Will County Center for Community Concerns

COMMUNITY ACTION PLAN

January 1, 2019 to December 31, 2019
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COMMUNITY ACTION PLAN SUMMARY

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

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

The Community Services Block Grant (CSBG) makes this responsive planning process possible. To our knowledge, CSBG is the only government grant that offers the flexibility of local planning. CSBG contributes a substantial amount to the operational costs of the Agency, enabling us to administer over $7,747,325.00 in federal, state, and private program funds. CSBG also drives the outreach and networking efforts for the entire Agency.

The Agency’s Board of Directors, management, and staff are continuously evaluating agency programs and assessing client needs to seek new and innovative ways to address Will County’s poverty problems. Customers’ needs are determined by accepting comments, suggestions, and surveys from clients, board members and other entities throughout the year. Customers complete a Needs Assessment Survey at the point of intake, and responses are collected and evaluated throughout the year. In addition to paper surveys, the Agency hosts focus groups to gain a perspective of needs from the perspective of specific demographic groups; senior citizens, veterans, parents of young children, and people experiencing homelessness. The Agency favors this largely client-driven planning process because it allows for flexibility in programmatic planning. The main priorities as identified through more than 703 customer surveys are: Budgeting/Money Management; Financial Assistance with Utility Payments; Finding Permanent Full Time Employment; Getting Food from Food Pantries and Food Banks; and Finding Affordable Housing. The agency has also begun to develop partnerships with county government and other service providers to address the opioid crisis in Will County.

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

Data has been collected using the following methods:

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

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

Service Delivery System

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

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

Linkages

Will County Center for Community Concerns’ outreach efforts include the advertisement of all programs in county newspapers, on local cable television, public service announcements, and informational flyers and brochures. In 2017/2018, outreach and information/referral services have been provided at various community group fairs. Participation in outreach has been incorporated into our yearly calendar of events. Chamber of Commerce expos, health and energy fairs, back to school events, and senior fairs have become part of the outreach effort. WCCCC partners with the Will County Regional Office of Education to bring housing information services and nutrition assistance to families with school-aged children identified as being at risk of homelessness. WCCCC hosted the annual “Healthy Homes/Healthy Families” expo in May 2018 to educate our residents about physical health, financial health, energy conservation, “green” measures, and home safety. The majority of clients learn about the Agency through word of mouth or by referral from other service providers. Outreach staff work with other service providers directly to access other resources for the clients.
Coordination

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

The Agency hosts monthly interagency networking meetings and is a member of the Community Services Council of Will County, South West Suburban Philanthropic Network, the Emergency Food and Shelter Board, and the Joliet Region Chamber of Commerce.

WCCCC has coordinated efforts and projects with various agencies including: Workforce Center of Will County, Regional Office of Education, Salvation Army, Illinois Department of Human Services, St. Vincent DePaul Thrift Store, Senior Services Center of Will County, Will County Continuum of Care, MorningStar Missions, Catholic Charities/Daybreak Center, Cornerstone Services, Riverwalk Apartments and Holsten Enterprises, Stepping Stones Treatment Center, Will County Community Development Division, City of Joliet, as well as internal programs which include IHWAP and LIHEAP.

Funding for our Home Repair Program is made available through partnerships with private businesses and foundations such as the Aileen S. Andrews Foundation, Alliant Credit Union, D’Arcy Motors, Ecolab Foundation, First Midwest Bank, Full Circle Foundation, George M. Eisenberg Foundation, GKN Foundation, Joliet Junior Woman’s Club, Joliet Kiwanis Charities, Joliet Jewish Welfare Fund, Max Goldberg Foundation, Old Plank Trail Community Bank, Ozinga Foundation, Walmart, and the Walter and Caroline Sueske Charitable Trust.

