access to healthy nutritious food is expensive and often requires more effort to prepare. Below is a KCHD customer comment on food:

*My kids are always so busy. From after school practices and activities, there isn't always time to cook a health home prepared meal. Organic food is so expensive on top of that. It's just easier to run through a McDonalds and get a quick and easy meal. Even on off nights the last thing I want to worry about is having to cook a meal."*

The Kendall County Health Department addressed the above nutrition needs of the community by planning a "Commit to Be Fit" program. Below is a summary of the plan.

Our goal at KCHD is to provide population-based programs that serve to promote physical, mental and environmental health, protect the community's health, prevent disease, and promote family socio-economic stability.

The lack of access to care and nutritional based educational programs is often found within many clients served at the KCHD. We are committed to developing an educational program that meets this emerging trend for our low-income clients and assisting in the fight against obesity and other diseases. Parents or guardians who do not instill healthy habits in their children at early ages place their children at risk for long term health consequences.

Commit to Be Fit is designed to provide a nutrition and whole wellness based educational program that also addresses lack of access to care with an eight-week cycled course. Since good nutrition is but one aspect of a family's whole health and well-being, albeit one of the most important, commit to be fit also incorporates group activities, gardening skills, fitness and nutrition education, cooking demos, mental wellness, oral health education, and assistance with access to care and socioeconomic needs.

Our team of health care professionals at KCHD along with our strategic partners have the necessary staffing and facilities to instill healthy nutritional habits at an early age, assist with social determinants of health such as stress and depression, provide social support, assist with managing affordable meals and locating food sources within the community, transportation, assist with job searches, and educate our community on environmental risk factors such as smoking and UV rays. Our proposed project will illustrate a forward movement on the implementation of the PH 3.0 concepts.

The Kendall County Woman Infants and Children (WIC) Program is going strong even during the crazy days of the COVID pandemic. The USDA that administers the WIC Program, has allowed the program staff to work remotely by conducting appointments over the phone, through the use of waivers that remove the in-person requirement for participants. This has kept mothers and babies safe throughout the pandemic. The caseload has increased since the start of the pandemic. Clients reportedly find phone appointments much more convenient and safer for their families. The present allocated caseload for the WIC program has increased from 640 participants in 2021 to 738 participants in 2022. Currently, 750 clients are enrolled. Outreach efforts continue daily.

Kendall County's WIC Program is also working on issuing Farmer's Market Nutrition Program benefits for WIC clients. This State of Illinois program allows WIC families to receive additional benefits to be spent at the local Farmer's Markets to purchase fresh, locally grown produce. Participation in this program is optional however this program is a WIN-WIN for community families and local farmers alike.

The WIC Program continues to strive to grow as they move into 2023. One new initiative for the coming year is to focus on increasing breastfeeding rates in Kendall County. The pandemic and the national formula shortage have created an environment that lends itself to more women choosing to breastfeed their babies. WIC is the perfect place to educate about breastfeeding and its advantages for mothers and babies.

Grundy County's health department addressed obesity rates in their most recent 5-year Community Health Improvement Plan. Below is a list of Community input concerning obesity in Grundy County that was published in Grundy County's Community Health Needs Assessment and their outcome and intervention strategies addressing health education.

#### **Community Input – Overweight and Obesity**

Stakeholder interviews identified the following issues, challenges and barriers related to overweight and obesity:

- Nationwide, there is pretty good evidence we aren't making a lot of progress in addressing obesity. It is becoming more common and can lead to diabetes and cardiac problems. Morris is trying to get a YMCA off the ground with help from Joliet YMCA, not sure they have any other programs that address that. Some provide health clubs throughout region, coaching, but other than YMCA or park district cost may be a barrier as well.
- We eat a lot of fast food and processed food. People are ingesting things we didn't ingest 30 years ago.

- We are doing more to promote healthy eating and exercise at schools and we are starting to see a difference.
  - There are plenty of exercise facilities in the area: YMCA, 24-Hour Fitness, yoga studios. We have access to places to exercise, walking, running, and tennis clubs.
  - Our sedentary lifestyles, large portions, behavioral management increase obesity. And in winter it is not as easy to exercise.
  - Everyone sits in front of a computer all day. Kids especially don't get enough exercise. People need to move.
  - On TV all we see are food advertisements. We just need to eat right and exercise and maintain a healthy weight.
  - There is a lack of activities for people and numerous taverns and bars. People sit around and eat and drink. People say I can't wait until the kids graduate so I can leave here.
  - This issues leads back to lack of education and proper diet and nutrition. Some local resources like the YMCA and the Diabetes Center offer classes on nutrition.
  - Grundy County is not very walkable. Not very friendly in terms of getting exercise. There is lot of obesity in Grundy County. There is a lack of access to exercise, or don't have time, working a lot, have children, it's not convenient, general apathetic attitude to living healthy. Fast food is celebrating – you cap off your work week with a pizza. Widespread public education is needed.
  - We don't have community based programs. We have a YMCA but you must pay to join and that is a stopping point in communities where people don't have jobs. There is only one grocery store in Dwight, and none in Gardner. They are forced to buy from family restaurant or Subway-type restaurant. Food pantries and hospital help coordinate the food pantry drop off and outreach programs.
- 
- People who want to make meaningful changes in their life want to be refreshed and want to go to things that are inspiring. People want to go where others ready to make the same changes.
  - Farmer markets are really for the upper middle classes. Usually people in their 20s and 60s cannot afford that.
-

### **Outcome Objective**

- By 2021, increase the percentage of Grundy County adults by 10% who receive health education and prevention information and services.

### **Impact Objectives**

- By 2021, increase Grundy County residents' awareness of health education and preventive services available in the community.
- By 2021, reduce barriers in the community to access needed health education resources and preventive services.

### **Intervention Strategies**

To address Prevention and Education needs, Grundy County Health Department will:

- Utilize existing funding and seek new funding to hire a Health Educator whose main role will be to implement and monitor Prevention and Education activities.
- Participate in health education and wellness events throughout the county
- Promote Prevention and Education during our monthly radio spot. A new topic will be discussed monthly.
- Participate in community activities by attending and providing prevention information on relevant health topics (i.e. substance abuse, obesity, etc.).
- Continue to work with community stakeholders to provide messages about Prevention and Education.
- Provide Prevention and Education health topics during appointments with clients.
- Continue to provide WIC services in Grundy County and incorporate a Prevention and Education component.
- Work with local care providers to offer Prevention and Education clinics (i.e. blood pressure checks, blood sugar level checks, nutrition course, etc.)
- Continue to provide educational opportunities including, but not limited to:
  - Food Service Sanitation Managers Certification Course
  - Youth Mental Health First Aid
  - Nutrition
  - CPR, First Aid and AED

### Community Resources

- Morris Hospital
- Behavioral Health Alliance
- Community Foundation
- County Coroner
- Grundy County Health Department Board of Health
- Grundy County Interagency Council (GCIC)
- Grundy County Chamber of Commerce
- Illinois Department of Human Services (IDHS)
- Illinois Department of Public Health (IDPH)
- Mental Health Advisory Committee
- Schools
- State's Attorney
- Substance Abuse and Mental health Service Administration (SAMHSA)
- Other organizations within the county that support Prevention and Education.

### Estimated Funding needed for Implementation

The most critical component for the Health Department to fund is a full time health educator. This person will be responsible for all Grundy County Health Department prevention and education activities. Additional funding will be needed to participate in health education and wellness events as well as provide education materials. The Grundy County Health Department will team up with local partners and seek grant

opportunities that best support a prevention and education component, filling in the gaps of identified needs without duplicating services.

Below are Grundy County's WIC numbers from their last annual report.

NURSING	2022	2021	2020	2019
Communicable Disease Investigation	5,755	4,317	3,830	230
Immunizations Administered, Child	447	374	436	694
Immunizations Administered, Adult	2,858	42,617	282	540
Tuberculosis Tests	107	41	78	175
WIC Certified (average/month)	490	303	305	328
Family Case Management (average/month)	99	123	146	203
Fecal Immunochemical Test (FIT)	0	0	0	4
Lead Case Management	0	0	0	17
Vision Screenings	98	235	14	379
Hearing Screenings	119	337	14	436

## Transportation

The Customer Needs Assessment addressed the current conditions concerning transportation in both counties. The survey question focusing on transportation needs given to KGCA's reporting area customers is below, as well as the results:

Which transportation needs could you or your family use help with: (Please check all that you feel apply)

Having access to public transportation

Having dependable transportation to and from work

Getting financial assistance to buy a dependable car

Getting financial assistance to make car repairs

Getting myself to and from school

Getting financial assistance to buy car insurance

Getting financial assistance to pay car registration or license fees

Getting a driver's license

Getting to and from medical or dental appointments

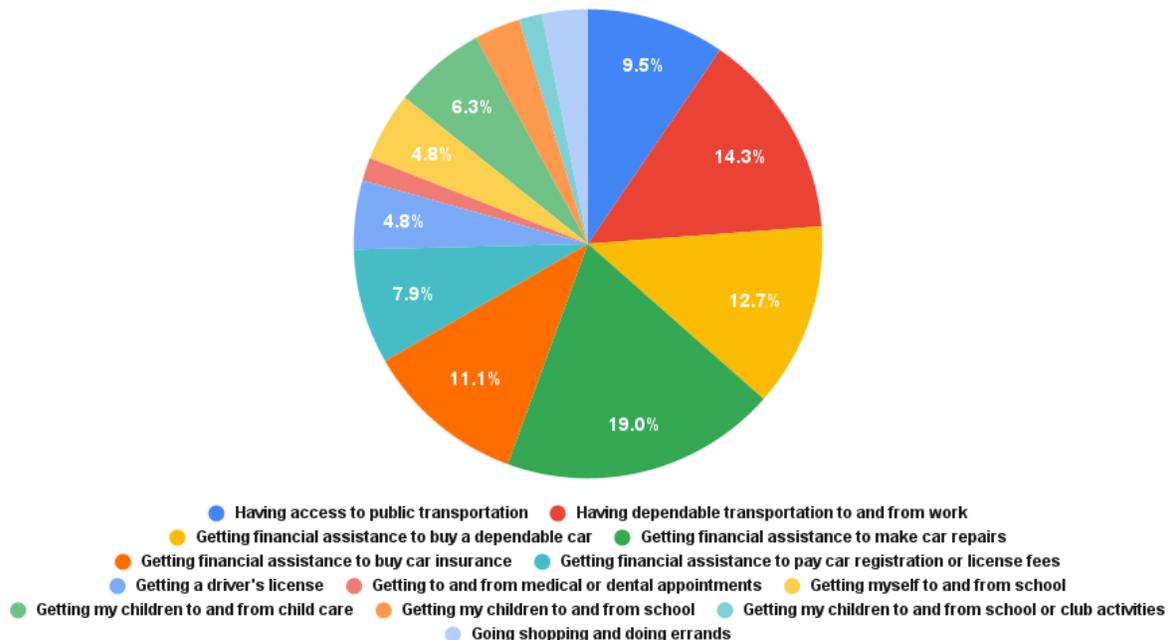
Getting my children to and from child care

Getting my children to and from school

Getting my children to and from school or club activities

Going shopping and doing errands

**Grundy County Transportation Need Assessment (customers)**



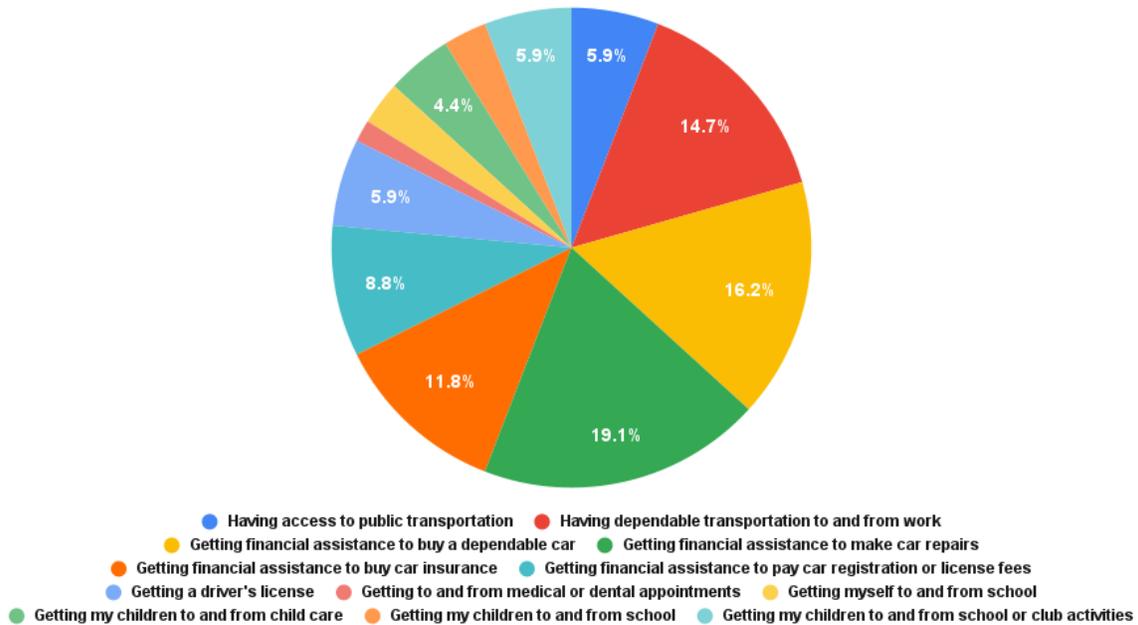
Top four responses were:

- 19%: Getting financial assistance to make car repairs
- 14%: Having dependable transportation to and from work
- 13%: Getting financial assistance to buy a dependable car

- 11%: Getting financial assistance to buy car insurance

As for the remaining responses, 10% reported needing access to public transportation. 8% reported needing financial assistance to pay for car registration or license fees. 6% reported needing assistance getting themselves to school. 5% reported needing assistance in obtaining a driver’s license and with getting their children to and from childcare. 3% reported needing help with going shopping and doing errands and getting their children to and from school. 2% reported needing assistance with getting to and from medical and dental appointments, and getting their children to and from school or club activities.

**Kendall County Transportation Needs Assessment (customers)**



Top four responses were:

- 19%: Getting financial assistance to make car repairs
- 16%: Getting financial assistance to buy a dependable car
- 15%: Having dependable transportation to and from work
- 11%: Getting financial assistance to buy car insurance

Also noted were the following:

8% of Kendall County customers reported that they needed financial assistance to pay car registration or license fees. 6% reported that they needed access to public transportation, getting their children to and from school or club activities, and needed help getting a driver’s license. 4% reported that they needed assistance getting their children to and from childcare. 3% reported that they needed assistance getting their children to and from school and getting themselves to and from

school. 2% reported that they needed help getting to and from medical or dental appointments. 0% reported going shopping and doing errands.

Both counties identified getting financial assistance to make car repairs as their number one need for transportation. The similarities do not end there. Both counties shared all of the same needs as their top priorities for transportation. KGCA believes that this trend is likely due to increased interest in keeping and maintaining available transportation. Customers are holding on to cars much longer, likely a result of chip shortages, empty car lots, and sky-high used car prices.

Modern cars can contain as many as 150 tiny processors, controlling everything from engine timing to touchscreen units. As the COVID-19 pandemic triggered travel restrictions, demand for new cars plummeted. Automakers slowed down production plans and reduced their orders for new microchips. The misconception is that production of chips slowed down. In reality, chip factories didn't slow down. Consumers, many working and attending school from home for the first time, bought more electronics. When lockdowns restrictions began to ease up, automakers tried to increase their chip orders. By this time, however, chip factories were too busy to accommodate them. Chip production has the ability to recover. Although, there is a strong possibility that automakers will not return to the old days of building so many cars that dealers mark them down to sell them. Car manufacturers like Ford, one of the largest, has publicly suggested the possibility of moving to a business model where consumers order cars before they are built. (Tucker, 2022).

Increased car prices, limited availability of new cars for the foreseeable future, and changing technologies all play a large role in the current state of transportation needs. This is a phenomenon that exists not only in Kendall and Grundy counties but throughout the whole nation. Transportation services will be needed to help supplement transportation needs.

Public transportation in both counties is in high demand. Kendall County has Kendall Area Transit (KAT), a local paratransit bus service that began in early 2010. Since then, they have provided over 100,000 trips at a very modest cost to Kendall County residents. Residents must call ahead no later than one day before their ride, so while the service is helpful, the scheduling can be burdensome. KAT recognizes the increased need and is trying to find additional ways to address it. KAT has implemented new systems and processes, increased service, and adjusted to become more customer friendly to users.

Ridership continues to be steady with seniors making up for the majority of ridership. So far in 2022, 4,537 rides have been provided to the general public, 11,032 to seniors, and 5,280 to those with disabilities. Most rides have been related to education and medical necessities. Compared to 2019 ridership for nutrition is down significantly. In 2022 there have been 82 rides related to nutrition versus 634 in 2019. It should be noted that 2019 statistics account for the entire fiscal year while 2022 statistics only account for July 2021-May 2022. However, with only one month left in the fiscal year, KAT would have to serve 552 nutrition-related rides to catch up to pre-COVID numbers. It should be noted that ridership related to medical has increased exponentially from 2019. In 2019 566 rides were related to medical while in 2022 9,712 rides were related to medical.

The Voluntary Action Center (VAC) released their annual review report for 2022. In the review it was reported that Kendall Area Transit (KAT) registers over 200 new riders each year. VAC also reported that KAT transports riders to medical sites in Kendall, Kane, Will, DeKalb and LaSalle Counties, recording 25,820 rides in 2022 with an overall daily average of 89 rides each day. The

transportation is utilized mostly by riders needing transportation to medical appointments and to get to their places of employment. (Voluntary Action Center, 2022).

Throughout 2023, Kendall Area Transit (KAT) needs more buses to meet the demand of requested rides. KAT has had no other choice but to turn some riders away. To address the transportation needs of Kendall County, more funding is needed. KAT is pursuing more funding from local municipalities to secure more buses and a new facility to house an expanding fleet.

Grundy County has a similar version of public transportation; the service is called the Grundy Transit System (GTS). It has been in service since 1999 with limited run-days, but it is helping to fill transportation voids. Morris has a hospital bus that will deliver low-income individuals and seniors to their doctor's appointments, but many people, due to the need for transportation, tend to misuse this system. They may ask to be dropped off at the doctor's office and then walk instead to the grocery store in order to fulfill other needs.

Grundy Transit System (GTS) is planning to expand. In 2015 Grundy County received a \$500,000 grant to build a new bus barn. In 2022 Grundy County received a \$2 million grant from the state to further expand. County officials are planning for a large 20 bus facility. Currently, GTS is housed within the Grundy County Highway Department building. The new facility is planned to be located next to the Grundy County Highway Department building. (Ritz, 2022).

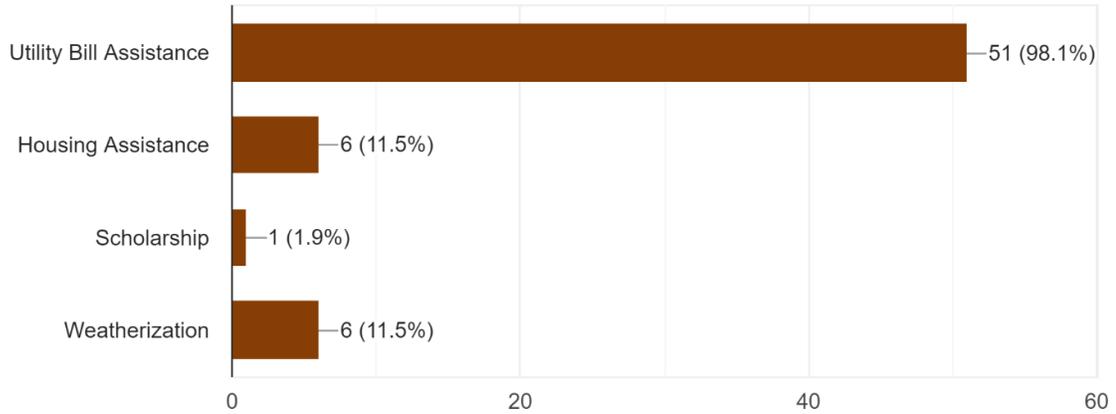
As of July 10<sup>th</sup>, 2023 Grundy Transit System (GTS) ride prices have increased. Prices have not increased since 2012 and will only increase by \$1 for in-county rides. The previous price for the ride was \$3 and will be raising to \$4. Out-of-county rides will increase by \$2, going from \$4 to \$6. Dollars from the price increase will go toward paying staff and maintaining vehicles. (Ritz, 2023).