Innovative Community and Neighborhood-Based Initiatives

During 2017/2018, CSBG helped fund the homeless services, the Emergency Solutions Program, and partnered with MorningStar Mission’s “Jump on the Bus” Program. WCCCC has applied for and received funding through HUD’s Special Needs Assistance Program. WCCCC was awarded a HUD grant for the Housing Counseling Program in the amount of $32,398.00. WCCCC has submitted application through the Housing Counseling.

The Agency partnered with the County of Will and the City of Joliet for funding through the Foreclosure Settlement Funds; we received a 3-year award of $3,000,000 to provide foreclosure prevention, housing counseling and assistance for future homeowners, owner occupied housing rehabilitation, and the acquisition, rehab and resale of vacant properties; WCCCC also provided 8 hours of homeowner education counseling to each homebuyer. With these funds, 29 homes were acquired and sold to income eligible households and 12 owner occupied homes in the Fairmont area of Lockport Township were rehabilitated from substandard conditions.

The U. S. Department of Agriculture describes a food desert this way: “Urban neighborhoods and rural towns without ready access to fresh, healthy, and affordable food. Instead of supermarkets and grocery stores, these communities may have no food access or are served only by fast food restaurants and convenience stores that offer few healthy, affordable food options.” To address this need in the Broadway and Cass/Jackson Street areas, WCCCC has partnered with Riverwalk Homes and Holsten.
Enterprises to support a Food Pantry (“H.E.A.L.” Healthy Eating and Life Style Garden and Food Pantry) to provide food for the residents of Riverwalk Homes and the surrounding community.

Further, the agency has partnered with Will County Government and Stepping Stones Treatment Center to address the opioid crisis in Will County. WCCCC will provide funding for a Recovery Coach to assist income eligible individuals struggling with addiction to assist, connect with services, and provide ongoing support to individuals in opioid recovery.

WCCCC has received grants from IHDA to administer the National Foreclosure Mediation Counseling Program and the Hardest Hit Program. WCCCC has developed a partnership with the Will County Foreclosure Mediation Court to allow our housing counselors to be on site two days per week as a resource to homeowners facing foreclosure. Our housing counselors also provide on-site services at the LaSalle, Kankakee, and Grundy County foreclosure mediation courts.

Will County Community Development Division has awarded WCCCC a grant for owner-occupied rehabilitation and tenant-based rental assistance. Will County has also awarded WCCCC Emergency Solutions Grant funds, and funds to administer the Homeless Services Program and coordination of services.

Youth Programming

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

During 2018, CSBG will provide support for MorningStar Mission’s “Jump on the Bus” Program. This program provides low-income households with clothing and school supplies to prepare the children to return to school. The Agency participated in Catholic Charities/Daybreak Center “Back to School” Program, a daylong event that provides information, school supplies, medical screenings and other services to low-income families.

WCCCC also sponsored a Youth Summit focusing on homeless youth in Will County in August 2018. The summit included area service providers to discuss making an impact on the issues associated with youth homelessness throughout the County.

Outcomes

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

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

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

Other programs administered by the Agency are:
• Illinois Home Weatherization Assistance Program (IHWAP)
• Low Income Home Energy Assistance Program (LIHEAP)
• Will County Continuum of Care (Homeless/At Risk Population)
• Will County HOME/CDBG Rehab Owner-Occupied Rehab
• Will County Tenant Based Rental Assistance
• City of Joliet Down Payment Assistance
• IHDA Hardest Hit Program
• IHDA Homeowner Accessibility Program
• IHDA National Foreclosure Prevention Program
• IHDA National Foreclosure Prevention Program Graduated
• Home Repair Program
• Com Ed Special Hardship Program
• Financial Literacy Education
• HUD Housing Counseling
• HUD Special Needs Assistance Program
• Emergency Food and Shelter National Board Program
• Emergency Solutions Grant
• SafeLink free cell phone program
• Valued Pharmacy Services discount prescription cards

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

Needs Assessment
NEEDS ASSESSMENT

Community Demographics

Statistics and data for this plan have been compiled from the 2011-2015 American Community Survey 5-Year Estimates, 2012-2016 American Community Survey 5-Year Estimates, and the US Census Bureau, Decennial Census 2000-2010.