These services are a push in the right direction, but the increased number of people needing rides and the limited buses make it difficult to ensure that people are making it to school, work, or even a job interview on time. Neither service operates on the weekends, early mornings, or late afternoons, all of which are a low priority based on the financial constraints and lack of vehicles for both services at this time.

## Results of the Kendall-Grundy Community Action Consumer Insight Instrument for PY 23:

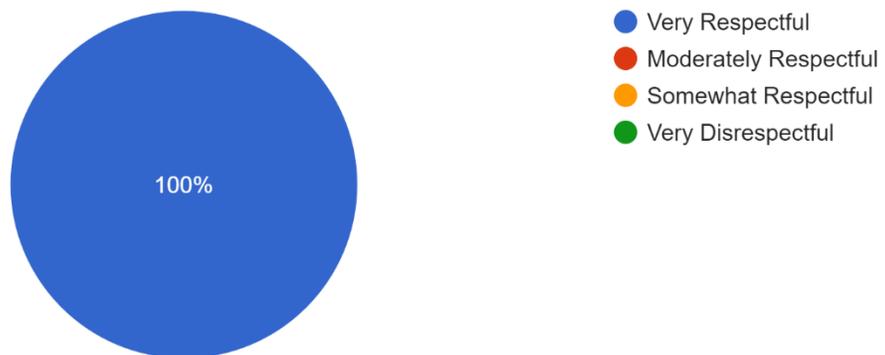
What services are you looking to receive today?

52 responses



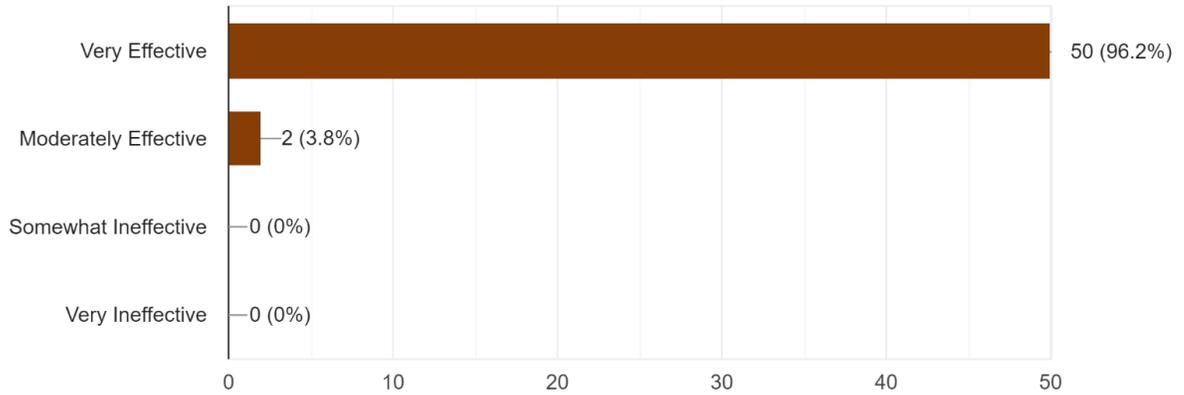
To what extent were you treated with respect by all staff?

51 responses



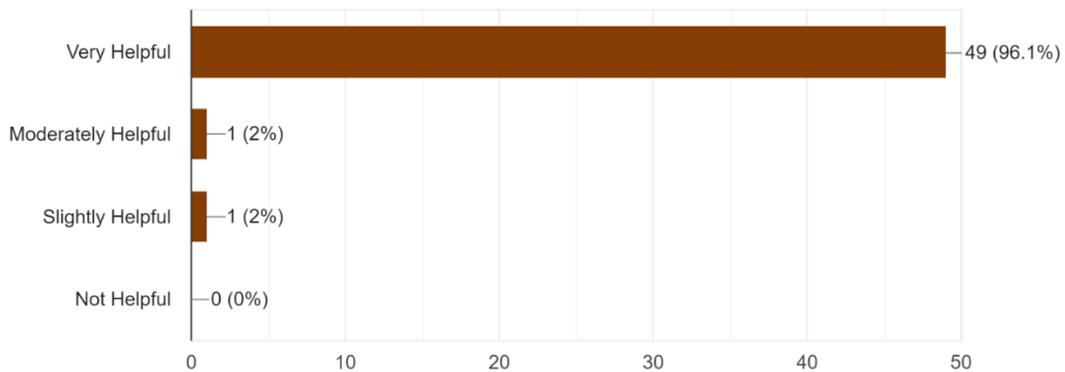
Please rate the effectiveness/helpfulness of service you received.

52 responses



If you received assistance from Community Action, to what extent are we helping you to understand the reasoning behind and importance of energy conservation?

51 responses



Most clients participating in the program received Energy Assistance. Of those that participated 100% found KGCA to be very helpful. This shows a 5% increase from the 2022 survey. 96.1% of clients reported that KGCA helped them to understand the importance and reasoning behind energy conservation. Customers also have the option to comment on their experiences while receiving energy assistance. Some responses are listed below:

- Everything went smoothly and very professionally.

- Wow! My assistant was very helpful and knows what to do and follow up was very good. They treated me specially and even waited for me to look for all my documents. Thank you again!
- This helped me so much and they were so professional.
- Very nice and helpful!
- All the help that is given will be very much appreciated.
- I was treated with great kindness by all staff! Thank you all.
- Grateful that there are services like this and that I was treated respectfully while asking for help. Thank you.
- Very professional and great customer service.
- \*\*\*\*\* was very helpful with providing resources for me to look into. I really appreciate them going the extra mile.
- \*\*\*\*\* was very nice and respectful toward me.
- \*\*\*\*\* did a great job walking me through all that was needed and getting me the help that I needed now. Thanks!
- \*\*\*\*\* is awesome! Very thankful to have been serviced by them. They treated me with the upmost respect and kindness.
- \*\*\*\*\* was very helpful and made me feel comfortable.
- \*\*\*\*\* was very professional and courteous. They were willing to help us. We're appreciative for them and this service.

# Description of the Service Delivery System

The Kendall County Health Department's first annual report, referred to as the *Kendall County Nurse Report*, was completed in 1965. In November of 1972, the voters of Kendall County passed a referendum which established the Board of Health's current governing structure. In 1996, Community Action, the Health Department, and Human Services merged into one health services organization governed by the Board of Health.

The Kendall County Health Department has four units, each offering essential services and core functions in public health; physical, mental, environmental, and socio-economic health and well-being. The four units are titled; Community Actions Services, Mental Health Services, Community Health Services, and Environmental Health Services. Elements of emergency preparedness and response, health education, and continuous systems improvement are integrated and practiced across the Health Department. Administrative/Support is integrated through all of the units. Administrative/Support functions exist in order to serve every staff endeavor in the aforementioned areas so that staff may most effectively serve the health and well-being needs of our community.

As a Community Action Agency (CAA) located in what continues to be one of the fastest growing areas in the nation, as well as an area experiencing negative community impact due to high foreclosure rates, we are committed to meeting the needs of our customers. With the recession, the aftermath, the growth, and our statistics comes a demand for new services and the need to be aware of new priorities. Throughout the past few years, we have spent a considerable amount of time discussing the flux in population demographics, as well as the impact of COVID-19. Thanks to our work implementing and the impact of our 5-year Community Health Improvement Plan, as well as performing constant community surveillance, we have been researching ways to combat the multi-faceted challenges our population is currently facing.

As we worked on Kendall-Grundy Community Action's (KGCA) Community Action Plan (CAP), we were able to come together as a cohesive group to prioritize the needs of our community. As we continue to move forward, our priority as a community action agency is to address the continual growth of both Kendall and Grundy counties, the impacts of COVID-19, the rising costs of home energy and the ongoing aftermath of the foreclosure issue facing Kendall County. KGCA is helping the community reach and remain on the right path to self-sufficiency despite some of the obstacles that may come their way.

KCHD is the chief provider and/or referral source for both personal and mental health promotion. KGCA is a unit of the Kendall County Health Department (KCHD) serving Kendall and Grundy counties with Low Income Home Energy Assistance Program (LIHEAP), Illinois Home Weatherization Assistance Program, Community Services Block Grant (CSBG), and Domestic Violence Response Team (DVRT). KGCA proposes to address all the principal needs identified in the Community Action Plan. Agency projects, as well as outside resources, will continue to be coordinated to service many of the principal needs of the community.

Needs: Throughout the agency's service area, only a small percentage of all housing is subsidized. The average fair market rent (FMR) cost for a two-bedroom apartment in Grundy County is \$1,247 and for Kendall it is \$1,438. The average cost of rent in Kendall and Grundy County is often even higher than those numbers listed. The high cost of rent in the area can make it very difficult for low-income households to maintain adequate housing.

Services: Low Income Home Energy Assistance Program (LIHEAP) funds are used to assist eligible households in meeting the costs of home energy. The Illinois Home Weatherization Assistance Program (IHWAP) assists low-income households by helping/guiding them on ways to save on utility bills while increasing the health, safety, and comfort level of their home. Information, referrals, and housing-related counseling are provided. Many customers call KGCA for assistance in paying their monthly rent or mortgage. KGCA facilitates the local board for the Emergency Food and Shelter program. This board allocates funds to other local agencies to provide emergency food and shelter to people in need within the community. One of the agencies in Kendall County, Community Benefits, provides rental assistance and KGCA customers can pick up and drop off an application at our office. A Community Benefits volunteer picks up the finished applications at our office on a weekly basis. Clients are also referred to St. Vincent De Paul for assistance with rent when funding is unavailable. In Grundy County, KGCA refers clients in need of rental or mortgage assistance to We Care of Grundy County and Help for Hope. All clients are also referred to their respective local townships for general assistance if/when township funds are available. KGCA also refers community members of both counties to Catholic Charities Diocese of Joliet for rental and mortgage assistance.

Needs: Low-income households cannot afford to eat adequately and lack the knowledge to purchase and prepare well-balanced meals. Food pantries in the area are serving more families who are above the poverty level but are struggling to meet basic needs. The SNAP program has changed their eligibility requirements so that more families and individuals are able to qualify, however, the allocation of assistance to each family has been decreasing. Kendall and Grundy counties currently do not host a local SNAP office, nor is there one in close proximity.

Services: KGCA refers customers to local public aid offices and food pantries. The Salvation Army also gives KGCA ALDI and Jewel gift cards to give to customers who need emergency food and supplies on a regular basis. KGCA also refers customers to the Women, Infants, and Children (WIC) program if the customer is a new mother. Each client is screened during intake for any programs offered by KGCA. Clients are asked if they receive SNAP benefits or WIC. Clients are then referred based on their expressed needs. The WIC program is facilitated through the KCHD's Community Health Services (CHS) unit. CHS offers WIC customers access to a fruit and vegetables 'teaching garden' which has been planted on health department grounds. Fresh fruits and vegetables are available at the front desk for anyone that walks into the front doors of the health The Grundy County Health Department also provides WIC services in their nursing division and has a garden planted on their grounds.

Needs: Low-income people need supplemental funds to continue their education, resulting in greater self-stability.

Services: KGCA implements a scholarship program for economically disadvantaged students in cooperation with Illinois businesses, industries, and community colleges. This program is funded through Community Service Block Grant (CSBG) funding to aid in the acquisition of vocational skills training and higher education. KGCA also refers customers seeking education assistance to

the local Workforce Innovation and Opportunity Act (WIOA) offices, also referred to as One-Stop Shops for job seekers.

Needs: While the information is reflective of unemployment as an improving issue in our community, customers still express a need for more jobs, mostly with a focus on are permanent jobs that provide full-time hours and a living wage.

Services: KGCA offers internship opportunities in our own office for low-income people who are in need of fulfilling an internship for accomplishing their degrees. KGCA has partnered with Northern Illinois University and Aurora University to recruit interns that may be interested. KGCA also refers customers to WIOA supports and has a current memorandum of understanding with the local WIOA offices to ensure that both agencies are working together to assist customers who are in need of employment.

Needs: Current evidence shows a growing homeless and poverty-stricken population in both Kendall and Grundy counties. With homelessness and poverty comes a demand for emergency food, shelter, and other crisis assistance. Yet funding cutbacks made it difficult for community organizations to meet increasing emergency needs.

Services: KGCA refers persons in crisis to Community Benefits, Kendall County food pantries, We Care of Grundy County, as well as Catholic Charities for emergency assistance. At this time, Kendall County PADS has officially disbanded. Grundy County offers emergency shelter and rapid rehousing through their Grundy Area PADS shelter. Grundy Area PADS is expanding to assist those in need of shelter in Kendall County. KGCA refers those experiencing homelessness to Daybreak Shelter and Morning Star in Joliet. Referrals are also made to Hessed House in Aurora depending on availability. Kendall Grundy Community Action coordinates with the Continuum of Care of Will-Kendall-Grundy and is active with the United Way of Will County Continuum of Care the lead agency for KGCA's service area.

Needs: Local law enforcement has experienced an increase in domestic violence cases since the beginning of the COVID-19 pandemic. The increase in reported cases is possibly perpetuated by the COVID-19 Stay-at-Home Order. Criminal cases regarding domestic violence can take over a year to be closed. Those escaping domestic violence often require financial assistance among other resources.

Services: To address the rise in domestic violence, the Kendall County Domestic Violence Response Team (DVRT) was created in January of 2020. The team consists of the Kendall County States Attorney's Office who presents the domestic violence case in criminal court, the Kendall County Sheriff's Office who investigates complaints to inform the courts during case prosecution, the Kendall County Health Department who provides community resources to facilitate independence to victims, and Mutual Ground who provides support through legal advocacy and counseling services to the victims.

### **Performance Outcomes Management Plan**

The Kendall County Health Department's Performance Outcomes Management Plan is implemented annually to educate both staff and stakeholders about, and provide for, the efficacy, efficiency, and ethics of the organization. Efficacy refers to the relationship between outcomes and change. Efficiency refers to the pragmatic and prudent acquisition and distribution of fiscal, material, and personnel resources. Ethics refers to the more abstract aspects of outcomes such as communication of outcomes, intent of outcomes, and the integrity of the outcomes.

### **KGCA's Performance Outcomes for 2022**

Kendall Grundy Community Action Services endeavors to increase the numbers of individuals and families residing in Grundy County served by our Low Income Home Energy Assistance Program (LIHEAP) in large part by raising community awareness/increasing community access through strategic outreach.

Kendall Grundy Community Action Services quarterly will assess via STARS the number of Grundy County LIHEAP applications received as well as the numbers and types of outreach conducted.

**Forecasted Outcomes-** CAS will realize a 25% increase in Program Year 23' Grundy County resident LIHEAP applications over Program Year 22' (for a total of 1,017 applications in 2023)

#### **Actual Outcomes-**

**Start of py 22 = 754**

**1st Qtr 2022 = 249**

**2nd Qtr 2022 = 130**

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**Forecasted Outcomes-** CAS will realize a 25% increase in Program Year 23' Grundy County resident LIHEAP applications over Program Year 22' (for a total of 1,017 applications in 2023)

#### **Actual Outcomes-**

**Start of py 23 = 757**

**1st Qtr 2023 = 306 - 23% increase**

**2nd Qtr 2023 = 178 - 28% increase**

## Accessibility Plan

The Kendall County Health Department Accessibility Plan is created in consideration of persons served, personnel, and stakeholders. To ensure best practices, the Kendall County Health Department Accessibility Plan may consider accessibility to be inclusive of architecture, environment, attitudes, finances, employment, communication, and transportation.

- Architecture

The health department will create and maintain an atmosphere of openness and equal opportunity which requires a physical environment designed to eliminate potential barriers. Annually, facilities management staff conduct health department inspections for ADA compliance. In the event of a finding, the implementation of necessary corrections will be made and documented.

- External Environment

The health department works diligently to enhance accessibility to health and wellbeing information and advocacy with particular reference to vulnerable groups and those most in need. Vulnerable groups in society are often most in need of health and social services but may have great difficulty in accessing them. Identifying barriers to access and putting initiatives in place to combat them is central to the work of the health department.

- Attitudes

The health department views persons served as vital community partners. Health department staff understands the importance of each individual's diverse needs and the necessity to utilize person-centered thinking when providing culturally competent and culturally equitable assistance.

- Finances

The health department maintains modest fees for services. These fees are set at or below comparable services of analogous counties. Also, the mental health unit utilizes a sliding fee scale fee structure for all services. To further increase access to care, health department also accepts several types of insurances for most mental health and community health services.

- Employment

When a position is made available at the health department, the position is advertised internally and when necessary, externally. The hiring procedure follows an ethical and culturally competent and culturally equitable process to ensure that the most qualified candidate is hired.

- Communication

The health department hosts internal Spanish interpreter availability and access to over 200 other languages through an offsite interpreter translation service. Additional assets to linguistic access at the health department include: translated paperwork, accessing brail, enlarged font, and TTY calls.

- Transportation

When personal transportation is not available, local resources such as a cab service or Kendall Area Transit (KAT) are available to assist in transportation efforts for consumers of the health department at their expense.

**Accessibility Plan Goal:** In order to ensure accessible community information and informatics, the health department will maintain a relevant and user-friendly website that will be reviewed annually through the year 2027.

Each quarter, the health department is inspected for accessibility and safety concerns inside and around the parameters of the building. Each inspection is approached with a fresh lens to ensure nothing is overlooked. All findings are then documented, and work orders are submitted and completed as a corrective action plan.

The **Featured News** section of the health department website hosts health articles that are relevant to current conditions that may affect our residents.

The **Featured News** articles include:

- PSA: Kendall Grundy Community Action, a division of KCHD, Announces the Start of the Energy Assistance Program - KCHD
- PSA: First West Nile Virus Positive Mosquito Samples - KCHD
- Illinois Officials Remind Residents to Use Caution When Recreating in Illinois Waters and Be Aware of Harmful Algal Blooms – IEPA IDPH
- Public Health Officials Warn About Salmonella Outbreak Affecting NE Illinois – IDPH
- Gov. Pritzker Hails Health Care Heroes as State Ends COVID-19 Public Health Emergency - Office of the Governor, JB Pritzker
- IDPH Urges Illinoisans to Get Educated About Tickborne Illnesses at Start of Lyme Disease Awareness Month – IDPH
- PSA: March is National Nutrition Month - KCHD
- PSA: Warmer Weather Welcomes Ticks - KCHD
- PSA: Teen Dating Violence Awareness Month - KCHD
- PSA: Vacation and Vaccines - KCHD
- PSA: Scholarships for Kendall and Grundy County Residents - KCHD
- PSA: Emergency Food and Shelter Funds Available to Qualifying Agencies - KCHD

- PSA: Polyfluoroalkyl Substances- KCHD

To view a sample of Featured News, please go to [www.kendallhealth.org/news/](http://www.kendallhealth.org/news/)

The **Upcoming Events** section of the health department website hosts information about; speaking engagements, health fairs, community education presentations, and family activities that are happening either at the health department or hosted by external stakeholders. To view a sample of Upcoming Events, please go to [www.kendallhealth.org](http://www.kendallhealth.org)

Some of the important health topics that were shared through social media (Facebook, Instagram and Twitter) include; Promotion of Kendall County 2-1-1, Infant/Early Childhood Mental Health Consultants, Vaccination, Mosquito Surveillance, Updates on the Illinois Farmers Market Program, Thompson Junior High Curriculum Night, Information about the start of LIHEAP, Emergency Preparedness, Mosquito and Tick Awareness, Back to School Vaccines, Heat Related Illness, Heat Impacts on Vulnerable Populations, and National Fentanyl Prevention and Awareness Day.

Furthermore, the website is host to a Kendall County Resource Directory, Green Pages, programmatic detailed information about our services, fee schedules for services; it provides access to required paperwork, and valuable health data, that are monitored for accuracy and accessibility for our residents.

# Description of Linkages and Coordination Efforts

The Kendall County Health Department is the core provider of services, resources, and planning. We are unique in that we have many services under one roof. This allows customers to have access to many departments and a whole-health experience during one visit.

We have a *no wrong door* design. The goal is to provide services that promote self-sufficiency and stabilization. We are committed to assisting customers in obtaining entitlements and successfully linking them to sets of services that promote self-determination with regard to the unique needs of each individual/family that comes to us for help.

Our commitment to providing our customers with timely, quality linkages and referrals emphasizes the goals and objectives of KGCA. The first is to encourage self-sufficiency, while recognizing the need for transitional, direct services for those faced with poverty and crisis. The second is to maintain an up to date Information and Referral program. KGCA/KCHD programs are tied effectively together and staff members from all programs cooperate and work together for the benefit of the customer. On the local level, KGCA/KCHD provides long range planning by tracking requests for services, as well as identifying gaps and duplications in services. This allows us to keep an updated list of service providers. KGCA/KCHD serves Kendall and Grundy Counties with Low Income Home Energy Assistance Program LIHEAP, Illinois Home Weatherization Assistance Program (IHWAP), and Community Services Block Grant (CSBG).

All CSBG eligible households will be referred to other appropriate services as part of meeting the household's individual needs. The coordination of resources with other agency programs is key and continuous. We will also continue to join forces with community members and partner agencies to address the needs and opinions on health and health care, housing, utilities, income, transportation, social activities, and other issues related to daily life.

KGCA staff are familiar with and cross-trained in all KGCA agency programs. All CSBG eligible households are referred to other appropriate agency programs as part of linking the household's needs to programs providing services.

We are committed to working with area stakeholders to ensure we are providing the necessary programs to meet the needs of our customers. The intent is to afford residents and customers one-stop access to county health and social services. This is especially important in an area with limited public transportation. The Department also houses CASA (Court Appointed Special Advocate), Kendall County Housing Authority, Veterans Assistance Commission, and the local Workforce Development Division. To date, the one-stop concept has worked well as reflected in feedback from both staff and customers alike.

Public relations and marketing efforts are on-going. Monthly media releases are sent to local newspapers, radio stations, and television. We post informational flyers and make presentations to community businesses and clubs and other agencies. Targeted outreach sites are senior centers, housing complexes, church groups, employment agencies, schools, and other social service agencies. We are an active member of the National Association of Community Action Agencies, the National Association of Housing and Redevelopment, Coalitions of Citizens with Disabilities, the National Association of Energy Engineer, the Association of Information and Referral Services, the Coalition to End Homelessness, the Illinois Ventures for Community Action, and the Illinois Community Action Association.

Other efforts to maintain effective delivery of coordination and linkages include the development and implementation of the KCHD Strategic Plan. We also have a lead role in the KCHD 5-year Community Health Improvement Plan which identifies and leverages strengths and opportunities in the local community regarding public health. These discovered opportunities help inform goals for us to address in a five-year span including goals for improvement on the community's social well-being.

KGCA annually pursues and obtains valuable customer insights intended to identify gaps in service. The survey covers characteristics such as demographics, housing, education, employment, and nutrition. The survey asks the customer to speak of any issues that they feel the reporting area may be experiencing or that they may personally be experiencing regarding those characteristics.

A separate survey is also given to board members, stakeholders, and other community members that may not have a chance to visit the office. This separate survey also addresses the same socioeconomic characteristics.

The outcomes of referrals, case management, and follow-up consults also affect how we continue to perform and provide our programs. If customers are not reaching a higher level of self-sufficiency and continuously keep seeking assistance year after year, we reflect on what may be the cause of this behavior and strive to create linkages and innovative programs to alleviate these reoccurrences.

This data from the surveys and outcomes of programs and performance assists us in identifying the needs of the community and what service gaps may exist. This in turn helps inform a plan with goals and outcomes that serve to address these needs and gaps. This system is a process of management and accountability practices better known as Results-Oriented Management and Accountability, or ROMA. ROMA is the way we incorporate the use of our program outcomes and results into evaluating whether we are assisting our customers in the best possible way with the resources that are available. As of February 2017, KGCA has had a ROMA implementer on staff, our Assistant Executive Director.

## **CULTURAL EQUITY PLAN**

This cultural equity plan has been set forth in order to respond to the diversity of stakeholders with respect to; age/agedness, ethnicity/race, gender/orientation, language/literacy, mental health, physical ability, socioeconomic status, and spiritual beliefs. Cultural diversity also includes concepts of status, dress/modesty, family traditions, health values, help-seeking behaviors, matters of privacy, personal boundaries and spiritual identity. Efforts to reduce population health disparity is more likely to succeed if it is part of a broader culture of equity. Fostering a culture of equity can have significant benefits for an organization. When an organization values a culture of equity, the staff shares an understanding of equitable care and places high value on its delivery. Similar to a culture of quality, a culture of equity will be essential to the success of quality improvement that seeks to reduce population health disparities.

## **PARTNER PARTICIPATION**

Persons served are vital community partners. Such clients often experience community barriers due to educational, linguistic, or socioeconomic disparities. Client input into services may occur in any of the following 15 ways; Effectiveness Insight Instrument, individual service/treatment planning,

governance participation, community health assessment, community health planning, strategic planning, or other spontaneously rendered insight. Another way that client participation input into their own services is achieved by asking them about the usefulness of services following the rendering of those services. Client centered services are influenced by abilities, culture, needs, strengths, and desires/preferences of the person served.

## COMMUNITY ENGAGEMENT

Engagement with community groups that reflect community diversity may contribute to an understanding of cultural trends free of a deficit discourse. These community engagement efforts include outreach to community action, environmental health, mental health, and physical health networks, community resource team, community churches, community schools, senior centers, outreach efforts to community members having difficulty accessing services, and enhanced engagement with current clientele of direct services. The health department is committed to utilizing diverse forms of social media in order to access diverse populations, keeping in mind that electronically prepared vehicles of communication are also accessible to those with mobility impairments. Community engagement also occurs through these vehicles of health information: *Annual Report, Community Events, Oral Communication, Brochures/Flyer, Educational Materials, Press Release, Bulletin Board, Facebook/Twitter Feeds, Care Coordination, Local Radio, Quarterly Newsletter, Coalition Building, Website, Community Assessment/Planning, Newspaper Article*

## RECRUITMENT & RETENTION

Professional development related to culture, diversity, and cultural competence is strongly supported. Existing organizational training should carefully embed relevant diversity topics within the training. The intent of embedding cultural competence into training or in developing any training around cultural competence is to promote ethics and efficacy with regard to serving diverse populations. That is to say that cultural competence will be a part of ongoing training. Assertive efforts will be made to recruit diversity that is representative of cultural competence for leadership positions, management positions, support positions, and direct service positions through both the employment posting and the interview process.

## INTERPRETER AVAILABILITY

Internal Spanish interpreter availability will be available through the health department. Translation of additional materials is also available as needed. Other language interpreter availability will be posted for access to any other language interpretation as needed. All forms are verbally explained to clients in order to ensure their understanding. Standard forms will be reviewed for possible translation needs. Additional assets to linguistic access include: Accessing Braille \* Translation Support \* Enlarged Font \* TTY Calls \* Interpretation Support

## ASSESSING ACCESS

An awareness of organizational diversity will be demonstrated in the personnel report. Culturally competent accessibility will be demonstrated through a culturally equitable recruitment process, through professional development opportunities, through sound delivery design, and through an environment that promotes comfort, trust, and cultural relevance. Specific characteristics/barriers of

the population served will be reflected in the community health assessment and partnership engagement in order to increase access to health care services. Community members are welcome to contact the health department for educational information 16 about specific health/services access issues.

## EQUAL OPPORTUNITY

The Kendall County Health Department (hereafter KCHD) will comply fully with the non-discrimination regulations set forth in relevant State and Federal law and Executive Orders. KCHD has always offered equal opportunities in employment and, by the very nature of its experience, equal services to all the residents of Kendall County. It is the intent of KCHD to provide equality and respect to all individuals in matters of service and employment.

## STATEMENT OF COMMITMENT

It is of great benefit to all employees as well as all those we serve to show professional responsibility and commitment towards continuous growth in cultural competence.

## HIRING PRACTICES

All persons will have equal opportunity for advancement and promotion.

## COMPLAINT PROCEDURE

Complaints will be directed to the Executive Director of KCHD who will direct them as necessary to the Board of Health. The complainant will be advised of the ensuing steps which will be taken. The Illinois Department of Human Rights brochure is posted in areas of key visibility throughout the health department.

## ANNUAL REVIEW

A review of this plan and CLAS Standards will occur annually.

## PROFESSIONAL DEVELOPMENT

Professional development opportunities related to cultural equity will continue to be made available to staff. Special emphasis will be placed upon embedding a commitment to cultural equity within the units of the health department.

## **Coordinated Partnerships**

KGCA/KCHD is committed to working with area stakeholders to ensure we are providing the necessary programs to meet the needs of our customers. The intent is to afford residents and customers one-stop access to county health and social services. This is especially important in an area with limited public transportation. To date, the one-stop concept has worked well.

Other groups and agencies with which this objective will be coordinated are listed below:

- Employment: Kendall County and Grundy County Workforce Development Services, Open Door Rehabilitation, JTPA, Department of Rehabilitation Services, Aurora University, Northern University and Private Employment Services.
- Nutrition: Kendall County Health Department's Women, Infants, and Children Program, Grundy County Health Department's Women, Infants, and Children Program, Kendall County Community Food Pantry, Helmar Food Pantry, Northern Illinois Food Bank, Harvest Baptist Food Pantry, Northern Illinois Food Bank, Food Stamp Programs, Meals on Wheels, School Lunch Programs, Red Cross, Salvation Army, We Care of Grundy County, and Township Supervisors.
- Housing: Kendall County Housing Authority, Grundy County Housing Authority, Community Benefits, Catholic Charities, Will County Continuum of Care, and Rural Development, and local landlords.
- Health: Kendall County Health Department Mental Health and Substance Abuse Treatment Programs, Grundy County Health Department's Mental Health Treatment, Kendall County Health Department's Immunizations Programs, Grundy County Health Department's Community Health Clinic, Rush Copley Medical Center, Edward Hospital, Mercy Provena Hospital, Morris Hospital, Valley West Hospital, Aunt Martha's Federally Qualified Health Center, Visiting Nurse's Association's Federally Qualified Health Center, Hine's Veteran's Hospital, Mercy Mental Health Inpatient Treatment Center, Elgin Mental Health Center, Tinley Park Mental Health Center, Kendall County's Health Department's 24/7 Crisis Line, 988, Kendall County Free Health Clinic, and Morris Hospital Transportation Service.
- Education: Joliet Community College, Wabauunsee Community College, Illinois Valley Vocational Center, Kendall Grundy Regional Office of Education, Aurora University, Community Colleges, Northern Illinois University, Kendall County Public Schools, Grundy County Public Schools, and Vocational Centers
- Miscellaneous: Kendall County Health Department's Community Outreach Case Management, Kendall County Health Department's Elder Care, Kendall County and Grundy County Interagency, Kendall County Veteran's Assistance Commission, Grundy County Veteran's Assistance Commission, Kendall Senior Services, Fox Valley Older Adults, Grundy Senior Service, Kendall County Township, Grundy County Township, Prairie State Legal Services, Three River's Head Start, Cross Lutheran Social Services, Yorkville Optimist Club, Grundy Community Foundation, Childcare Resources and Referral, Grundy County Expanded Area Transit, Northeast Area on Aging, Coal City Library, Retired Senior Volunteer Program, Illinois Department of Veterans Affairs, IDEA Offices, Regional SST Offices, Regional VA Offices, Illinois Migrant Council, Grundy County PADS, Grundy County Foundation, 311 Project, and Illinois Child Support Enforcement office Joliet Region

KGCA/KCHD is committed to enhancing the health and economic well-being of the community and will strive to look for continued ways in which we can interact. We intend to be more in communication with each other and to reach out to work towards healthier lifestyles for residents. KGCA/KCHD's diverse network of stakeholders, community groups, agencies, and other caregivers

help ensure that we are aware of what services are available. It also helps in determining the gaps in services that may exist in the community.

Programs we coordinate with are:

- KGCA \*Staff fills out vouchers for customers to receive free merchandise from local resale shops.
- KGCA \*Is the local outreach site for the Salvation Army in Kendall County. In Grundy County, the office is the intake site for the Salvation Army's Nicer Sharing program and Energy Aide programs.
- KGCA \*Kendall and Grundy County are members of the United Way of Will County Continuum of Care.
- KGCA \* Member of The Grundy County Interagency Council since 1983/Member of The Kendall County Interagency Council since 2017- Members are all social service agencies and non-profits who serve Grundy County. Keeps agencies updated on programs, staff, funding, collaborations, events. Discuss broad, county-wide issues such as housing, seniors, etc.
- KGCA\* Served Grundy County after Morris Battery Fire Incident in 2021. KGCA worked with other service agencies to provide gift cards for groceries and energy savings kits. We assisted some applicants with hotel rooms that had been displaced due to their proximity to the fire, the goal of which was to help families get back into their homes and make up for lost income due to the fire. An event took place at the Morris City Hall on August 11<sup>th</sup>, 2021. Over 200 families participated.
- KCHD \*Staff and other community members actively seek donations from many sources, mostly individuals, to provide Christmas gifts for low-income children under the title of "Share Your Blessings".
- KGCA \*Provides financial assistance to persons in need of temporary shelter, meals, gasoline, Rx drugs, etc.
- KGCA \*Coordinate with local food pantry and churches to assist families at holidays and back to school events.
- KCHD \*Public Health Emergency Planning and Preparedness - Drills and exercises: Regional Partners' Strategic National Stockpile (SNS) Policy Table Exercise, KCHD Table Top Exercise, Kendall County SNS Distribution/Dispensing Functional Drill.
- KCHD \*Health Education Tasks –Educational Bulletin Boards are constructed, newspaper articles are written for both counties, updates made to KCHD website FaceBook, Instagram and Twitter with educational and health posts, presentation made to local boards, committees, and service providers. Attendance at several community and school health fairs.
- KGCA \*IHWAP team air seals and insulates drafty windows, doors, air conditioners, ceiling fans, and added insulation. This was to help lower utility bills for low-income families and individuals. All IHWAP staff members are QCI/BPI certified.
- KGCA\* Staff goes out to other agencies to take LIHEAP applications.
- KGCA\* Emergency Food and Shelter Program-Staff serves as the local chair and contact for the Local Board who acts as the decision-making local body in distributing funding to other agencies in the county who serve the community in providing emergency food and shelter to local families in need.
- KCHD\* Staff received Incident Command System 300 training.
- KGCA/KCHD\* Participation in ALICE training and Active Shooter Drills

- KGCA/KCHD\*Participation in Kendall County Health Department’s “Sense-sational Garden”, a fruit and produce garden established in 2017 as an expansion to its Serenity Garden-both of which are shared with clients.
- KGCA \*Previously participation in the LIKE program with the UIC Energy Resources Center
- KGCA\*Created, implemented, and facilitated and Kendall County Interagency Council in April 2017
- KGCA/KCHD\*Participation in Kendall and Grundy County’s Senior Providers Groups
- KCHD\*Staff member receives ROMA Implementer certification.
- KGCA\* Participation in Grundy County We Care Grundy Area Providers Resource Days
- KGCA/KCHD\* HIPPA trained.
- KGCA/KCHD\* All staff have participated in quarterly call down drill.
- KGCA\* MOU established between all local WIOA offices.
- KGCA\* Participation in utility vendor weatherization program
- KGCA\* Joined the Domestic Violence Response Team (DVRT) in September 2021, in Partnership with Kendall County Sheriff’s Department and Mutual Ground.
- Staff member joined Grundy County PADS board.
- Staff member joined Will County Continuum Board, Executive Committee, and Ranking Committee
- Staff member joined We Care Relief Committee

**KENDALL COUNTY HEALTH DEPARTMENT IS A MEMBER OF THE  
FOLLOWING PROFESSIONAL ORGANIZATIONS**

- ✓ ACHMAI (Association of Community Mental Health Authorities of Illinois)
- ✓ CAP (Community Action Partnership)
- ✓ Community Behavioral Healthcare Association
- ✓ Companeros en Salud
- ✓ Grundy County Interagency Council
- ✓ Kendall County Interagency Council
- ✓ IAPHA (Illinois Association of Public Health Administrators)
- ✓ IACAA (Illinois Association of Community Action Agencies)
- ✓ ICAF (Illinois Community Action Foundation)
- ✓ ILCSWMA (Illinois Counties Solid Waste Management Association)
- ✓ IPHA (Illinois Public Health Association)

- ✓ NACCHO (National Association of County & City Health Officials)
- ✓ NIPHC (Northern Illinois Public Health Consortium)
- ✓ Product Stewardship Initiative

Kendall County Health Department (KCHD) is the county public health department. We are the lead agency for public and mental health services, providing input into community planning to enhance the quality of life for county residents.

KCHD offers service coordination and referrals internally and to other agencies. In addition, we provide home energy assistance, weatherization services and the community action block grant provides funding for family socioeconomic self-stability.

A wide variety of professional public health, mental health and community services personnel are employed by the department, bringing many valuable years of experience to the community. Teamwork is a critical component for delivering holistic services to the residents of Kendall County. This is achieved through both staff and program coordination and includes collaboration with other agencies within and throughout our Local Public Health System.