Household type, Race, Urban or Rural
According to 2012-2016 American Community Survey 5-Year Estimates, there are 675,615 people comprising 224,259 households. Of this, there are 170,326 family households residing in the county. The racial makeup of the county is 69.5% white, 11.1% black or African American, 5.2% Asian, 0.2% Native American/Alaska Native, 0.0002% Native Hawaiian/Pacific Islander, 8.3% from other races, and 5.7% from multiple races. Those of Hispanic or Latino origin make up 22.7% of the population.

According to the 2010 Census Urban and Rural Classification and Urban Area Criteria Urban areas account for 96.07% of the county’s total population; only 3.93% live in rural areas.

Household type
Of the 224,959 households, 75.7% were Family Households. Of that 75.7%; 60.1% were married couples living together, 11.1% had a female householder with no husband present, and 24.3% were non-families; of those non-family households, 20.5% of all households were made up of individuals living alone.

Of the 224,959 households, there are 182,617 children residing in these households under the age of 18 living with them.

The age breakdown is as follows:
- Under 6 years: 28.6%
- 6-11 years: 34.5%
- 12-17 years: 36.9%
(Source: 2012-2016 American Community Survey 5-Year Estimates)

According to 2012-2016 American Community Survey 5-Year Estimates, the average household size was 3.41 and the average family size was 2.97. The median age was 36.3.

Age, Gender, Veteran Status, Disability
According to 2012-2016 American Community Survey 5-Year Estimates, the ratio of male to female citizens is almost 50/50 (49.4% Male / 50.6% Female), with 26.8% of those persons under the age of 18, 62.1% of them between 18 and 64, and 11.1% aged 65 or older. Disabled persons make up 59,238 or 8.7%. Veterans make up 31,953 or 4.7% of the population. Of these veterans, 3,697 have a service connected disabled rating.

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

**Ethnicity**
According to 2012-2016 American Community Survey 5-Year Estimates, the non-Hispanic population of Will County by race 69.5% white, 11.1% black or African American, 5.2% Asian, 0.2% Native American/Alaska Native, 0.0002% Native Hawaiian/Pacific Islander, 8.3% from other races, and 5.7% from multiple races. Those of Hispanic or Latino origin make up 22.7% of the population.

**Language**
According to 2011-2016 American Community Survey 5-Year Estimates, 80.4% of Will County residents live in an English-only speaking household, 19.6% of Will County residents living in a household where another language other than English is spoken; of this 19.6% (126,290 people). Of this group, 59.9% speak Spanish, 21.9% speak other Indo-European languages, 12.95% speak Asian and Pacific Island languages, and 5.3% speak other languages.

**Community and Client Surveys**
Will County Center for Community Concerns has identified community needs by utilizing data compiled from various reports and agency-administered surveys. The DCEO-provided surveys sent to our networking agencies, municipalities, churches, and educational institutions allow us to capture their opinions on areas of need in our community.

The surveys touch on areas such as employment opportunities; availability of child care; issues impacting youth aged 12 to 17; the availability of emergency services, medical and dental care; wellness programs; public transportation; challenges facing the low-income residents; needs specific to senior citizens; and other areas of educational or financial assistance. They were also asked to describe how well our community meets the needs of its low-income families and individuals.

In March of 2018, WCCCC asked the Board of Directors, agency staff, and community partners (including local municipalities, networking agencies, educational institutions, and churches) to complete a Community Needs Assessment survey to identify gaps in services and other unmet needs that have been brought to their attention.

Client surveys have been collected from January through July of 2018 to determine the needs to be addressed for 2019. The surveys will help inform program planning and the creation of local partnerships to meet identified needs and areas of concern. Client surveys are completed and submitted by clients at the time of application, and are offered to all program applicants.