KCHD constantly strives to meet the changing demands and needs of the growing community. KCHD works with county agencies and municipalities on emergency planning and preparedness using an all hazards model

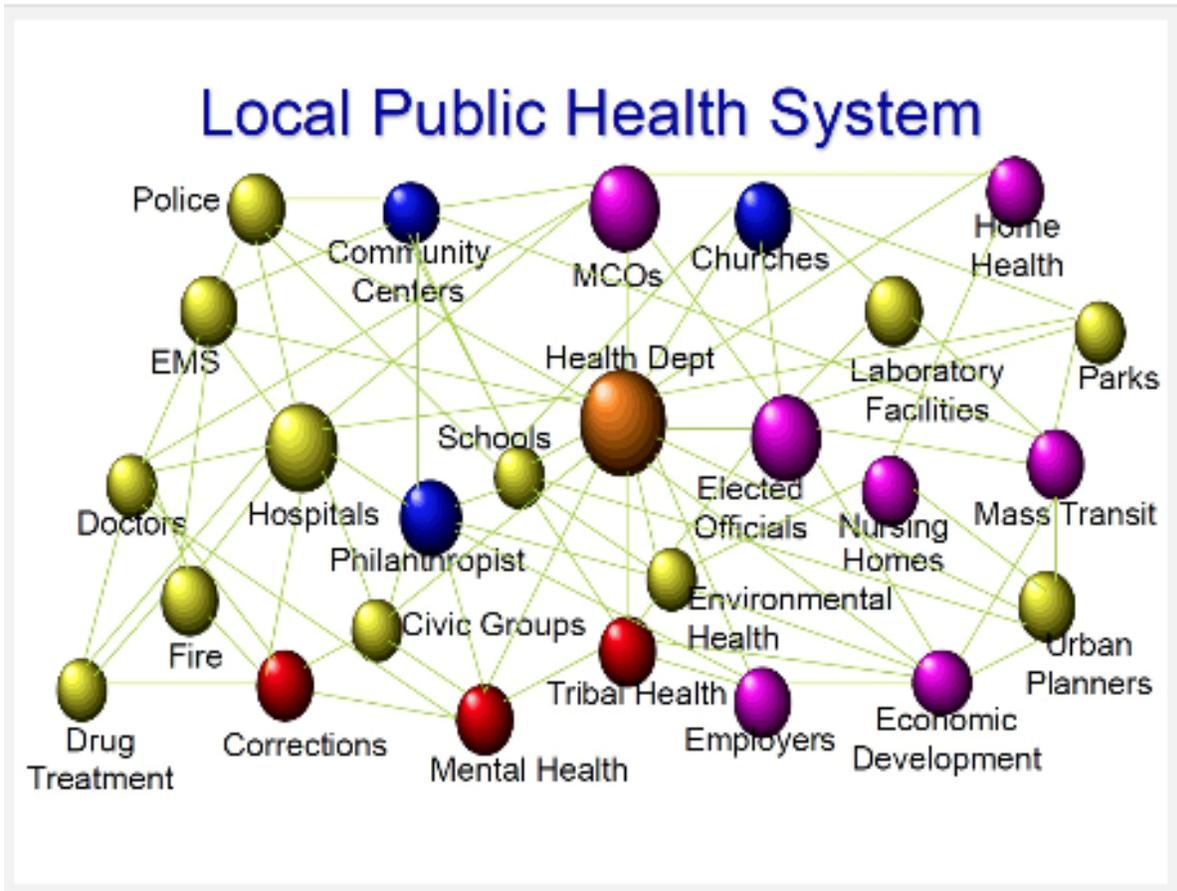


image credit: A.T. Still University College of Graduate Health Studies, 2015;  
<http://guides.atsu.edu/c.php?q=7475&p=875822>

**Description of Innovative**  
**Community and**  
**Neighborhood-Based**  
**Initiatives**

Kendall-Grundy Community Action Services, a division of the Kendall County Health Department, is one of 37 Community Action Agencies which, together, serve the entire state of Illinois; and is a member of the National Organization, Community Action Partnership. The promise of Community Action is “Helping People / Changing Lives,” carrying out its mission through a variety of means, including: Low-Income Home Energy Assistance Program (LIHEAP), Low Income Household Water Program (LIHWAP), Illinois Home Weatherization Assistance Program (IHWAP), Community Service Block Grant (CSBG), Domestic Violence Response Team (DVRT) and several other self-sufficiency programs offered to the two-county area.

The structure of Community Action is unique in that federal dollars are used locally to offer specialized programs in communities. Coordination is the bedrock of Community Action, using resources of all kinds, in combination, to solve community problems. It is a coordinated effort to address the root effects of poverty and to move families and individuals towards a life path of self-sufficiency.

Kendall-Grundy Community Action serviced Kendall and Grundy Counties with the following innovative community and neighborhood based initiatives:

## **Kendall County Interagency Council**

In alignment with the goals of Kendall-Grundy Community Action, the idea for the Kendall County Interagency Council (KCIC) was presented in early March 2017. KCIC held its first formal meeting on April 11, 2017.

*The mission of the Kendall County Interagency Council is to provide a forum for professional collaboration to nurture and support partnerships among local agencies to maximize resources and to better enable providers to serve customers and the community.*

Modeled after the Grundy County Interagency Council, KCIC is composed of a myriad of service providers throughout several industries to include assisted living facilities, home care, equine therapy, education, veterans’ services, emergency preparedness, child care, legal services, and several other social service agencies.

The intent of KCIC, in addition to providing a professional forum for collaboration, is to minimize the duplication of work involved with providing similar or identical services to clientele.

Since its inception, KCIC has been meeting once a month. The main concentration of each meeting is to have one person/organization present their product/service in order to build understanding and awareness with the other participating individuals/organizations. Before the conclusion of each meeting, all individuals/organizations give a brief synopsis of current or upcoming events.

KCIC, has continued strong through the COVID-19 pandemic and beyond. Participation continues to increase with service providers in Kendall County. KCIC is proving to be a valuable asset to providers in the area and to the people of Kendall and Grundy Counties.

## **2021-2026 Illinois Project for Local Assessment of Needs (IPLAN)**

*Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has. **Margaret Mead***

Mental Health Services and Community Action Services, under the 2016-2021 IPLAN, endeavored to promote and preserve the socio-economic well-being and mental health needs of, in addition to others, our community's senior population. MHS and CAS objective was to connect seniors to assets that reduce financial instability and support mental health through a combination of extensive community engagement, seamless care coordination and the delivery of person-based services. The following paragraphs describe the most updated planning process that has taken place to formulate three priority health problems. The outcomes of the planning process will influence potential new innovative programs that KGCA intends to develop in the next year.

### **●ASSESSMENT METHODS / COMMUNITY HEALTH PLAN PROCESS**

The Kendall County Health Department implemented the community-driven MAPP process for its ability to promote strong community connections that would foster and produce the collective wisdom of our community partners - essential to identifying, and eventually addressing, community health concerns by consensus. Although interrupted by COVID-19, we took our community and community partners, collectively referred to as our Community IPLAN Committee, on a journey through community health improvement planning using concepts that included visioning, an environmental scan, the identification of strategic issues, and the formulation of strategies. This was accomplished through the vehicle of MAPP's four unique and progressive assessments. The community members, partners and sectors making up our IPLAN Committee were very active for our first assessment, then participation was stifled in Spring of 2020 when stay-at-home orders were mandated. This abrupt shift to remote work made it difficult to maintain relatively consistent members throughout the duration of our next two assessments. That said, the public at large, through the use of mainstream and social media, was kept informed of our progress, their input and remote/in-person participation encouraged, with each assessment performed. Once we reconvened in-person during the summer of 2021, new Committee members were added and gladly welcomed.

In our first assessment, the Local Public Health System Assessment, our committee collaborated to measure the capacity of our local public health system to conduct essential public health services. This led to our Community Themes and Strengths Assessment, during which health department staff collected, analyzed, prepared and discussed a great deal of information shared by members of our community unable to join us at the table, identifying public health themes that interest and engage our community, their perceptions about quality of life, and that which they believed to be community assets. While unable to meet with our committee at this juncture due to the pandemic, they were privy to this information later in the MAPP process. Our Committee then enjoyed the results of a comprehensive, data-driven Community Health Status Assessment, during which they were made privy to analyzed data about our community's health status, quality of life, a broad and diverse cross section of public health risk factors, and associated health assets. In our fourth and final assessment, the Forces of Change Assessment, our committee worked closely to identify forces that are occurring or will occur that will affect our community or our local public health system.

Pulling it all together, our committee applied their cumulative experiential and data-driven knowledge gained through all four assessments to create by consensus, meaningful public health priorities intended to positively impact the health and well-being of our community for the next five years.

### ●PRIORITYIZATION OF RESULTS

Three health priorities have been selected. Chosen through community partner consensus, these three health priorities represent health and well-being initiatives unduplicated by efforts already established in the local public health system, and can be distinguished by innovation from efforts yet established in the public health system. The community engagement processes by which these priorities were selected are elaborated upon later in this document. The three health priorities proudly represent community driven health priorities.

The three health priorities are on the health and well-being topics of:

- Promote Opportunities to Reduce Vaccination Hesitancy
- Increase Community Awareness to Protect Against Vector Borne Disease
- Connect our Most Vulnerable to Assets that Reduce Socio-Economic Duress & Support Mental Health

KGCA will be working with KCHD's mental health division with connecting seniors to assets that reduce socio-economic duress and support mental health.

### **PRIORITY: CONNECT THE MOST VULNERABLE TO ASSETS THAT REDUCE SOCIO-ECONOMIC DURESS & SUPPORT MENTAL HEALTH**

The Kendall County Health Department's (KCHD) Mental Health Services and Community Action Services will endeavor to promote and preserve the socio-economic well-being and mental health needs of Kendall County's most vulnerable populations. Kendall County's most vulnerable populations are defined as persons who are experiencing a high exposure to poverty, who lack reliable transportation, who identify as English as a Second Language (ESL), who may be in residential isolation, and may have mental and physical disabilities. These categories represent a demographic within our community, thoughtfully chosen by our community partners, who may benefit greatly from efforts intended to address a lack of access to care. KCHD will work on using a combination of extensive community engagement and intentional care coordination, while increasing the delivery of person-based services in an effort to raise individual and community awareness and promote access to services which address mental health and substance abuse, social isolation and connectedness, and financial instability.

### **IMPORTANCE OF PRIORITY HEALTH NEED WITH ANALYSIS TO IDENTIFY POPULATION GROUPS AT RISK**

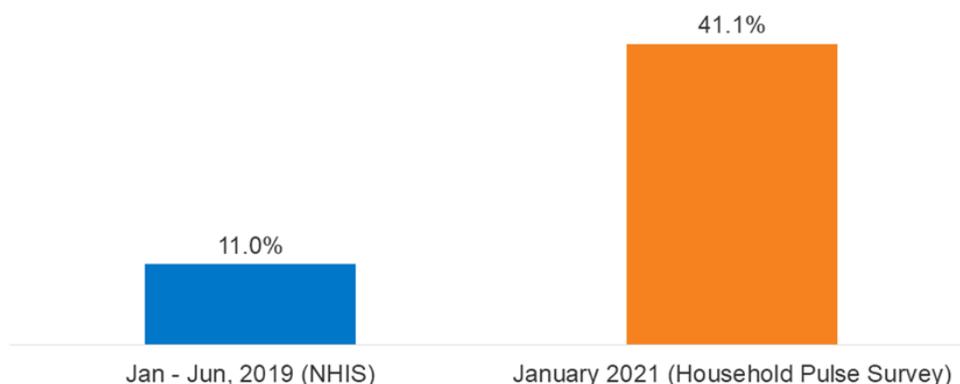
KCHD utilized a multi-modal process to determine population groups at risk. Through the use of MAPP (Mobilizing Action for through Planning and Partnerships), the KCHD completed the Community Health Status Assessment, Local Public Health System Assessment, Community Themes and Strengths Assessment, and Forces of Change Assessment. Healthy People 2030, State Health Improvement Plan, Kendall/Grundy Community Action Plan, and IPLAN Data Systems were also included during the analysis. These assessments, in addition to other relevant data, helped to identify population groups at risk for this community health

improvement plan priority of connecting the most vulnerable to assets that reduce socio-economic duress and support mental health.

The Covid-19 pandemic continues to be a major public health threat, challenging the provision of mental health services, and has led to the most significant economic disruption since The Great Depression. There was an expectation that depression and suicide rates would increase due to the pandemic. Before the pandemic, from January to June of 2019, 11% of adults reported symptoms of anxiety disorder and/or depressive disorder. In January of 2021, 41% of adults reported symptoms of anxiety disorder and/or depressive disorder. (Centers for Disease Control and Prevention, 2021, October 20) See chart on next page.

Figure 1

### Average Share of Adults Reporting Symptoms of Anxiety Disorder and/or Depressive Disorder, January-June 2019 vs. January 2021



NOTES: Percentages are based on responses to the GAD-2 and PHQ-2 scales. Pulse findings (shown here for January 6 – 18, 2021) have been stable overall since data collection began in April 2020.

SOURCE: NHIS Early Release Program and U.S. Census Bureau Household Pulse Survey. For more detail on methods, see: <https://www.cdc.gov/nchs/data/nhis/earlyrelease/ERmentalhealth-508.pdf>

**KFF**

The Blue Cross and Blue Shield Health of America Report shows depression rates by state which was published in May of 2018. They reported Illinois having 4% of the population diagnosed with depression. Overall rates have gone up by 33% since 2013 with teen rates going up 63%. Women are two times as likely to be diagnosed compared to men. (Blue Cross and Blue Shield, 2018, May 10)

According to the Centers for Medicare and Medicaid Services, 11.5% of Kendall County beneficiaries are diagnosed with Depression. The prevalence rate for beneficiaries that are less than 65 years old is at 23.3% while for beneficiaries that are 65 years old and over the prevalence rate is 9.9%. (Centers for Medicaid and Medicare Services, 2021, January 15)

The County Health Rankings and Roadmaps 2021 report shows that Kendall County residents reported on average 3.8 days as poor mental health days in the past 30 days. The 2020 report showed Kendall County residents on average had 2.8 days that were poor mental health days in the past 30 days. (County Health Rankings, n.d.)

The annual suicide rate in the United States was 14.3 per 100,000 as of 2019. This rate has increased steadily since 2000, when it was 10.4 per 100,000. Suicide is the 10th leading cause of death in the United States across all ages. Reports since the pandemic have not found significant changes in the overall rates of suicide so far. However, studies of previous epidemics in history show an increase in suicide rates occurring later after pandemics subsided. This has been attributed to an increase in social connectedness, community cohesion, and mutual support in the acute phase of a pandemic. It is important for communities to be prepared to prevent mental health crises as the pandemic may have long term impacts moving forward. (Liang, Angela, Nestadt, Paul. John Hopkins Medicine, 2021, February 13)

**Mortality - Suicide**

This indicator reports the 2015-2019 five-year average rate of death due to intentional self-harm (suicide) per 100,000 population. Figures are reported as crude rates, and as rates age-adjusted to year 2000 standard. Rates are resummairized for report areas from county level data, only where data is available. This indicator is relevant because suicide is an indicator of poor mental health.

Within the report area, there are a total of 60 deaths due to suicide. This represents an age-adjusted death rate of 9.3 per every 100,000 total population.

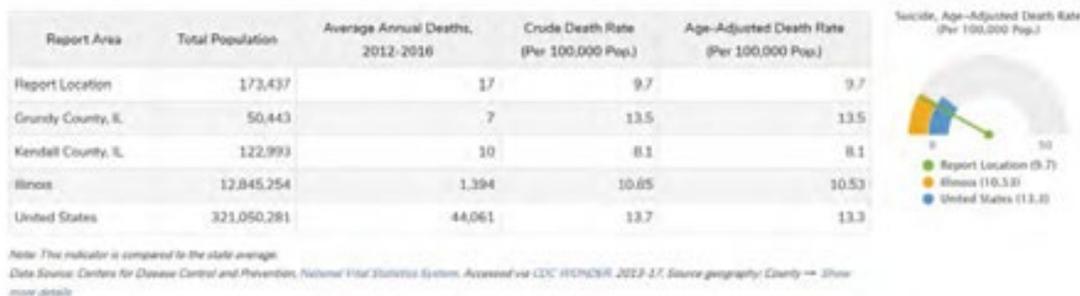
Note: Data are suppressed for counties with fewer than 20 deaths in the time frame.



Illinois and Kendall County’s suicide rates are less than the national rate. Illinois, for 2019, had a rate of 11.2 per 100,000 and Kendall County had 9.5 per 100,000. The suicide rate for Kendall County in 2017 was slightly lower at 8.1 per 100,000 while the rates were the same for Illinois and the United States. See chart below for the 2017 rates.

**Mortality - Suicide**

This indicator reports the rate of death due to intentional self-harm (suicide) per 100,000 population. Figures are reported as crude rates, and as rates age-adjusted to year 2000 standard. Rates are resummairized for report areas from county level data, only where data is available. This indicator is relevant because suicide is an indicator of poor mental health.



The Kendall County Coroner’s Annual 2020 report shows 13 deaths by suicide which were all males of different age ranges. See charts below from the report:

**DEATHS by MANNER**

Natural	365
Accident	17
Suicide	13
Homicide	1
Undetermined	0
<b>TOTAL DEATHS REPORTED 2020</b>	<b>396</b>

Asphyxiation due to Bag Over Head	Suicide	53	Male
Asphyxiation due to Hanging	Suicide	51	Male
Asphyxiation due to Hanging	Suicide	92	Male
Gunshot Wound to the Head	Suicide	83	Male
Gunshot Wound to the Head	Suicide	52	Male
Asphyxiation due to Hanging	Suicide	22	Male
Gunshot Wound to the Head	Suicide	19	Male
Gunshot Wound to the Head	Suicide	33	Male
Asphyxiation due to Hanging	Suicide	24	Male
Asphyxiation due to Hanging	Suicide	22	Male
Gunshot Wound to the Head	Suicide	26	Male
Gunshot Wound to the Head	Suicide	48	Male
Asphyxiation due to Hanging	Suicide	54	Male

The Kendall County Coroner's Annual 2019 report showed 12 deaths by suicide. Two were female and 10 were male mostly of middle age. See charts below for 2019 data:

**DEATHS by MANNER**

Natural	284
Accident	12
Suicide	12
Homicide	2
Undetermined	1
Pending	0
<b>TOTAL DEATHS REPORTED 2019</b>	<b>311</b>

Ethanol & Doxepin Toxicity	Suicide	59	Male
Asphyxiation due to Hanging	Suicide	31	Male
Asphyxiation due to Hanging	Suicide	57	Male
Shotgun Wound to the Head	Suicide	39	Male
Gunshot Wound to the Head	Suicide	70	Male
Shotgun Wound to the Head	Suicide	63	Male
Gunshot Wound to the Head	Suicide	22	Male
Carbon Monoxide Toxicity	Suicide	56	Female
Gunshot Wound to the Head	Suicide	45	Female
Multiple Gunshot Wounds to the Head	Suicide	35	Male
Asphyxiation due to Hanging	Suicide	44	Male
Multiple Injuries	Suicide	40	Male

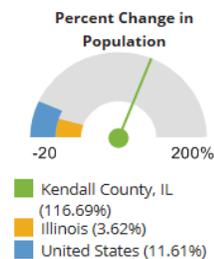
According to the US Census Bureau, Kendall County's population has increased by 131.11% since the year 2000, and forecasts show continuing growth. Kendall County's growth is far above Illinois' increase of 2.83% since 2000. This data opposes recent media reports regarding the amount of people leaving Illinois; according to the 2020 National Movers Study by United Van Lines, more residents moved out of Illinois than into Illinois, with 66.4% of moves being outbound while 33.6% were inbound. (United Van Lines, 2021)

#### Population Change

Population change within the report area from 2000-2014 is shown below. During the fourteen-year period, total population estimates for the report area grew by 116.69 percent, increasing from 54,544 persons in 2000 to 118,194 persons in 2014.

Report Area	Total Population, 2014 ACS	Total Population, 2000 Census	Population Change from 2000-2014 Census/ACS	Percent Change from 2000-2014 Census/ACS
Kendall County, IL	118,194	54,544	63,650	<b>116.69%</b>
Illinois	12,868,747	12,419,293	449,454	3.62%
United States	314,107,083	281,421,906	32,685,177	11.61%

[Download Data](#)



Note: This indicator is compared with the state average.

Data Source: US Census Bureau, *American Community Survey*; US Census Bureau, *Decennial Census*, 2010-14. Source geography: County

New Census data that just came out for 2020 shows that the population rose even higher to 131,869 which is an increase of 14.9% from 2010. Not only is Kendall County's population growing, it is becoming more diverse. The percentage of White county residents declined from 83.6% in the 2010 census to 67.4% in the 2020 census. The percentage of Black county residents rose from 5.7% in 2010 to 8% in 2020 and the Hispanic population rose from 15.6% in 2010 to 20% in 2020. Asian residents account for 2.2% of the county's 2020 population.