Clients are asked to indicate their particular needs in the areas of employment, education, financial and legal issues, housing, food and nutrition, child care and child development, parenting and family support, transportation, health, and basic needs. These surveys also collect very basic information on the client, and includes a brief Customer Satisfaction Survey. Client comments are always a consideration in developing programs to meet the needs of Will County and to improve supportive services offered by the Agency.
Employment/Economic Development

According to the Will County Workforce Investment Board, the unemployment rate for Will County as of June 2018 is 4.5%. The current unemployment rate is the same as the Illinois rate of 4.5%, and is showing improvement over the last 3 years, dropping from 6.0% in 2016 and 5.5% in 2017. Will County currently ranks 59 out of 102 counties in the state.

(Source: IDES [http://www.ides.illinois.gov/LMI/Pages/Current_Monthly_Unemployment_Rates.aspx](http://www.ides.illinois.gov/LMI/Pages/Current_Monthly_Unemployment_Rates.aspx)

The median family income for Will County (2016) is $77,507.00. The per capita income (2015) is $46,823.00.

According to 2012-2016 American Community Survey 5-Year Estimates, the Federal Poverty Level (FPL) for Will County, Illinois is 7.7% or 52,022 people. There are an estimated 3.2% of the population (21,620 people) who live at or below 50% of the federal poverty level, and 10.5% (70,940 people) of the Will County population lives at or below 150% of the FPL.

According to 2012-2016 American Community Survey 5-Year Estimates, 8.7% of females and 6.6% of males in Will County live at or below 100% of the federal poverty level.

<table>
<thead>
<tr>
<th>Subject</th>
<th>Estimate</th>
<th>Margin of Error</th>
<th>Total Estimate</th>
<th>Margin of Error</th>
<th>Below poverty level Estimate</th>
<th>Margin of Error</th>
<th>Percent below poverty level Estimate</th>
<th>Margin of Error</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population for whom poverty status is determined</td>
<td>675,615</td>
<td>+/-506</td>
<td>51,976</td>
<td>+/-2,759</td>
<td>7.7%</td>
<td>+/-0.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AGE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Under 18 years</td>
<td>181,233</td>
<td>+/-333</td>
<td>19,950</td>
<td>+/-1,636</td>
<td>11.6%</td>
<td>+/-0.9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Under 5 years</td>
<td>41,069</td>
<td>+/-157</td>
<td>5,491</td>
<td>+/-606</td>
<td>13.2%</td>
<td>+/-1.6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 to 17 years</td>
<td>139,624</td>
<td>+/-262</td>
<td>14,459</td>
<td>+/-1,169</td>
<td>10.4%</td>
<td>+/-0.8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Related children of householder under 18 years</td>
<td>100,845</td>
<td>+/-365</td>
<td>15,578</td>
<td>+/-1,045</td>
<td>10.8%</td>
<td>+/-0.9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18 to 64 years</td>
<td>410,603</td>
<td>+/-407</td>
<td>27,703</td>
<td>+/-1,428</td>
<td>6.6%</td>
<td>+/-0.3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18 to 24 years</td>
<td>157,983</td>
<td>+/-318</td>
<td>12,260</td>
<td>+/-787</td>
<td>8.8%</td>
<td>+/-0.6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25 to 34 years</td>
<td>281,740</td>
<td>+/-263</td>
<td>15,555</td>
<td>+/-920</td>
<td>5.5%</td>
<td>+/-0.3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>60 years and over</td>
<td>109,626</td>
<td>+/-951</td>
<td>6,126</td>
<td>+/-545</td>
<td>5.6%</td>
<td>+/-0.5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>65 years and over</td>
<td>74,779</td>
<td>+/-362</td>
<td>4,233</td>
<td>+/-457</td>
<td>5.7%</td>
<td>+/-0.6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SEX</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>333,354</td>
<td>+/-446</td>
<td>22,124</td>
<td>+/-1,386</td>
<td>6.6%</td>
<td>+/-0.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>342,961</td>
<td>+/-347</td>
<td>29,852</td>
<td>+/-1,615</td>
<td>8.7%</td>
<td>+/-0.5</td>
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</tr>
</tbody>
</table>