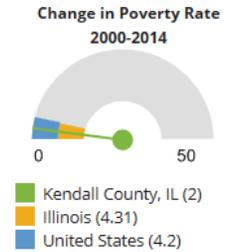
Even with Kendall's growth, Kendall County still does not have a hospital in the county. Access to care has not met up with the population growth in Kendall County. Agencies have not seen an increase in funding or staff as more people are moving into the area looking for resources.

**Poverty Rate Change**

Poverty rate change in the report area from 2000 to 2014 is shown below. According to the U.S. Census, the poverty rate for the area increased by 2%, compared to a national increase of 4.2%.

Report Area	Persons in Poverty 2000	Poverty Rate 2000	Persons in Poverty 2014	Poverty Rate 2014	Change in Poverty Rate 2000-2014
Kendall County, IL	1,987	3.4%	6,477	5.4%	2%
Illinois	2,455,770	10.01%	3,604,674	14.31%	4.31%
United States	31,581,086	11.3%	48,208,387	15.5%	4.2%

[Download Data](#)



Note: This indicator is compared with the state average.  
 Data Source: US Census Bureau, [Small Area Income & Poverty Estimates](#), 2013. Source geography: county

Kendall County has a poverty rate that is lower than the percentage for the state of Illinois and the United States and the rate has not changed significantly since the year 2000.

**Population in Poverty by Gender**

This indicator reports the population in poverty in the report area by gender.

Report Area	Male	Female	Male, Percent	Female, Percent
Kendall County, IL	2,226	3,421	3.61%	5.36%
Illinois	684,292	873,581	11.22%	13.70%
United States	18,909,451	23,601,392	12.19%	14.61%

Females in the service area have a higher percentage of being in poverty than males.

The population by race alone shows that Black or African Americans, and Multiple Race are populations in poverty that are higher than Whites in Kendall County. The Hispanic or Latino population in poverty is at 4.35%. This population is also higher than Whites in poverty.

**Population in Poverty by Ethnicity Alone**

This indicator reports the population in poverty in the report area by ethnicity alone.

Report Area	Hispanic or Latino	Not Hispanic or Latino	Hispanic or Latino, Percent	Not Hispanic or Latino, Percent
Kendall County, IL	1,015	4,632	4.35%	4.54%
Illinois	345,198	1,212,675	16.05%	11.75%
United States	11,256,244	31,254,599	19.64%	12.05%

Population in Poverty Race Alone, Percent

This indicator reports the percentage of population in poverty in the report area by race alone.

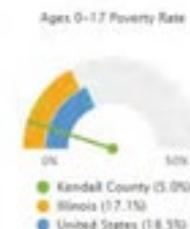
Report Area	White	Black or African American	Native American or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
Kendall County, IL	3.90%	13.44%	0.00%	3.17%	No data	0.78%	7.05%
Illinois	9.41%	26.10%	16.40%	10.85%	12.62%	17.46%	15.95%
United States	11.15%	23.04%	24.86%	10.94%	17.51%	21.04%	16.66%

The Kendall County child poverty rate is at 5.0% while the senior poverty rate is at 6.4% which are both higher than the general poverty rate for Kendall County. These poverty rates are from the US Census Bureau and are from 2019, before the pandemic occurred. More current data at the county level has not been released yet by the US Census due to delays from the pandemic.

Child Poverty Rate (ACS) Ages 0-17

Population and poverty estimates for children age 0-17 are shown for the report area. According to the American Community Survey 5 year data, an average of 5.0% percent of children lived in a state of poverty during the survey calendar year. The poverty rate for children living in the report area is less than the national average of 18.5%.

Report Area	Ages 0-17 Total Population	Ages 0-17 In Poverty	Ages 0-17 Poverty Rate
Kendall County, IL	36,014	1,812	5.0%
Illinois	2,852,051	488,516	17.1%
United States	72,235,700	13,377,778	18.5%



Note: This indicator is compared to the state average.

Data Source: US Census Bureau, American Community Survey, 2015-19. Source geography: County. [Show more details](#)

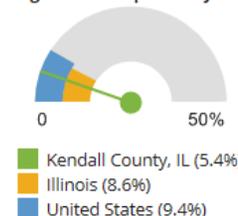
Seniors in Poverty

Poverty rates for seniors (persons age 65 and over) are shown below. According to American Community Survey estimates, there were 486 seniors, or 5.4% percent, living in poverty within the report area.

[Download Data](#)

Report Area	Ages 65 and Up Total Population	Ages 65 and Up In Poverty	Ages 65 and Up Poverty Rate
Kendall County, IL	8,989	486	5.4%
Illinois	1,631,867	141,153	8.6%
United States	41,871,248	3,926,219	9.4%

Ages 65 and Up Poverty Rate



Note: This indicator is compared with the state average.

Data Source: US Census Bureau, American Community Survey, 2010-14. Source geography: county

The number of persons in poverty for Kendall County in 2019 was 5195 people. Community Action Services served 5073 persons with our low-income support in 2019. Most of the services given were assistance with utilities and services that included case management with the goal of reaching a step forward out of poverty. To reach that level of care for our families in poverty we would need more funds and available staff. A onetime Low Income Home Energy Assistance Program payment for the year does not even begin to address the wide array of needs for our low-income population which would include a more holistic and coordinated approach. Poverty rates also may not give the entire picture of the socio-economic well-being of the community.

The National Low Income Housing Coalition (NLIHC) put out a report in 2021 showing that Kendall County is the second most expensive area in the state of Illinois to reside in. In Kendall County, the Fair Market Rent (FMR) for a two-bedroom apartment is \$1,283. In order to afford this level of rent and utilities-without paying more than 30% of income on housing a household must earn \$4,276 monthly or \$51,320 annually. Assuming a 40-hour work week, 52 weeks per year, this level of income translates into an hourly housing wage of \$24.67. A person working a minimum wage job would have to work 84 hours a week to afford a two-bedroom apartment at FMR in Kendall County. (National Low Income Housing Coalition, 2021)

MOST EXPENSIVE AREAS	HOUSING WAGE
Chicago-Joliet-Naperville HMFA	\$24.98
Kendall County	\$24.67
Grundy County	\$22.63
DeKalb County	\$19.81
Kankakee County	\$18.17

MSA = Metropolitan Statistical Area; HMFA = HUD Metro FMR Area.

\* Ranked from Highest to Lowest 2-Bedroom Housing Wage. Includes District of Columbia and Puerto Rico.

## Evictions

This indicator reports information about formal evictions based on court records from 48 states and the District of Columbia, compiled by the Eviction Lab. The number evictions and eviction filings within the report area is shown in below. The "filing rate" is the ratio of the number of evictions filed in an area over the number of renter-occupied homes in that area. An "eviction rate" is the subset of those homes that received an eviction judgment in which renters were ordered to leave. For the year 2016, the Eviction Lab reports that, of 6,529 homes in the report area, there were 375 eviction filings, for an eviction filing rate of 5.74%. 171 of the eviction filings ended in an eviction, for an eviction rate of 2.62%.

Note: Not all counties have data that has been provided. Indicator data do not include information about "informal evictions", or those that happen outside of the courtroom.

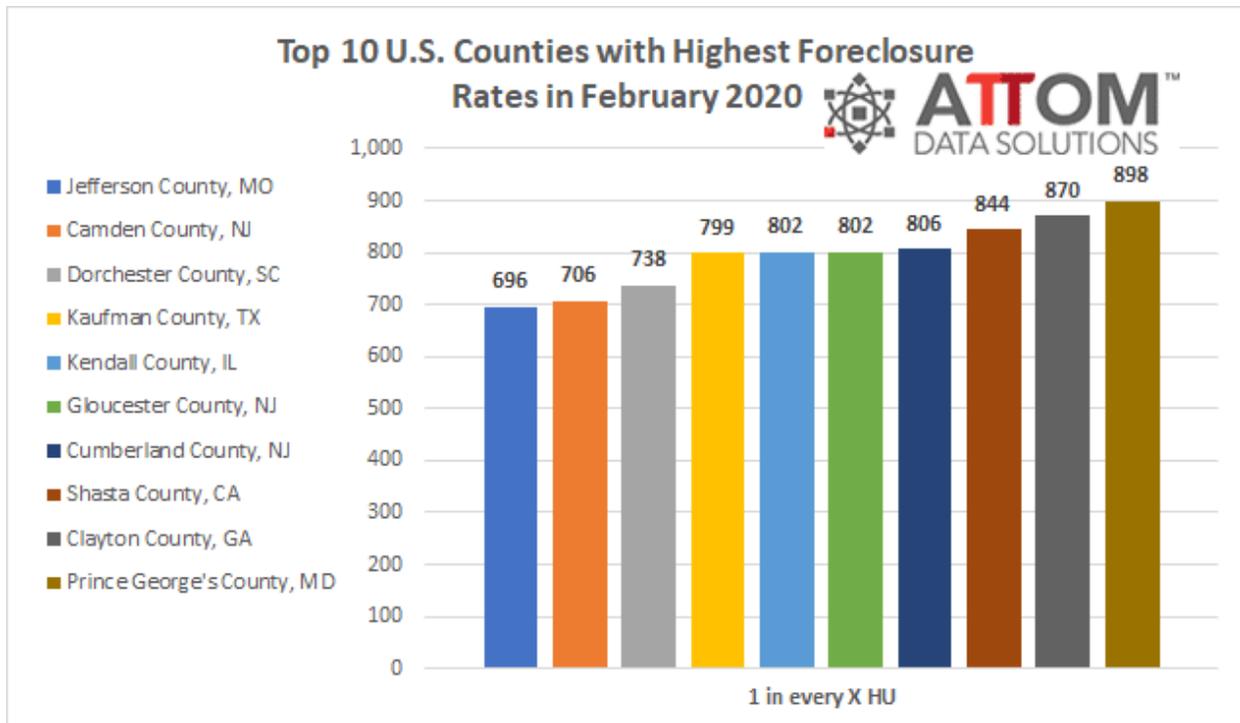
Report Area	Renter Occupied Households	Eviction Filings	Evictions	Eviction Filing Rate	Eviction Rate
Kendall County, IL	6,529	375	171	5.74%	2.62%
Illinois	1,671,051	56,948	26,453	3.41%	1.58%
United States	38,372,860	2,350,042	898,479	6.12%	2.34%

Note: This indicator is compared to the state average.

Date Source: Eviction Lab, 2016. Source geography: Census Tract → Show more details



Kendall County has a higher eviction rate than the state and national percentage. The latest data on eviction rates was from 2016. Due to the pandemic, Illinois Gov. JB Pritzker banned evictions from March 2020 to August 2021. The Kendall County Sheriff's Office began eviction enforcement at the end of the moratorium but there has been a backlog of filings.



Kendall County ranked as 5<sup>th</sup> in the nation with the highest foreclosure rate right before the pandemic occurred. Foreclosures, just like evictions, were banned from March 2020 to August of 2021 in Illinois. Looking at data for 2021, the states that did not have a moratorium are reporting foreclosures but not Illinois since the moratorium just ended at the time of this writing. KCHD will be vigilant in their surveillance of what the numbers will be a year from now when the courts start to catch up on foreclosure and eviction filings. In the meantime, requests for housing assistance since the pandemic have increased for Community Action Services. Before the pandemic, Community Action Services requests for housing assistance averaged about 100 a year. Since the pandemic started, Community Action Services have received 7,000 requests for housing assistance. The funding and staff availability is not enough to fulfill the need at this time. More funding for program support and case management is crucial to assist our most vulnerable in this time of crisis (Kendall County Health Department COVID-19 Community Action Plan Update, pg. 60).

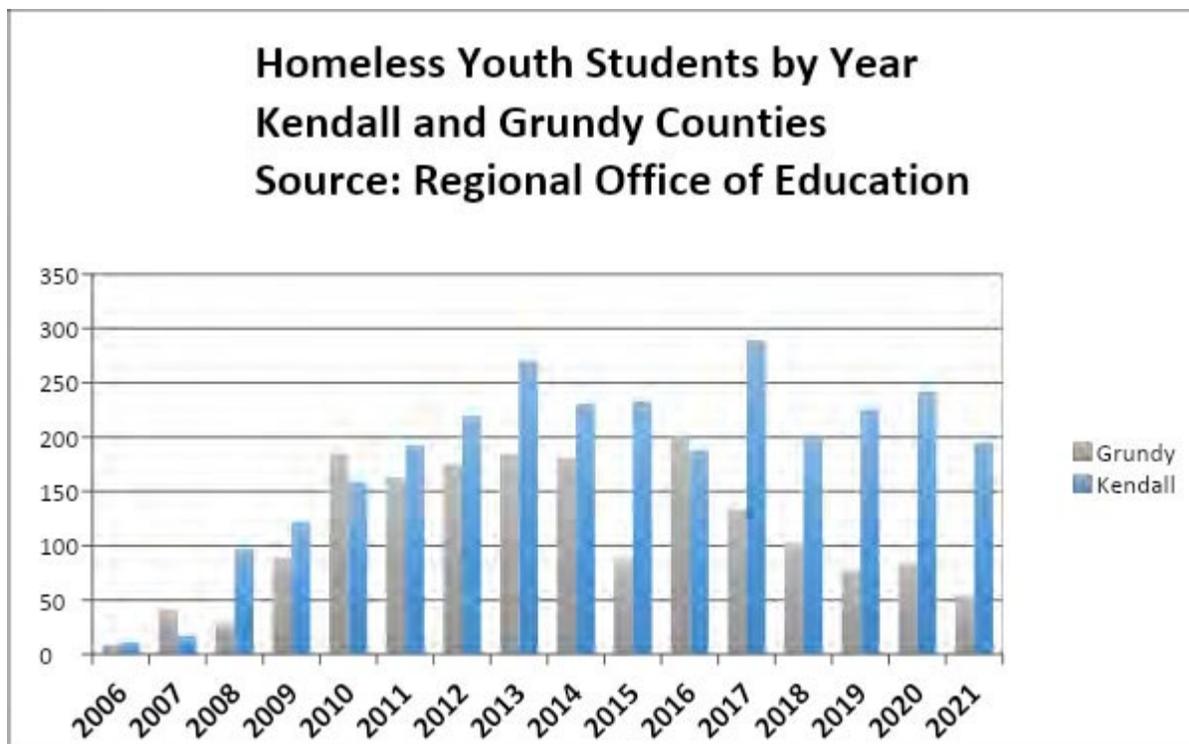
The Kendall County PADS shelters have not opened for the past two seasons and the number of homeless in Kendall County has increased. The Regional Office of Education #24 McKinney-Vento Liaison Rhonda Redgate-Offhaus gave us the following report on our area's homeless families:

*Below find the data for end of FY20 and FY21. Since last November when I started working with the schools an additional 56 children were identified. The number between FY20 and FY21 showed a decrease due to the usual reasons of moving, establishing a household, graduation etc... The biggest reason for the decrease is perceived need due to COVID-19. With technology and food provided to all, if the families were doubled up, they didn't think as much of themselves being homeless. Our numbers went up, as students returned to in-person learning and my working with them in getting this population identified if that makes sense.*

RCDT	LEA	End of FY 20 McK-V #	End of FY 21 McK-V #
24032001026	Coal City CUSD 1	16	9
24032054002	Morris SD 54	15	12
24032073017	Gardner S Wilmington Twp HSD 73	1	2
24032074003	South Wilmington CCSD 74	0	2
24032075002	Braceville SD 75	2	2
24032101016	Morris CHSD 101	10	10
24032111016	Minooka CHSD 111	24	7
24032201004	Minooka CCSD 201	15	10

24047018016	Newark CHSD 18	0	0
24047066004	Newark CCSD 66	5	5
24047088026	Plano CUSD 88	30	21
24047090004	Lisbon CCSD 90	0	0
24047115026	Yorkville CUSD 115	51	31
24047308026	CUSD 308	133	122
24032002C02	Mazon-Verona-Kinsman ESD 2C	5	3
24032024C04	Nettle Creek CCSD 24C	1	0
24032060C04	Saratoga CCSD 60C	17	13
24032072C04	Gardner CCSD 72C	0	0
		<b>325</b>	<b>249</b>

The chart above shows that there were 325 homeless children in the schools for 2020 and 249 in 2021.



The chart above shows the number of homeless families throughout the years in our service area. As Ms. Redgate-Offhaus stated above, 2021 shows a decline in the number of homeless families enrolled in school for that year (Kendall County Health Department COVID-19 Community Action Plan Update, pg. 61-62). There were also moratoriums put in place on evictions and foreclosures throughout the 2021 school year. At the time of this writing, Community Action Services has seen an increase of homeless persons coming in looking for shelter resources since the pandemic began. According to Community Services Single Tracking and Reporting System (STARS), in 2019 there were 273 case management services received to assist homeless individuals. For 2021 there have been 345 case management services received to assist homeless individuals. That is a 78% increase since before the pandemic. Community Action Services is anticipating a greater increase once the eviction and foreclosure filings become routine within the courts due to the suspension of the housing moratoriums in October 2021.

The above information was presented at a Community Action Services Advisory Board (CAAB) meeting. The CAAB members advised that the families with children that are being reported to the Regional Office of Education as homeless must become a priority for services. Discussion on increased case management and caseworkers being directed towards those families occurred so that they have someone to assist them with navigating all possible services and opportunities (Kendall County Health Department Community Action Advisory Board, 2021. pg. 4).

### **CONNECTION TO HEALTHY PEOPLE 2030**

KCHD's priority health need of connecting the most vulnerable to assets that reduce socio-economic duress and mental health support is in line with Healthy People 2030 which speaks to the ongoing difficulty for individuals and the importance of stability and quality of life. KCHD will work to outreach to 100% of community residents and partners, with whom we engage, to address the

need for greater mental health awareness and support and to decrease socio-economic duress regarding our community's most vulnerable. Likewise, in the 2021 State Health Improvement Plan (SHIP-FINAL), it is noted that "social determinants" affect health, and therefore it is important that health is addressed holistically with regards to employment, housing, and mental health (SHIP-FINAL, 2021, p. 38). Many of the goals cited within SHIP align with the priority set forth by KCHD, including "increasing behavioral health literacy and decrease stigma," "improve the collection, utilization, and sharing of behavioral health-related data in Illinois," and "build upon and improve local system integration" (SHIP-FINAL, 2021, p. 39).

Healthy People 2030 also seeks to increase the proportion of the population, in general, with mental health problems who access and engage treatment. KCHD will utilize strategies to promote mental health awareness for Kendall County residents at large, with the desire to increase engagement and awareness in those who are the most vulnerable. One area that is likely a barrier to access to care is language and cultural norms. Healthy People 2030 lists "Language and Literacy" as key issues in the Education Access and Quality Domain (People 2030, H., Language and Literacy). Within exploring this need, Healthy People 2030 cites the following regarding those who have English as their second language (ESL) compared to those who have English as their first language - those who are ESL "are more likely to have no usual source of care, report lower self-rated health, and report feeling sad most or all of the time (Ponce, et al)." Additionally, due to health care and literacy being connected, literacy and language can pose as a barrier to "health knowledge access, proper medication use, and utilization of preventive services (People 2030, H., Language and Literacy)." KCHD staff will work to reduce stigma and increase staff cultural competencies for increased ability to deliver inclusive services to all, including the most vulnerable, to increase mental health support within the community.

Further regarding socio-economic duress and accessing assets and benefits is the barrier to transportation. Syed, Gerber, and Sharp discuss the relationship to health care access and transportation including rescheduled or missed appointments, delayed care, and difficulties with consistent medication usage (Syed, Gerber, Sharp, 2013). Public transportation in Kendall County is limited, if even available, and securing transportation through Kendall Area Transit (KAT) can be challenging with the high level of need in the community and prior authorization required. In the time of COVID and adaptability of KCHD, telephonic and telehealth services have become more widely utilized and accepted. However, in order to address those in the community, provide education, and bridge the ever looming gap of disparities, it will be important to continue to engage and outreach the community, at large, off-site and in creative ways to protect the individual's information and decrease duress and barriers and increase support of both mental health and socio-economic assets.