Unemployment (and underemployment) creates financial instability and barriers to insurance coverage, health services, healthy food, and other necessities. (Source: [www.communitycommons.org](http://www.communitycommons.org))
WCCCC’s Client Needs Assessment asked our clients to indicate their needs as related to employment. The top 3 responses from our customer survey indicate that our customers need help finding a full-time job, getting training for a job, and then getting an education for a job that will provide them with adequate income.

**Client Survey - Employment needs**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Getting training for a job</td>
<td>158</td>
</tr>
<tr>
<td>Getting an education for the job</td>
<td>151</td>
</tr>
<tr>
<td>Finding perm full time job</td>
<td>251</td>
</tr>
<tr>
<td>Knowing what jobs are available</td>
<td>138</td>
</tr>
<tr>
<td>Learning how to interview for a job</td>
<td>71</td>
</tr>
<tr>
<td>Learning how to write a resume</td>
<td>87</td>
</tr>
<tr>
<td>Learning how to fill out job apps</td>
<td>44</td>
</tr>
<tr>
<td>Learning computer skills</td>
<td>97</td>
</tr>
<tr>
<td>Obtaining clothing for a Job</td>
<td>93</td>
</tr>
<tr>
<td>Obtaining tools</td>
<td>60</td>
</tr>
</tbody>
</table>

WCCCC conducted focus groups with the Homeless, Seniors, Youth with Disabilities, and Parents of Children. These groups were asked what their greatest challenges were in achieving self-sufficiency. The top five challenges were job training, transportation, childcare, literacy, and medical care.

**Client Survey**

What is needed to maintain self-sufficiency?

- none apply
- family planning
- legal issues
- child care
- language barriers
- energy/utility costs
- transportation
- housing
- family/child abuse
- financial literacy/planning
- literacy
- job training
- medical care
- substance abuse treatment
- mental health
- employment

[Bar chart showing the percentage of clients who needed each item for self-sufficiency]

- Homeless
- Senior Care Givers
- Youth With Disabilities
- Parents of Children
Surveys received from our Community, Board of Directors, and staff show that respondents believe that there are few full time living wage opportunities in our community.

In response to a survey question about why people have trouble keeping a job, the following responses were recorded from our board members, staff, and community members.
Through our case management and one-time assistance program, WCCCC can provide employment support to CSBG-eligible households that can be used to provide uniforms, work shoes, or to help pay the cost of child care for working parents. If customers face a hardship, we can offer one-time assistance funds can also be used to purchase or repair a car, as long as the applicant can prove employment, or the promise of employment to overcome a transportation barrier.

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

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

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

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

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

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

Will County has 34 school districts and 4 universities/community colleges. The 2017 Illinois School Report Cards published by the Illinois State Board of Education yielded the following information for the school districts within Illinois:

According to the 2012-2016 American Community Survey 5-year estimates, of Will County’s population 90.8% of Will County’s population is high school or higher graduates. 12.3% of Will County residents aged 18 to 24 have not graduated from high school. The poverty rate for the population aged 25 and over without a high school diploma or equivalency is 16.9%.

The poverty rate for that same group drops to 8.2% if they graduate high school or obtain a GED. The rate drops again to 5.2% with the achievement of some college or an associate’s degree, and to is even lower (2.7%) for those with a bachelor’s degree or higher. This demonstrates that education is a critical component to moving individuals out of poverty.
WCCCC’s Client Needs Assessment asked our clients to indicate their needs as related to education. The top 3 responses from our customer survey indicate that our customers need help getting their education and then financial assistance to obtain the education they need to achieve employment in their chosen field.