## **RISK FACTORS, DIRECT CONTRIBUTING FACTORS, INDIRECT CONTRIBUTING FACTORS**

Drawing on the Health Problem Analysis Worksheet below, KCHD concentrated on what may be the risk, direct contributing and indirect contributing factors to the health problem of connecting our communities most vulnerable to assets that reduce socio-economic duress and support mental health. Three significant risk factors associated with this health problem were established, they being selected as stigma and misinformation, infrastructure, and economic instability.

When contemplating the first risk factor of stigma and misinformation, four direct contributing factors emerged; social media, cultural traditions and societal norms, a decline in trust with institutions, and language barriers. Indirect contributing factors associated with social media included specious journalism, unreliable sources and influencers, and tribalism. Considerations to the direct contributing factor of cultural traditions and societal norms include indirect contributing factors such as religion, gender and sexuality norms, and generational beliefs. The third direct contributing factor, language barriers, brought attention to three indirect factors; the Hispanic and Asian populations on the rise, and a lack of foreign language speaking professionals in the field of mental health and social work/services.

Direct contributing factors were discussed as having an impact on the second of three risk factors, infrastructure. They include staff shortages, lack of transportation, and a lack of facilities. Indirect contributing factors that may advance a lack of infrastructure are staff burnout, not enough professionals in the industry of community based social services, and competitive wages. Indirect factors pertinent to a lack of transportation is the lack of public transportation, rural residents may be more isolated, and the rapidly growing population of Kendall County. Indirect factors associated with the lack of facilities are the population growth and the lack of a hospital in Kendall County.

Reflecting on the third risk factor of economic instability, direct contributing factors include employment insecurity, housing instability, and transportation. Indirect contributing factors that fall under employment insecurity include lack of health coverage, inability to afford care, and a lack of living wage jobs in the area. The indirect contributing factors associated with housing instability are lack of affordable housing, the high foreclosure rate in Kendall County, and the high eviction rate. Transportation became the final direct contributing factor associated with the risk factor of economic instability. Assigned as indirect factors were the lack of public transportation, rural residents being more isolated and the rising cost of gas for vehicles.

### **MEASURABLE OUTCOME OBJECTIVE**

- By 2026, outreach to 100% of community residents and partners, with whom we engage, to address the need for greater mental health awareness and support and to decrease socio-economic duress regarding our community's most vulnerable.

### **MEASURABLE IMPACT OBJECTIVE**

- By 2026, increase the number of outreach settings, to a minimum of three (3) underserved towns, beyond the building of the Kendall County Health Department to allow people closer access to services.
- By 2026, increase educational information access throughout the community by conducting a minimum of four (4) podcasts in both English and Spanish and a minimum of three (3) community presentations or events about services at the health department related to socio-economic and mental health services.
- By 2026, annually cultivate a minimum of one (1) new and/or strengthen a minimum of one (1) existing community partnership, dedicated to helping promote and address the need for socio-economic and/or mental health support.

### **PROVEN INTERVENTION STRATEGY**

KCHD will endeavor to connect our communities most vulnerable to assets that reduce financial instability and support mental health through a combination of extensive community engagement, seamless care coordination, and the delivery of person-based services.

KCHD possesses a great deal of experience in each of the aforementioned processes, including the delivery of person-based services using a people-centered approach to care.

Community engagement will be performed through traditional public outreach and through the use of technology. Under public outreach, three underserved towns beyond the building of the Kendall County Health Department. Outreach settings will become available to have a more convenient setting for customers who may not have access to reliable transportation. The proposed settings will be located in Plano, Newark, and Gardner Illinois. Staff will be present at these locations as well as other service partners including The Northern Illinois Food Bank, Senior Services, and the Veterans Assistance Commission. KCHD will provide a number of presentations through various forms to community members to raise awareness of, promote, and educate access to services which address mental health, substance abuse, and financial instability. These various platforms will include podcasts, community presentations, and a summit. Additionally, with consideration to the use of technology, KCHD will leverage the 24/7 accessibility of the internet to prepare, provide and promote community-wide resources for mental health and financial stability-related information and related community resources. KCHD's local public health system partners will be encouraged to inform and/or contribute to this community-wide offering of information. The availability of and access to this information will be actively promoted; the information routinely updated, and also communicated through social media messages (KCHD's Facebook and Twitter), and KCHD's quarterly electronic newsletter made available to KCHD's local public health system partners and the Kendall County population as a whole.

The Kendall County Domestic Violence Response Team (DVRT) was created in January of 2020. The team consists of the Kendall County State's Attorney's Office who presents the domestic violence case in criminal court, the Kendall County Sheriff's Office who investigates complaints to inform the courts during case prosecution, Mutual Ground who provides support to the victims and the Kendall County Health Department who provides community resources to victims. KCHD will be adding more staff to assist with the referrals that come in through the DVRT. Additionally, KCHD has several partnerships with local police departments providing Crisis Intervention Team (CIT) work to those in need within the community. Through CIT, clinicians reach out to those who have had police contact due to a mental health or substance use concern and may need wrap-around services including counseling, financial resources, and referrals.

As such partnerships are vital to the engagement of the community at large and those who are most vulnerable, KCHD will cultivate and/or strengthen community partnerships, dedicated to helping promote and address the need for socio-economic and/or mental health support. KCHD's efforts to engage and educate the community and providers, is intended to lead our communities most vulnerable to community supports and services capable of addressing their needs as they relate to mental health and financial instability. KCHD is one of Kendall County's leading providers of these services.

In an effort to increase the KCHD workforce, KCHD will develop partnerships with the local universities to welcome interns to participate in KCHD activities. Community Actions services will participate in the Illinois Public Health Associations Academia meetings to engage in recruitment of interns as well as Aurora University's School Community Resource Collaborative meetings. KCHD will endeavor to have representation on the National Alliance on Mental Illness Kane, DeKalb and Kendall Counties board to further deliver the message of holistic health and further increase provisions of resources to those in need.

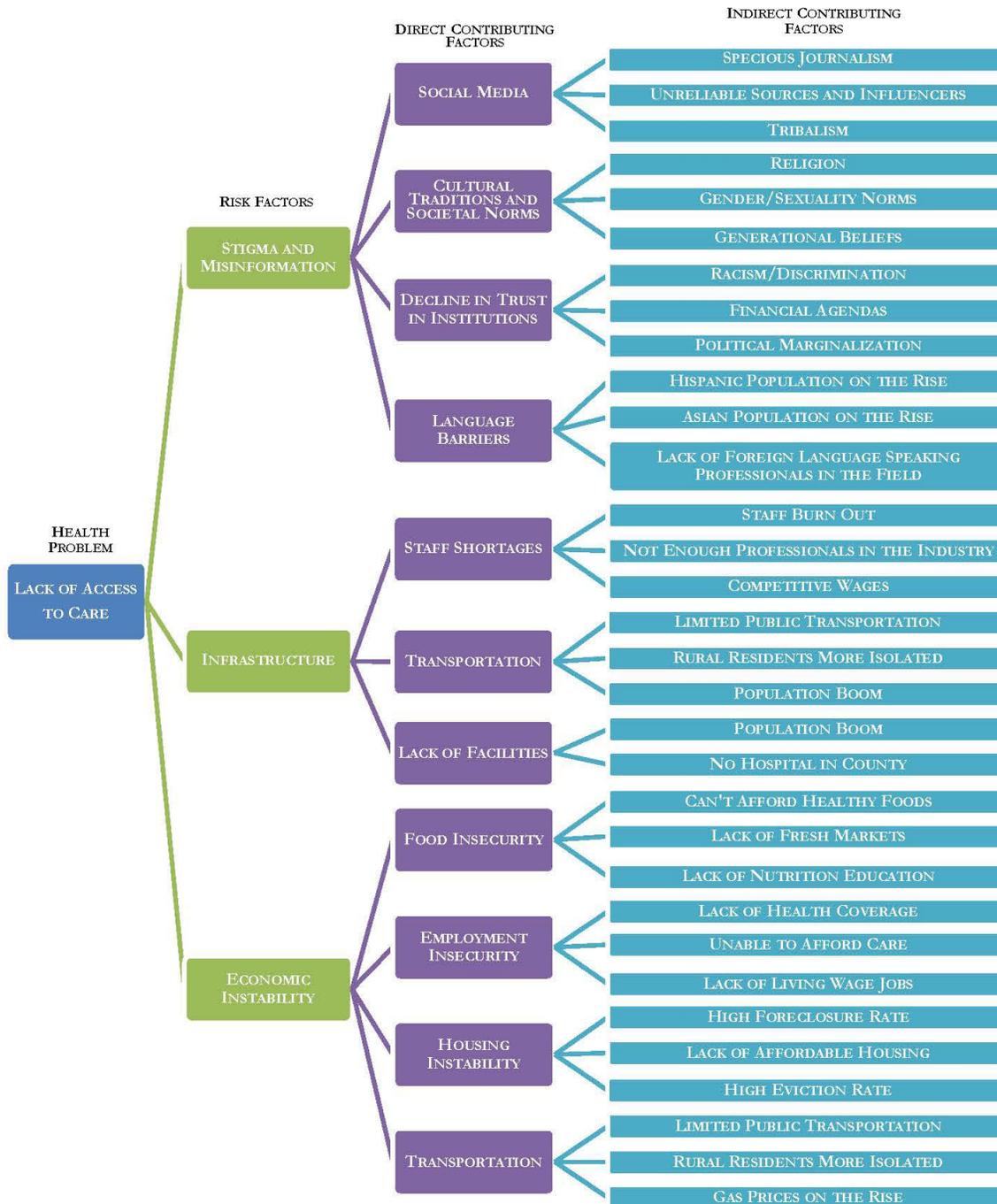
Mental health is an integral part of health; indeed, there is no health without mental health (World Health Organization, 2021). KCHD will endeavor to raise awareness of mental health among both Kendall County's population, and our local public health systems partners – in particular, our local health care and provider professionals. In an effort to educate and wrap around needed services around our most vulnerable members of our community, KCHD will create and provide to all customers seeking KCHD socioeconomic supports, information describing what mental health is; how to recognize mental health issues and illness; and where to receive help. This information will serve more than the possible needs of the direct recipients of this information. There may very well be a family member, friend or acquaintance of the recipients of this information, in need of mental health supports. Our information will be designed to be easily shared.

Concurrently, KCHD will strive to identify possible socio-economic duress among those seeking mental health treatment and supports, for all, but with an emphasis on our most vulnerable population. In a holistic effort to educate and wrap needed services around our most vulnerable, KCHD will create and provide to all mental health clients, through KCHD mental health treatment and supports, information describing the risk factors leading to socio-economic duress (also described as financial instability and economic insecurity), and more importantly, protective factors intended to secure and maintain one's financial stability and economic security. This information will serve more than the possible needs of the direct recipients of this information. Again, there may be a family member, friend or acquaintance of the recipients of this information, in need of socioeconomic supports. This information also will be designed to be easily shared by the recipient with others.

KCHD will track and measure the number of participants around which the aforementioned services have been wrapped. Additionally, KCHD will measure the impact that these services have had on our participants' mental health (documented in KCHD's psychosocial assessments), and financial stability and economic security (documented in KCHD's Single Tracking and Reporting System).

KCHD will serve our communities most vulnerable in a manner that builds trust and addresses their needs in culturally competent, dignified and holistic ways. Participants will be encouraged and enabled to collaborate with KCHD in identifying and addressing the best approaches to meeting their individual mental health and socioeconomic needs. Participants will be informed and involved in decision-making, and will have choices. They will be invested and active participants in achieving their individual needs. Combined, these strategies will serve to minimize if not prevent poor mental health and financial instability among those in need representing the community's most vulnerable.

HEALTH PROBLEM ANALYSIS WORKSHEET



## COMMUNITY HEALTH PLAN WORK SHEET

<b>HEALTH PROBLEM:</b>	<b>OUTCOME OBJECTIVE(S)</b>
Lack of access to care with mental health services and socio-economic well-being supports.	By 2026, outreach to 100% of community residents and partners, with whom we engage, to address the need for greater mental health awareness and support and to decrease socio-economic duress regarding our community's most vulnerable.
<b>RISK FACTOR(S) (MAY BE MANY)</b>	<b>IMPACT OBJECTIVE(S):</b>
<ul style="list-style-type: none"> <li>• Stigma and misinformation</li> <li>• Infrastructure</li> <li>• Economic Instability</li> </ul>	<ul style="list-style-type: none"> <li>• By 2026, increase the number of outreach settings, to a minimum of three (3) underserved towns, beyond the building of the Kendall County Health Department to allow people closer access to services.</li> <li>• By 2026, increase educational information access throughout the community by conducting a minimum of four (4) podcasts in both English and Spanish, a minimum of three (3) community presentations or events about services at the health department related to socio-economic and mental health services.</li> <li>• By 2026, annually cultivate a minimum of one (1) new and/or strengthen a minimum of one (1) existing community partnership, dedicated to helping promote and address the need for socio-economic and/or mental health support.</li> </ul>
<b>CONTRIBUTING FACTORS (DIRECT/INDIRECT; MAY BE MANY)</b>	<b>PROVEN INTERVENTION STRATEGY(IES)</b>

<ul style="list-style-type: none"> <li>• Social media</li> <li>-Specious journalism</li> <li>-Unreliable sources and influencers</li> <li>-Tribalism             <ul style="list-style-type: none"> <li>• Cultural traditions and societal norms</li> </ul> </li> <li>-Religion</li> <li>-Gender/sexuality norms</li> <li>-Generational beliefs             <ul style="list-style-type: none"> <li>• Decline in trust in institutions</li> </ul> </li> <li>-Racism/Discrimination</li> <li>-Financial agendas</li> <li>-Political marginalization             <ul style="list-style-type: none"> <li>• Language barriers</li> </ul> </li> <li>-Hispanic population on the rise</li> <li>-Asian population on the rise</li> <li>-Lack of foreign language speaking professionals in the field             <ul style="list-style-type: none"> <li>• Staff shortages</li> </ul> </li> <li>-Staff burn out</li> <li>-Not enough professionals in the industry</li> <li>-Competitive wages             <ul style="list-style-type: none"> <li>• Transportation</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• KCHD will implement a combination of extensive community engagement, seamless care coordination, and the delivery of person-based services using the person-centered care approach.</li> <li>• Three outreach settings will become available to underserved towns beyond the building of the Kendall County Health Department. These outreach settings will provide a more convenient setting for customers who may not have access to reliable transportation.</li> <li>• KCHD will provide a number of presentations through various forms to community members to raise awareness of, promote, and educate access to services which address mental health, substance abuse, and financial instability. These various platforms will include podcasts, community presentations, and a summit.</li> <li>• Develop partnerships with local universities to welcome interns to participate within the KCHD workforce.</li> <li>• Provide person-centered care, in a manner that builds trust and addresses needs in culturally competent, dignified and holistic ways. Participants will be encouraged and enabled to collaborate with KCHD in</li> </ul>
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<ul style="list-style-type: none"> <li>-Limited public transportation</li> <li>-Rural residents more isolated</li> <li>-Population boom</li> <li>-Gas prices on the rise             <ul style="list-style-type: none"> <li>• Lack of facilities</li> </ul> </li> <li>-Population boom</li> <li>-No hospital in county             <ul style="list-style-type: none"> <li>• Food insecurity</li> </ul> </li> <li>-Can't afford healthy foods</li> <li>-Lack of fresh markets</li> <li>-Lack of nutrition education             <ul style="list-style-type: none"> <li>• Employment insecurity</li> </ul> </li> <li>-Lack of health coverage</li> <li>-Unable to afford care</li> <li>-Lack of living wage jobs             <ul style="list-style-type: none"> <li>• Housing instability</li> </ul> </li> <li>-Lack of affordable housing</li> <li>-High foreclosure rate</li> <li>-High eviction rate</li> </ul>	<p>identifying and addressing the best approaches to meeting their individual mental health and socioeconomic needs.</p> <ul style="list-style-type: none"> <li>• Identification and provision of wrap-around services</li> </ul>
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<b>RESOURCES AVAILABLE (GOVERNMENT &amp; NON- GOVERNMENTAL)</b>	<b>BARRIERS</b>
<ul style="list-style-type: none"> <li>• Kendall County Health Department Mental Health and Community Action Divisions</li> <li>• Senior Services Associates</li> <li>• Oswego Senior Center</li> <li>• Kendall Area Transit</li> <li>• Local Park Districts</li> <li>• Local Schools</li> <li>• Kendall County Senior Providers</li> <li>• Kendall and Grundy Interagency Council</li> <li>• Rush Copley</li> <li>• Workforce Development</li> <li>• Churches</li> <li>• YMCA</li> <li>• Kendall and Grundy County VAC</li> <li>• Kendall County youth organizations</li> <li>• Local universities</li> <li>• IPHA academic Committee</li> <li>• Will County Center for Community Concerns</li> <li>• Behavioral Health and Community Action Advisory Board members</li> <li>• Kendall County Housing Authority</li> <li>• Local food pantries</li> <li>• Catholic Charities Diocese of Joliet Daybreak Center</li> <li>• Local libraries</li> <li>• Local police departments</li> <li>• Kendall County States Attorney</li> <li>• Mutual Ground</li> <li>• Prairie State Legal Services</li> </ul>	<ul style="list-style-type: none"> <li>• Funding</li> <li>• Lack of adequate staff</li> <li>• Lack of public awareness</li> <li>• Transportation</li> <li>• Language/ESL</li> <li>• Reluctance to access services/Stigma</li> <li>• Perceptions/attitudes towards service</li> <li>• Lack of affordable housing</li> </ul>

**DESCRIPTION OF HEALTH PROBLEMS, RISK FACTORS AND CONTRIBUTING FACTORS (INCLUDING HIGH RISK POPULATIONS, AND CURRENT AND PROJECTED STATISTICAL TRENDS):**

KCHD and its community partners have identified the health problem of lack of access to mental health and socio-economic supports in the population. Risk factors include stigma and misinformation, infrastructure, and economic instability. While there are many identified direct contributing factors, significant areas include social media, cultural traditions and societal norms, a decline in trust in institutions, language barriers, staff shortages, transportation, lack of facilities, food insecurity, employment insecurity, and housing instability. Person's in the community that are considered higher risk at experiencing a lack of access to mental health and socio-economic supports are those experiencing a high exposure to poverty, transportation/language barriers, residential isolation, and may have mental/physical disabilities.

**CORRECTIVE ACTIONS TO REDUCE THE LEVEL OF THE INDIRECT CONTRIBUTING FACTORS:**

- The creation and dissemination of information describing what mental health is; how to recognize mental health issues and illness; and where to receive help.
- The creation and dissemination of information describing the risk factors leading to socio-economic duress (also described as financial instability and economic insecurity), and more importantly, protective factors intended to secure and maintain one’s financial stability and economic security.
- Provision of mental health and socio-economic supports facilitated for those considered at highest risk of experiencing a lack of access to mental health and socio-economic supports.

**CONTRIBUTING FACTORS (DIRECT/INDIRECT; MAY BE MANY)**

Direct

- Social media
- Cultural traditions and societal norms
- Decline in trust in institutions
- Language barriers
- Staff Shortages
- Transportation
- Lack of facilities
- Food insecurity
- Employment insecurity
- Housing instability

Indirect

- Specious journalism
- Unreliable sources and influencers
- Tribalism
- Religion
- Gender/Sexuality norms
- Generational beliefs
- Racism/Discrimination
- Financial agendas
- Political marginalization
- Hispanic population on the rise
- Asian population on the rise
- Lack of foreign language speaking professionals
- Staff burn out
- Not enough professionals in the industry
- Competitive wages
- Limited public transportation
- Rural residents more isolated
- Population boom
- No hospital in county
- Can’t afford healthy foods
- Lack of fresh markets
- Lack of nutrition information
- Lack of health coverage
- Unable to afford care
- Lack of living wage jobs
- Lack of affordable housing

- High foreclosure rate
- High eviction rate
- Gas prices on the rise

**PROPOSED COMMUNITY ORGANIZATION(S) TO PROVIDE AND COORDINATE THE ACTIVITIES:**

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Kendall County Health Department Mental Health organizations and Community Action Divisions</li> <li>• Senior Services Associates</li> <li>• Oswego Senior Center</li> <li>• Kendall Area Transit Advisory</li> <li>• Local Park Districts</li> <li>• Local Schools</li> <li>• Kendall County Senior Providers</li> <li>• Kendall and Grundy Interagency Council Center</li> <li>• Rush Copley</li> <li>• Workforce Development</li> <li>• Churches</li> <li>• YMCA</li> <li>• Kendall and Grundy County VAC</li> </ul> | <ul style="list-style-type: none"> <li>• Kendall County youth</li> <li>• Local universities</li> <li>• IPHA academic Committee</li> <li>• Will County Center for Community Concerns</li> <li>• Behavioral Health and Community Action Board members</li> <li>• Kendall County Housing Authority</li> <li>• Local food pantries</li> <li>• Catholic Charities Diocese of Joliet Daybreak</li> <li>• Local libraries</li> <li>• Local police departments</li> <li>• Kendall County States Attorney</li> <li>• Mutual Ground</li> <li>• Prairie State Legal Services</li> </ul> |
|--|--|

**EVALUATION PLAN TO MEASURE PROGRESS TOWARD REACHING OBJECTIVES:**

- Number of presentations made to community members at local facilities, centers, clubs and social gatherings, to raise awareness of, promote, and educate access to services which address mental health and substance abuse, social isolation, and financial instability.
- Number of outreach settings utilized
- Number of successful internship programs completed
- Increased number of mental health and socio-economic supports facilitated. This will be measured and tracked using KCHD's Footholds relational database, and Single Tracking and Reporting System (STARS) data base.

# Youth Programming

Kendall County and Grundy County continue to grow and change. We recognize the need to reach out to the youth population. Our Mental Health Services staff are involved in community outreach to courts, schools, hospitals, and other referral sources. Most of the increases in referrals in intake this past year were for youth under age eighteen for investigative alcohol/drug evaluations. KCHD goal is to continue to assist customers in lessening or preventing acute family crisis, reducing social isolation and substance abuse issues, and assist youth in improving daily functioning and progress toward independence.

### **MENTAL HEALTH SERVICES PROGRAM DESCRIPTION**

Mental Health Services provides comprehensive and holistic services designed to meet diverse needs of the child, adolescent, and adult populations. Services are client focused, recovery driven, and vary in intensity depending on individual need. KCHD takes an integrated approach to all service endeavors, so that individuals with multiple diagnostic features may be served. Services include, but are not limited to, individual, group, and family counseling, as well as psycho education. KCHD strives to deliver preventative and emergency crisis services designed for the assessment and immediate stabilization of acute symptoms of mental illness, alcohol and other drug abuse, and emotional distress or in response to acts of domestic violence or abuse/neglect. These services are designed to provide thorough assessment, intervention, and closure strategies to suicidal and crisis episodes. Prevention and diversion services deliver proactive services designed to reduce individual, family, and environmental risk factors, increase resiliency, enhance protective factors, and achieve individual and comprehensive community wellness.

- COUNSELING SERVICES

We provide individual, family, group, and marital/couples counseling services to promote growth, development, and optimal functioning.

- PSYCHOLOGICAL TESTING

Psychological testing services are available for diagnostic clarification and for treatment support. Psychological testing is also available for fitness to stand trial, pre-employment, and fitness for duty.

- PSYCHIATRIC TREATMENT

Psychiatric treatment services are available, when indicated, to support treatment and wellbeing.

- SUBSTANCE ABUSE TREATMENT

We provide comprehensive outpatient services for the adolescent and adult individual addressing substance misuse problems. Individuals are supported as they learn to live their lives without the harmful consequences of substance use.

- ANGER EVALUATIONS

We provide comprehensive anger evaluations to provide insight and, if necessary, treatment recommendations when there is a pattern of unhealthy emotional coping.

- FITNESS RESTORATION

Court ordered education for individuals who have been found unfit to stand trial. Services are provided to increase mental stability, understanding of court/legal process, and to be an effective participant during trial.

- TRAUMA FOCUSED SERVICES

Staff have also been increasing their knowledge of and focus on the provision of trauma-induced stress and related treatments; a cornerstone to fostering community resilience. Mental Health Services has expanded trauma focused questions on the psychosocial assessment to ensure that those individuals who have experienced or witnessed trauma have specific interventions that are both effective and meaningful.

- CRISIS & SUICIDE INTERVENTION SERVICES

Services are provided on Kendall County campus sites to promote a low rumination plan, amelioration of psychiatric distress, meaningful support, and follow-up services. Services are available in English and Spanish and 24/7 support is available through the emergency crisis line.

- FORENSIC INTERVIEWING

We work closely with the Kendall County Child Advocacy Center in serving and supporting victims of child abuse in a sensitive, respectful manner. Our skilled forensic professional interviewers perform interviews of child-victims in a neutral, non-suggestive atmosphere, following a uniformed protocol. Post-interview counseling services are made accessible to each child and family.

- TRANSITIONS PROGRAM

The Transitions Program assists clients in maintaining their highest level of functioning, health, and independence. We provide psychosocial education/intervention, care coordination, senior counseling, and family system support. We not only work to foster a sense of well-being to survive and thrive, but also develop increased well-being and social connectedness. This is often a challenge for seniors experiencing economic stress, isolation, or lacking information on resources and opportunities that address such concerns. We raise individual and community awareness and promote access to services addressing mental health and substance abuse, social isolation, and financial instability. To foster and inspire our seniors' highest level of functioning, we advocate local resources improving one's ability to interact with others, encourage healthy habits, and provide one-on-one care management.

# Outcomes

As part of the Community Action Plan process, hawse have reviewed and identified appropriate indicators based off the current needs assessment. KGCA has developed projections/goals and strategies based on these indicators.

## CSBG WORK PROGRAM DETAIL SHEET

2024

### Kendall Grundy Community Action

24-  
231  
035

#### Program Category

Education and Cognitive Development

#### Title

02.061 Educational Financial Aid Assistance (1)

#### Summary

Kendall County Health Department Community Action Services Unit Scholarship program will provide scholarships for Community Services Block Grant (8) eligible persons for post-secondary education or occupational training.

#### Objective

Kendall County Health Department Community Action Services Unit will facilitate the scholarship program made available Kendall County Health Department Community Action Services Unit assures the following:

01. The scholarship will provide formal education or occupational training at an accredited Illinois institution to CSBG eligible clients. Preference will be given to the fields of study in high technology areas or other growth occupation skills or general post-secondary education.
02. A CSBG file will be maintained which will include 30-day income, proof of household members and proof of Kendall or Grundy County residency.
04. Assistance will be provided to recipients of the scholarships in obtaining other education grants and aid in order to complete their education.
05. The selection process: The selection committee will consist of CSBG Advisory Board Members and Kendall County Health Department Community Action Services Staff. Applicants will be graded on their scholastic achievement, personal essay content, letters of recommendation, honors accomplishments, exceptional life circumstances and other community activities. The total score from each reviewer will be averaged to a final score.
06. Document fairness exists in the scholarship recipient selection process.
07. The scholarship program generates documented outreach and publicity for the participating agency, the CSBG program and DCEO. All publicity releases will include the names of the local agency, DCEO and reference that funds are CSBG.
08. Where occupational training is involved, there is formal coordination with the local workNet/WIOA program.
09. All scholarships will be distributed by the end of the second or third quarter
10. Each scholarship recipient will submit a copy of their grades to document academic progress.
11. Each recipient will receive at least \$250.00; higher amounts are dependent on applicant's final score.
12. Each recipient will be invited to attend a presentation at a CSBG Advisory Board meeting.
13. We will submit DCEO Scholarship Report annually

**Agency Activities**

**Customer Steps**

1. The client will call or write Kendall County Health Department to obtain a scholarship application.
2. The client will complete application including all requested documentation and submit it to Kendall County Health Department.
3. The client will attend an interview with Kendall County Health Department scholarship committee.
4. If selected, the client will provide Community Services Block Grant required information and proof of enrollment.
5. Recipients of the scholarship will attend an awards ceremony.

**Method Of Tracking**

Kendall County Health Department will retain client's applications and copy of payment to school or training center. The Health Department will also maintain case notes and contact the schools to verify enrollment.

**Client Assistance**

**Special**

\$ 8,500.00

\$ 0.00

**Other Funding Sources**

There are no other funding sources

**Modification Changes**

	Target Number of Persons Served	Target Number of Successful Outcomes	Completed Serviced YTD	Completed Outcomes YTD
S-02-28 Scholarships	8			
02.11 Makes progress to post secondary degree		8		

**CSBG WORK PROGRAM DETAIL SHEET**

2024

**Kendall Grundy Community Action**

**24-231035**

**Program Category**

Civic Engagement and Community Involvement

**Title**

06.021 Outreach/Information and Referral (1)

**Summary**

The Kendall County Health Department Intake and Referral Specialists will provide assessments, intake, information, advocacy, referral and outreach services to CSBG eligible customers.

**Objective**

The Kendall County Health Department Intake and referral specialists will provide assessments, intake, information, referral

1. Conduct outreach to notify community of programs
2. Support Services staff provide information and referral using our main phone line at the Kendall County Health Department
3. Provide assessments, intake, advocacy, and referral services to CSBG eligible households
4. Provide screening for LIHEAP, IHWAP, CSBG and Housing Programs.
5. Provide information to assist other agencies within Kendall and Grundy county on a monthly basis
6. Participate in networking opportunities with a goal of providing case consultation and advocacy services for the unemployed and underemployed via WIOA
7. Provide case consultation and advocacy services within the Domestic Violence Response Team.
8. Assist eligible clients utilizing our SHIP certified staff.
9. Furnish translation and interpretation as needed
10. Develop the necessary community consensus via the CSBG advisory board
11. Refer custodial parents in single parent households to the local child support enforcement office
12. Refer seniors and disabled who need legal services to Prairie State Legal
13. Measure client satisfaction for clients via a customer satisfaction survey
18. Conduct outreach via job fairs, health fairs, and other public events to disseminate information on social services in Kendall and Grundy County.

**Agency Activities**

**Customer Steps**

1. Call for information and or appointment
2. Provide demographic information for eligibility screening for LIHEAP, IHWAP, CSBG, programs and housing programs
3. Agencies call in for information on services in the area
4. Attend outreach events to gain information on available services.

**Method Of Tracking**

STARS will track services via intake forms, metronet reports track number of calls, and outreach forms will track number of outreach contacts.

Kendall County Health Department fiscal will track payment for WIOA.

**Client Assistance**

**Special**

<b>\$ 0.00</b>	<b>\$ 0.00</b>
----------------	----------------

LIHEAP:  
\$1,619,904  
IHWAP:  
\$710,917

**Modification Changes**

**Kendall Grundy Community Action****24-  
231  
035****Program Category**

Services Supporting Multiple Domains

**Title**

07.011 Case Management (1)

**Summary**

This Work Program is a Pilot Program. The Case Management program will provide assistance for our communities most vulnerable populations. The Kendall County PADS group disbanded in 2022 and we have received all their donated funds to continue providing Emergency Shelter for our communities homeless. We also received a very generous increase in our Homeless Prevention funds from IDHS. Grundy Area PADS has received funds from HUD to provide Rapid-Rehousing and Permanent Supportive Housing for our communities homeless populations. We have partnered with Grundy Area PADS to provide, with our other funding sources, emergency shelter for the area's homeless until Grundy Area PADS can find and provide a residence more permanent. Grundy Area PADS will move forward with the long-term case management.

Assistance includes provision of food, transportation, shelter, rent, mortgage, security deposits, utilities, PO Boxes, storage, moving costs, and other needs as deemed necessary. We also recently have an agreement with the Salvation Army to provide homeless prevention assistance with rent and utilities.

The Case Management program will provide assistance for our communities most vulnerable population to meet shelter nutritional, housing, utility, and transportation needs.

1. Donated Kendall County PADS funding will provide assistance for food, health care, lodging, and transportation. Kendall County PADS also donated gift cards to local area grocery stores, laundry mats, and gas stations
2. The Homeless Prevention grant will provide funding for rent, security deposits, mortgage, and utilities.
4. The Salvation Army Nicor Sharing/Energy Aide fund will provide assistance to persons who already received LIHEAP and are still in need of assistance with their gas bill. The Salvation Army general extension funding will provide assistance with rent, security deposits, and water bills.

The objective of this program is to provide services to our area's population that are experiencing homelessness to obtain permanent housing and to prevent our community's population from becoming homeless by providing services and supports.

**Quarterly Goals:**

First = 30

Second =30

Third = 15

Fourth = 15

Total = 100

## Objective

### Agency Activities

1. Staff will coordinate with other service providers, community groups, and government agencies to provide resources for general assistance for crisis intervention. Examples include: Program director serves on the Grundy County PADS Board, the Will County Continuum of Care Board, Ranking Committee, and the Executive Committee. The Program Director is the Vice Chair of the Ending Homeless Committee, and Senior Providers Council. The Assistant Director chairs the Kendall Interagency Council and participates in the Grundy Interagency Council. The Community Resource Specialist serves on the Domestic Violence Response Team and We Cares Relief Committee.
2. Staff will provide direct monetary assistance for solutions to crisis situations. On all mortgage applications, property ownership will be verified. For rental application, landlords will fill out a verification sheet.
3. Staff will verify all Emergency Shelter applicants as to being Kendall County residents and that they do not have any other place they can stay. All families will be entered into the HMIS database by staff within the Will County Continuum of Care so that they can be referred to Rapid Rehousing after signing a Release of Information and an agreement on housekeeping rules at the hotel.
4. All other misc needs, assistance will be paid to the vendors. Example: We will pay USPS directly for PO BOX's for homeless individuals if that is determined the need. Checks will be made in person for the customer at the local DMV. We have a account with Uber to provide transportation to displaced individuals when needed.
5. Staff will create and maintain a file on each household's emergency services showing itemized record of the amount, purpose, date, and to whom dollars were dispersed. File will also indicate any other programmatic services provided as well as any referrals.
6. Staff will refer clients to additional services as needed.
7. Staff will continue to follow up with customers from beginning of crisis to end of crisis or until other agencies take over the case management as well as 90 day follows ups if needed.

### Customer Steps

1. The client will complete an application.
2. The client will meet with staff and provide all requested documentation.
3. If approved, the client will cooperate with Kendall County Health Department to verify amount to payment vendor for services.
4. Client will meet with a caseworker on a weekly basis in order to continue with their Emergency Shelter benefits showing how they are increasing their level of self-sufficiency.
5. Maximum stay at a hotel will be 30 days for each family experiencing homeless unless the family received a housing voucher and shows that they are actively looking for a permanent residence with the voucher. Then the stay may be extended for purposes of continuing stability.
5. If client needs assistance to prevent homeless prevention client will fill out a application and the landlord will sign an agreement to have Community Action pay on behalf of the client.
6. Client will agree to follow up appointments after service has been obtained every three months to show increased self-sufficiency.

### Method Of Tracking

Kendall County Health Department will retain client's application of services and copy of payment to vendors. Follow up with client will occur after 90 days of service and case notes will be put on record.

Excel spreadsheets will be used to keep an on-going log of funding spent between each grant and each service will be

#### Client Assistance

\$ 0.00

#### Special

\$ 0.00

### Other Funding Sources

Kendall County PADS donations: \$92,762.14

IDHS Homeless Prevention:\$183,000 Salvation

Armv Energv Aide: \$10.000

### Modification Changes

	Target Number of Persons Served	Target Number of Successful Outcomes	Completed Serviced YTD	Completed Outcomes YTD
S-04-03 Rent Payments	57			
04.05 Avoided eviction		57		
S-04-04 Deposit Payments-Housing	13			
04.02 Obtained safe and affordable housing		13		
S-04-05 Mortgage Payments	13			
04.06 Avoided foreclosure		13		
S-04-092 Utility Payments (Telephone, PO Box or Other)	5			
03.01 Meet basic needs for 90 days		5		
S-04-14 Transitional Housing Placement	5			
04.01 Homeless and obtained temporary shelter		5		
S-04-22 Storage Units for Personal Belongings	3			
04.09 Improved living conditions		3		
S-07-04 Transportation Services (bus passes, bus transport, support for auto)	3			
05.02 Improved physical health Individual		3		

1. Call for information and or appointment
2. Provide demographic information for eligibility screening for LIHEAP, IHWAP, CSBG, programs and housing programs
3. Agencies call in for information on services in the area
4. Attend outreach events to gain information on available services.

## CSBG WORK PROGRAM DETAIL SHEET

2024

### Kendall Grundy Community Action

24-2310

#### Program Category

Services Supporting Multiple Domains

#### Title

07.031 Referrals (1)

#### Summary

The Kendall County Health Department Intake and Referral Specialists will provide assessments, intake, information, advocacy, referral and outreach services to CSBG eligible customers.

#### Objective

specialists will provide assessments, intake, information, referral and outreach services. The Intake and referral specialists will conduct 1900 assessments (an average of about 160 per month), our support staff will answer about 25,000 calls for referrals to services within the community. We plan on conducting outreach activities in Coal City, Morris, and Braceville Illinois as well as at 2500 people by the end of 2024.

#### Agency Activities

#### Customer Steps

1. Conduct outreach to notify community of programs
2. Support Services staff provide information and referral using our main phone line at the Kendall County Health Department
3. Provide assessments, intake, advocacy, and referral services to CSBG eligible households
4. Provide screening for LIHEAP, IHWAP, CSBG and Housing Programs.
5. Provide information to assist other agencies within Kendall and Grundy county on a monthly basis
6. Participate in networking opportunities with a goal of providing case consultation and advocacy services for the unemployed and underemployed via WIOA
7. Provide case consultation and advocacy services within the Domestic Violence Response Team.
8. Assist eligible clients utilizing our SHIP certified staff.
9. Furnish translation and interpretation as needed
10. Develop the necessary community consensus via the CSBG advisory board
11. Refer custodial parents in single parent households to the local child support enforcement office
12. Refer seniors and disabled who need legal services to Prairie State Legal
13. Measure client satisfaction for clients via a customer satisfaction survey
18. Conduct outreach via job fairs, health fairs, and other public events to disseminate information on social services in Kendall and Grundy County.

**Method Of Tracking**

STARS will track services via intake forms, metronet reports track number of calls, and outreach forms will track number of outreach contacts.

Kendall County Health Department fiscal will track payment for WIOA.

**Client Assistance**

**Special**

**\$ 0.00**

**\$ 0.00**

LIHEAP: \$1,619,904

IHWAP: \$710,917

**Modification Changes**

	Target Number of Persons Served	Target Number of Successful Outcomes	Completed Serviced YTD	Completed Outcomes YTD
S-07-02 Eligibility Determinations	20000			
05.02.B Improved physical health Families		20000		

# CSBG WORK PROGRAM DETAIL SHEET

2024

**Kendall Grundy Community Action**

**24-231035**

**Program Category**

Agency Capacity Building

**Title**

09.011 Agency Capacity Building Activities (1)

**Summary**

Kendall County Health Department will increase capacity to achieve results.

**Objective**

Kendall County Health Department will participate in activities that increase the agency's capacity such as Annual Reports, Community Needs Assessment, Grant Accountability and Transparency Act, Results Oriented Management and Accountability, and Leadership/Management. Steve Curatti is our ROMA professional.