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

Students needing assistance in obtaining a high school equivalency certificate are referred to the Connect to Your Future Program, administered through the Will County Workforce Development Division and Joliet Junior College: [http://www.jjc.edu/workforce-development/Pages/MyFuture.aspx](http://www.jjc.edu/workforce-development/Pages/MyFuture.aspx). The Connect to Your Future program is open to youth ages 18-24 that have earned their high school diploma or GED and meet income eligibility guidelines. Connect to Your Future program provides occupational training in high growth-high demand occupations in Will County.

Services include occupational skills training, career assessments, one-on-one and small group mentoring and academic advising, work readiness workshops, and placement into employment. This program provides for no-cost GED testing for eligible students. The Will County Regional Office of Education website also provides information on GED and equivalency testing in Will County.
Students that need assistance in learning about the Free Application for Federal Student Aid (FAFSA) are directed to Joliet Junior College. JJC offers workshops in both English and Spanish for students who desire assistance with the application process. Information on other scholarship opportunities is also available at these workshops.

Surveys received returned by the WCCCC Board indicate that respondents believe that 68% of our schools meet the educational needs of our children in most cases, while 63% of WCCCC staff believe that our schools meet the educational needs of our children in only some cases.

To meet the needs of Limited English Proficiency (LEP) students, JJC employs a Latino Outreach and Retention Specialist to assist first generation and Spanish speaking families attain their education goals. WCCCC partners with MorningStar Missions and Catholic Charities/Daybreak Center to help prepare younger students for school. MorningStar Missions “Jump on the Bus” program provides students with backpacks, school supplies, and uniforms or school clothes. Staff helps register and qualify families applying for this program. WCCCC hosts an information table at Catholic Charities/Daybreak Center’s “Back to School Fair” to give families with school aged children resources on various types of assistance they may be eligible to receive.
WCCCC conducted focus groups with Youth with Disabilities, a group of parents, seniors, and homeless. They were asked to rate the need of school age youth ages 5-17.
Financial/Legal Issues

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

### Client Survey - Financial and Legal Needs

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

<table>
<thead>
<tr>
<th>Financial/Legal Need</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budgeting and managing money</td>
<td>229</td>
</tr>
<tr>
<td>Open a checking or savings account</td>
<td>58</td>
</tr>
<tr>
<td>Understanding credit scores</td>
<td>55</td>
</tr>
<tr>
<td>Solving problems with a credit card or loan</td>
<td>115</td>
</tr>
<tr>
<td>Solving problems with utility or telephone</td>
<td>117</td>
</tr>
<tr>
<td>Solving bank foreclosures/bankruptcy</td>
<td>106</td>
</tr>
<tr>
<td>Solving divorce problems or issues</td>
<td>44</td>
</tr>
<tr>
<td>Solving child custody problems or issues</td>
<td>43</td>
</tr>
<tr>
<td>Solving restraining order problems or issues</td>
<td>30</td>
</tr>
<tr>
<td>Solving child support problems or issues</td>
<td>28</td>
</tr>
<tr>
<td>Solving order problems or issues</td>
<td>28</td>
</tr>
<tr>
<td>Getting protection in domestic violence situations</td>
<td>24</td>
</tr>
<tr>
<td>TANF or FIP</td>
<td>28</td>
</tr>
<tr>
<td>Child support or alimony</td>
<td>28</td>
</tr>
<tr>
<td>Employment income</td>
<td>60</td>
</tr>
<tr>
<td>Unemployment insurance</td>
<td>55</td>
</tr>
<tr>
<td>Social security</td>
<td>30</td>
</tr>
<tr>
<td>General assistance</td>
<td>28</td>
</tr>
<tr>
<td>Child support or alimony</td>
<td>28</td>
</tr>
<tr>
<td>Other</td>
<td>100</td>
</tr>
<tr>
<td>No income</td>
<td>287</td>
</tr>
</tbody>
</table>

WCCCC asked about their client’s source of income. The survey indicated the top three sources of income are employment, no income at all, and social security.