**Agency Activities**

Kendall County Health Department will request trainings during the 2023 program year as necessary. Some of the trainings will be provided by Illinois Association of Community Action Agencies and Department of Commerce & Economic Opportunity mandated by Community Services Block Grant. Staff will add hours into STARS.

**Customer Steps**

Kendall County Health Department will request trainings during the 2023 program year as necessary. Some of the trainings will be provided by Illinois Association of Community Action Agencies and Department of Commerce & Economic Opportunity mandated by Community Services Block Grant. Staff will add hours into STARS.

**Method Of Tracking**

Employees will provide documents from trainings.

**Client Assistance**

**Special**

\$ 0.00

\$ 10,000.00

**Other Funding Sources**

**Modification Changes**

	Target Number of Persons Served	Target Number of Successful Outcomes	Completed Serviced YTD	Completed Outcomes YTD
S-09-03 Agency staff who completing certifications that increase agency capacity	7			
00.04 Nationally Certified ROMA Trainers		7		

ILLINOIS COMMUNITY ACTION AGENCIES  
**Needs Assessment Survey**  
 (Community Stakeholders)



Illinois Department of  
 Commerce &  
 Economic Opportunity

Community Services  
 Block Grant

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

**INSTRUCTIONS:**

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

1. What county do you live in? \_\_\_\_\_
2. What community stakeholder group do you belong to? select the one that best describes your group:
 

<input type="checkbox"/> County government	<input type="checkbox"/> educational institution	<input type="checkbox"/> service organization	<input type="checkbox"/> police	<input type="checkbox"/> other
<input type="checkbox"/> City government	<input type="checkbox"/> health care provider	<input type="checkbox"/> public/private housing	<input type="checkbox"/> judicial	
<input type="checkbox"/> Board of Supervisors	<input type="checkbox"/> faith based	<input type="checkbox"/> neighborhood association	<input type="checkbox"/> private business	
3. Are there full-time living wage employment (\$15 per hour or higher) opportunities available in your community?
 

<input type="checkbox"/> there are an <u>insufficient</u> number of opportunities	<input type="checkbox"/> there are a <u>sufficient</u> number of opportunities
<input type="checkbox"/> there are an <u>excessive</u> number of opportunities	<input type="checkbox"/> there are not any opportunities
	<input type="checkbox"/> unsure
4. Why do you believe people have problems getting or keeping a full-time living wage job? select all that apply:
 

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

<input type="checkbox"/> there are an <u>insufficient</u> number available	<input type="checkbox"/> there are a <u>sufficient</u> number available
<input type="checkbox"/> there are an <u>excessive</u> number available	<input type="checkbox"/> there are not any available
	<input type="checkbox"/> unsure
6. Are child care programs (evenings, nights, and weekends) for low-income families available in your community?
 

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

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

<input type="checkbox"/> there are an <u>insufficient</u> number available	<input type="checkbox"/> there are a <u>sufficient</u> number available
<input type="checkbox"/> there are an <u>excessive</u> number available	<input type="checkbox"/> there are not any available
	<input type="checkbox"/> unsure
9. In your community, in which areas do you believe youth (ages 12 to 17) need information, education, guidance, and/or assistance? select all that apply:
 

<input type="checkbox"/> after school supervision	<input type="checkbox"/> school attendance	<input type="checkbox"/> birth control	<input type="checkbox"/> affordable school/community activities
<input type="checkbox"/> learning disabilities	<input type="checkbox"/> behavior disorders	<input type="checkbox"/> tutoring	<input type="checkbox"/> mentoring/leadership/volunteering
<input type="checkbox"/> finding employment	<input type="checkbox"/> gang participation	<input type="checkbox"/> obesity	<input type="checkbox"/> sexually transmitted diseases
<input type="checkbox"/> substance abuse/tobacco	<input type="checkbox"/> teen parenting	<input type="checkbox"/> mental health	<input type="checkbox"/> physical health and dental issues
			<input type="checkbox"/> none apply
10. Are there adequate levels of non-medical emergency services available in your community?  YES  NO  unsure
11. Are there a sufficient number of emergency shelters available in your community?  YES  NO  unsure
12. Are there adequate levels of medical services available for low-income people in your community?  YES  NO  unsure
13. Are there adequate levels of dental services available for low-income people in your community?  YES  NO  unsure

14. Are there adequate levels of wellness (nutrition, exercise, etc.) programs available for low-income people in your community?  
 YES  NO  unsure
15. Are there adequate levels of public transportation options (cabs, taxis, buses, trolleys, etc.) available in your community?  
 YES  NO  unsure
16. Are the homes in your community in good repair?  most are  some are  few are  none are  unsure
17. Which of the following issues do you believe are the greatest challenges low-income families and individuals are currently facing? select all that apply:
- |  |   |  |  |
|--|---|--|--|
| <input type="checkbox"/> education       | <input type="checkbox"/> child care           | <input type="checkbox"/> living wage employment      | <input type="checkbox"/> mental health services                                    |
| <input type="checkbox"/> job training    | <input type="checkbox"/> teen pregnancy       | <input type="checkbox"/> family/child abuse          | <input type="checkbox"/> medical care access                                       |
| <input type="checkbox"/> housing         | <input type="checkbox"/> substance abuse      | <input type="checkbox"/> language barriers           | <input type="checkbox"/> dental care access  |
| <input type="checkbox"/> budgeting       | <input type="checkbox"/> transportation       | <input type="checkbox"/> health food selection       | <input type="checkbox"/> health care costs   |
| <input type="checkbox"/> parenting       | <input type="checkbox"/> family violence      | <input type="checkbox"/> special needs children      | <input type="checkbox"/> credit card debt <input type="checkbox"/> child support   |
| <input type="checkbox"/> chronic illness | <input type="checkbox"/> energy/utility costs | <input type="checkbox"/> financial literacy/planning | <input type="checkbox"/> legal issues/services <input type="checkbox"/> none apply |
18. Which of the following areas do you believe low-income families and individuals need assistance with in order to achieve or maintain self-sufficiency? select all that apply:
- |                                       |  |  |   |
|---------------------------------------|--|--|---|
| <input type="checkbox"/> employment   | <input type="checkbox"/> mental health         | <input type="checkbox"/> substance abuse treatment   | <input type="checkbox"/> medical care       |
| <input type="checkbox"/> job training | <input type="checkbox"/> literacy              | <input type="checkbox"/> financial literacy/planning | <input type="checkbox"/> family/child abuse |
| <input type="checkbox"/> housing      | <input type="checkbox"/> transportation        | <input type="checkbox"/> energy/utility costs        | <input type="checkbox"/> language barriers  |
| <input type="checkbox"/> child care   | <input type="checkbox"/> legal issues/services | <input type="checkbox"/> family planning             | <input type="checkbox"/> none apply         |
19. Which of the following areas do you believe the elderly (seniors) in your community need assistance with in order to remain in their home? select all that apply:
- |   |   |   |   |
|---|---|---|---|
| <input type="checkbox"/> housework            | <input type="checkbox"/> yard work/snow removal       | <input type="checkbox"/> home repairs             | <input type="checkbox"/> energy/utility costs |
| <input type="checkbox"/> managing medications | <input type="checkbox"/> grocery shopping             | <input type="checkbox"/> preparing meals          | <input type="checkbox"/> laundry              |
| <input type="checkbox"/> financial assistance | <input type="checkbox"/> tax preparation/legal issues | <input type="checkbox"/> access to transportation | <input type="checkbox"/> none apply           |
20. Of the following, which of these do you believe low-income families and individuals need information, education, guidance, and/or assistance:
- |   |                              |                             |                                 |
|---|------------------------------|-----------------------------|---------------------------------|
| checking and savings accounts .....                 | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| credit card debt .....                              | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| credit repair .....                                 | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| payday loans .....                                  | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| car title loans (not a car purchase loan) .....     | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| budgeting or money management issues .....          | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| filing tax returns (Earned Income Tax Credit) ..... | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| obtaining loans .....                               | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| property tax exemptions .....                       | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| rent reimbursement claims .....                     | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| home energy/utility cost issues .....               | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| landlord/tenant issues .....                        | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
21. On a scale of 1 to 5 (1=poor/poorly, 3=fine/adequate, and 5=excellent), please rate the following:
- How would you rate your relationship with the community action agency in your community?  
 1  2  3  4  5  no relationship
- How well is the community action agency in your community meeting the needs of low-income families and individuals?  
 1  2  3  4  5  unsure
22. What do you believe causes poverty? [please provide answer on separate sheet]
23. What community improvement initiative would you like your community to address? [please provide answer on separate sheet]
24. If you had \$1,000,000 to solve a community issue, what would you solve? [please provide answer on separate sheet]
25. Any other comments? [please provide answer on separate sheet]

## ILLINOIS COMMUNITY ACTION AGENCIES

## Needs Assessment Survey



Illinois Department of  
Commerce &  
Economic Opportunity

Community Services  
Block Grant

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

## INSTRUCTIONS:

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

- 
1. What county do you live in? \_\_\_\_\_
  2. What is your position with the community action agency? select all that apply:  
 board member     staff person     Head Start Policy Council     advisory committee
  - 2a. How many years have you served in this capacity?  
 0-2     3-5     6-10     11-15     16-20     21-25     26-30     over 30
  3. Are there full-time living wage employment opportunities available in your community?  
 there are many opportunities     there are some opportunities     there are few opportunities  
 there are not any opportunities     unsure
  - 3a. Why do you believe people have problems getting or keeping a job? select all that apply:  
 jobs are not available     physical or mental disabilities     health issues  
 language barriers     need better technical job skills     substance abuse issues  
 lack of education     transportation     other  
 need child care     need better communication, people/customer job skills
  4. Are there child care programs for low-income families available in your community?  
 there are many programs     there are some programs     there are few programs  
 there are not any programs     unsure
  5. Are pre-school programs (including Head Start programs) for low-income families available in your community?  
 there are many programs     there are some programs     there are few programs  
 there are not any programs     unsure
  6. Are affordable youth (ages 5 to 17) activities or after school programs available in your community?  
 there are many activities/programs     there are some activities/programs  
 there are few activities/programs     there are not any activities/programs     unsure
  7. In your community, in which areas do you believe youth (ages 12 to 17) need assistance? select all that apply:  
 after school supervision     school attendance     birth control     teen parenting     obesity  
 learning disabilities     behavior disorders     tutoring     mentoring and leadership  
 finding employment     gang participation     volunteering     sexually transmitted diseases  
 substance abuse/tobacco     affordable school/community activities     none of these apply
  8. Do you believe the schools in your community meet the educational needs of the children they serve?  
 in almost all cases     in most cases     in some cases     in a few cases     not at all     unsure

9. Are non-medical emergency services available in your community?  YES  NO  unsure
10. Are emergency shelters available in your community?  YES  NO  unsure
11. Are medical services available for low-income people in your community?  YES  NO  unsure
12. Are dental services available for low-income people in your community?  YES  NO  unsure
13. Are wellness (nutrition, exercise, etc.) programs available for low-income people in your community?  
 YES  NO  unsure
14. Are the homes in your community in good repair? select one:  
 most of them are  some of them are  few of them are  none are  unsure
15. What public transportation options are available in your community? select all that apply:  
 cab or taxi  regional transit bus  municipal bus  trolley  none  other
16. Which of the following issues do you believe are the greatest challenges low-income households are currently facing? select all that apply:
- |  |   |   |   |
|--|---|---|---|
| <input type="checkbox"/> education       | <input type="checkbox"/> child care           | <input type="checkbox"/> living wage employment | <input type="checkbox"/> mental health services |
| <input type="checkbox"/> job training    | <input type="checkbox"/> teen pregnancy       | <input type="checkbox"/> family/child abuse     | <input type="checkbox"/> medical care access    |
| <input type="checkbox"/> housing         | <input type="checkbox"/> substance abuse      | <input type="checkbox"/> language barriers      | <input type="checkbox"/> dental care access     |
| <input type="checkbox"/> budgeting       | <input type="checkbox"/> transportation       | <input type="checkbox"/> health food selection  | <input type="checkbox"/> health care costs      |
| <input type="checkbox"/> parenting       | <input type="checkbox"/> family violence      | <input type="checkbox"/> special needs children | <input type="checkbox"/> credit card debt       |
| <input type="checkbox"/> chronic illness | <input type="checkbox"/> energy/utility costs | <input type="checkbox"/> none apply             |   |
17. Which of the following areas do you believe low-income households need assistance with in order to achieve or maintain self-sufficiency? select all that apply:
- |                                       |   |   |   |
|---------------------------------------|---|---|---|
| <input type="checkbox"/> employment   | <input type="checkbox"/> mental health  | <input type="checkbox"/> medical care       | <input type="checkbox"/> substance abuse treatment                                |
| <input type="checkbox"/> job training | <input type="checkbox"/> education      | <input type="checkbox"/> family/child abuse | <input type="checkbox"/> financial planning                                       |
| <input type="checkbox"/> housing      | <input type="checkbox"/> transportation | <input type="checkbox"/> language barriers  | <input type="checkbox"/> parenting education                                      |
| <input type="checkbox"/> child care   | <input type="checkbox"/> legal issues   | <input type="checkbox"/> family planning    | <input type="checkbox"/> energy/utility costs <input type="checkbox"/> none apply |
18. Which of the following areas do you believe the elderly (seniors) in your community need assistance with in order to remain in their home? select all that apply:
- |   |   |   |   |
|---|---|---|---|
| <input type="checkbox"/> housework            | <input type="checkbox"/> yard work/snow removal       | <input type="checkbox"/> home repairs             | <input type="checkbox"/> energy/utility costs |
| <input type="checkbox"/> managing medications | <input type="checkbox"/> grocery shopping             | <input type="checkbox"/> preparing meals          | <input type="checkbox"/> laundry              |
| <input type="checkbox"/> financial assistance | <input type="checkbox"/> tax preparation/legal issues | <input type="checkbox"/> access to transportation |   |
19. Of the following, with which of these do you believe low-income families need information, education, guidance, and/or assistance?
- |   |                              |                             |                                 |
|---|------------------------------|-----------------------------|---------------------------------|
| checking and savings accounts.....              | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| credit cards .....                              | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| payday loans .....                              | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| car title loans (not a car purchase loan) ..... | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| budgeting or money management issues .....      | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| financial credit issues .....                   | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| filing tax returns (EITC) .....                 | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| obtaining loans .....                           | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| property tax exemptions .....                   | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| rent reimbursement claims .....                 | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| home energy/utility cost issues .....           | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |

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

ILLINOIS COMMUNITY ACTION AGENCIES  
Client Needs Assessment



Illinois Department of  
Commerce &  
Economic Opportunity  
Community Services  
Block Grant

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

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

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

- 
1. What county do you live in? \_\_\_\_\_ 2. What is your household's zip code? \_\_\_\_\_
3. Are you a male or female?  Male  Female  Other
4. Are you aged 55 or over?  YES  NO
5. Are you married or living with a partner?  YES  NO
6. **EMPLOYMENT:** *Which employment needs could you use help with (select all that apply)...*
- Getting training for the job that I want
  - Getting an education for the job that I want
  - Finding a permanent full-time job that will support me or my family
  - Knowing what jobs are available
  - Learning how to interview for a job
  - Learning how to write a resume
  - Learning how to fill out job applications
  - Learning computer skills to apply for jobs
  - Obtaining appropriate clothing for my job
  - Obtaining equipment (e.g. tools) for my job
7. **EDUCATION:** *Which education needs could you or a family member use help with (select all that apply)...*
- Obtaining a high school diploma or GED/HSED
  - Obtaining a two-year college degree
  - Obtaining a four-year college or university degree
  - Choosing a career
  - Choosing a technical school program
  - Learning how to use a computer
  - Learning or improving communication or language skills
  - Learning English (as a second language)
  - Getting financial assistance to complete my education
  - Completing college aid forms (including FAFSA forms)
8. **FINANCIAL AND LEGAL ISSUES:** *Which financial and/or legal needs could you or your family use help with (select all that apply)...*
- Budgeting and managing money
  - Opening a checking or savings account
  - Filling out tax forms
  - Understanding credit scores
  - Solving problems with a credit card or loan company
  - Solving problems with utility or telephone company
  - Solving problems with payday loans
  - Solving bank foreclosure/bankruptcy/repossession problems or issues
  - Solving divorce problems or issues
  - Solving child custody problems or issues
  - Solving child support problems or issues
  - Solving restraining order problems or issues
  - Getting protection in domestic violence situations
  - Getting legal assistance with deportation or immigration issues
  - Getting legal assistance when denied services

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

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

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

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

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

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

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

13. **PARENTING AND FAMILY SUPPORT:** *If you have children (under the age of 18) living with you, which parenting and/or family support needs could you or your family use help with (select all that apply)...*

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

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

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

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

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

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

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

17. Are there any problems or needs that you or your family faced within the last 12 months that you were unable to get help with?

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

---

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

---

19. How did you learn about our agency? Select all that apply:
- Family or friend     Current or former agency client     The household I grew up in had received agency services  
 Health care provider     A state agency     Other social service agency  
 Brochure or flyer     Websites/Internet     Newspaper     Phone book     A mailing  
 Television     Social media (Facebook, Twitter, etc.)     Local Church     Billboard     Radio     Other
20. What are your sources of household income? Select all that apply:
- No income     TANF     Employment income     Social Security     SSI     Other  
 Child support or alimony     General Assistance     Unemployment insurance     Self-employed     Pension
21. In the last 12 months, how has your household's income situation changed?  Increased     Decreased     No change
22. What time of day would you prefer to come to one of our locations (offices) for assistance? Select one:
- Weekday hours of 8:00 am - 4:30 pm     Saturday hours from 9:00 am - 12:00 pm  
 Weekday evening hours from 5:00 pm - 7:00 pm     I am not able to come to any of your locations
23. What services has your household received from our agency within the last 12 months? Select all that apply:
- Energy Assistance (LIHEAP)     \_\_\_\_\_     \_\_\_\_\_  
 Weatherization     \_\_\_\_\_     \_\_\_\_\_  
 Head Start/Early Head Start     \_\_\_\_\_     \_\_\_\_\_  
 \_\_\_\_\_     \_\_\_\_\_     \_\_\_\_\_  
 \_\_\_\_\_     \_\_\_\_\_     \_\_\_\_\_
24. If you know anyone with an incarcerated adult in their family, do they ever talk about particular concerns that could be addressed through us? Select all that apply:
- Transportation assistance     Child care assistance     Job skills training     Medical bill assistance  
 Mentor or after school programs for children     Financial assistance     Stress relief     Other
25. When you think about your adult family, friends and neighbors, how many of them might say something like "there's too much month at the end of my money?" or "where am I going to find money to pay for that?" Select one:
- Almost none (0 to 5%)     Some (6 to 33%)     Quite a few (26 to 66%)     Most (67 to 95%)     Almost everyone (96 to 100%)
26. When you think about your family, friends and neighbors, how many of them may have difficulties finding or buying enough quality food to provide at least three meals per day? Select one:
- Almost none (0 to 5%)     Some (6 to 33%)     Quite a few (26 to 66%)     Most (67 to 95%)     Almost everyone (96 to 100%)
27. When you have time to rest or are ready to sleep, what kind of issues in your family or neighborhood keep you up?  
 \_\_\_\_\_  
 \_\_\_\_\_
28. If given the opportunity, would you be willing to serve on a local board or committee that represents and makes decisions for families with low-incomes?  YES     NO     Unsure    If YES, please provide your name and phone number:
- FIRST NAME: \_\_\_\_\_ LAST NAME: \_\_\_\_\_
- PHONE NUMBER (999-999-9999): \_\_\_\_\_

### Customer Satisfaction Survey

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

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