### Client Survey - Source of Income

<table>
<thead>
<tr>
<th>Source of Income</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment</td>
<td>60</td>
</tr>
<tr>
<td>No income</td>
<td>287</td>
</tr>
<tr>
<td>Unemployment insurance</td>
<td>55</td>
</tr>
<tr>
<td>Social security</td>
<td>30</td>
</tr>
<tr>
<td>General assistance</td>
<td>28</td>
</tr>
<tr>
<td>Child support or alimony</td>
<td>28</td>
</tr>
<tr>
<td>Other</td>
<td>100</td>
</tr>
<tr>
<td>Pension</td>
<td>60</td>
</tr>
<tr>
<td>SSI</td>
<td>28</td>
</tr>
<tr>
<td>Self-employed</td>
<td>10</td>
</tr>
<tr>
<td>Pension</td>
<td>60</td>
</tr>
<tr>
<td>SSI</td>
<td>28</td>
</tr>
<tr>
<td>Self-employed</td>
<td>10</td>
</tr>
<tr>
<td>Social security</td>
<td>30</td>
</tr>
<tr>
<td>General assistance</td>
<td>28</td>
</tr>
<tr>
<td>Child support or alimony</td>
<td>28</td>
</tr>
<tr>
<td>Other</td>
<td>100</td>
</tr>
</tbody>
</table>
WCCCC partners with local banks to offer an 8-hour financial literacy class. Each class is comprised of two 4-hour sessions. Participants will learn how to better manage their money, how to improve their credit history, strategies they can use to control their personal debt, and how to identify and avoid predatory lending practices. CSBG-eligible participants who attend the entire class are eligible to receive a $100 checking or savings account upon graduation.

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

WCCCC is a member of the Low Income Tax Assistance Coalition (LITAC), and has been a Volunteer Income Tax Assistance site for several years. Staff and volunteers are trained through an IRS-sponsored certification program. In 2018, WCCCC filed federal returns at no cost for 305 households, ensuring that they received the maximum allowable tax refund without having to pay to have their returns accurately prepared and filed.
Housing

In June 2018, Realty Trac published the following data specific to Will County, Illinois:

According to 2012-2016 American Community Survey 5-Year Estimates, Will County has a total of 224,959 housing units; 239,953 are occupied. 76% of Will County’s housing units are owner-occupied; 24% are renter-occupied. Overall, 38.8% of all housing units were built prior to 1980 and could potentially be contaminated by lead paint. Of the owner-occupied units, 34.2% were built prior to 1980.

The percentage of renter-occupied housing built before 1980 rises to 58.9%, suggesting that renters are more often living in aged housing with the potential for lead paint contamination.

Of the total occupied housing units in Will County, only 2% of the units are considered overcrowded (i.e., more than 1.01 occupants per room). Of the occupied units in Will County, 1% are substandard, having at least one of the following conditions: lack of complete plumbing facilities; lack of complete kitchen facilities.

More than 32% of homeowners with a mortgage in Will County are paying more than 30% of their income for housing, while more than 48% of renters pay more than 30% of their income for rent. (2012-2016 American Community Survey 5-Year Estimates).
The National Low Income Housing Coalition published the following data:

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

According to the City of Joliet’s 2015-2019 Five Year Consolidated Plan, there is a need to improve the quality of the housing stock in the community by increasing the amount of decent, safe, sound, and accessible housing for homeowners, renters, and homebuyers that is affordable to low- and moderate-income persons and families.
WCCCC’s Client Needs Assessment asked our clients to indicate their needs as related to housing. The top 4 responses from our customer survey indicate that our customers need help finding safe, affordable housing, financial assistance to meet rent, and help qualifying for and financing their down payment and paying closing costs.

### Client Needs Survey

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

- Getting emergency shelter: 22
- Making changes to my home for a person with disabilities: 32
- Making my home more energy efficient: 103
- Getting financial assistance with rent deposits: 69
- Getting financial assistance with rent payments: 119
- Learning basic home repair and property maintenance skills: 65
- Obtaining renter/tenant rights and responsibilities: 43
- Obtaining home ownership education: 72
- Qualifying for a loan to buy a home: 116
- Getting financial assistance with a down payment: 113
- Finding affordable housing: 152

In 2018, the Will County Continuum of Care conducted a street count as part of the January 31, 2018 Point In Time. In this effort, led by Will County Center for Community Concerns, the 2018 Point In Time count identified 341 homeless persons. There were 167 people in emergency shelters, 131 in transitional housing, and 43 were unsheltered (on the street). 185 were single adults, including 23 chronically homeless individuals. There were 24 families identifying as homeless on that night, including 65 children.

In 2017, the local emergency shelter located in Joliet provided 27,159 nights of emergency shelter to 1,072 adults and 205 children. Another local shelter for victims of domestic violence provided 12,706 nights of shelter to 174 adults and 117 children. A report drawn from the Homeless Management Information System used by the Will County Continuum of Care counted 743 people identified as literally homeless in need of housing.
Of those 743 people, 25% would require high intensity interventions (Permanent Supportive Housing project), 52% would need a mid-level intervention such as Rapid Rehousing, and 23% would need only low-level intervention such as move-in assistance. A quarter of those assessed were unsheltered and 6% were chronically homeless (people with a disabling condition that experienced more than 12 months of homelessness).

In 2017, WCCCC conducted focus groups with veterans, parents, homeless, and seniors. These responses reflect a need for financial assistance with rent deposits and down payments as well as for help finding safe, affordable housing.

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

WCCCC has a privately-funded Home Repair program to address code violations or repairs that must be addressed to avoid eviction of the homeowner. These funds are utilized when a resident falls outside of the guidelines of a grant-funded program but still are in need of help.
The Illinois Home Weatherization Assistance Program (IHWAP) grants provide funding to make homes more energy-efficient, thereby reducing their utility bills. In addition to insulation and other energy-conservation measures, this program provides for the repair or replacement of heating systems and the installation of energy-efficient appliances.

In addition to IHWAP funding, the Illinois Association of Community Action Agencies has contracted with Resource Innovations in conjunction with Nicor and ComEd to provide additional funding for Home Weatherization. This program expansion will allow WCCCC to nearly double the amount of homeowners we can assist in a given year. The funding is expected to continue for 5 years.

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

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

In the past WCCCC partnered with Will County Community Development Division and the Will County Health Department in the Lead Hazard Reduction Program to both protect young children from the hazards associated with lead-based paint and to increase the number of lead-free affordable homes in Will County. More than 300 homes occupied by families with young children were assessed for lead contamination and appropriate measures taken to address any identified lead hazards.
The Emergency Solutions Grant Program is a low intensity housing intervention program to help individuals or families experiencing homelessness or who are at risk of becoming homeless to rapidly regain housing. Participants will receive case management, housing location services, life skills education, and advocacy services. Based on a budget they create with their case manager, they may be responsible for a portion of their rent. This program is matched with CSBG funds to provide rental deposits and assistance with rent payments.

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

WCCCC administers three Illinois Housing Development Programs. The IHDA Hardest Hit/Homeowner Emergency Loan Program provides temporary mortgage payment assistance to households that are struggling due to unemployment and underemployment. Assistance is available for up to 12 months, with a maximum benefit of $35,000. WCCCC supports seniors and the disabled through the IHDA Home Modification Program. By subsidizing the cost of home modifications, seniors and the disabled can continue to thrive in their own homes with residential improvements for their safety and comfort, allowing them to continue living at home. The maximum benefit per customer is $25,000.00 which is a zero% interest loan forgiven over five years.

WCCCC also administers IHDA’s Foreclosure Prevention Program and Foreclosure Prevention Program Graduated Fund for Will County. IHDA provides grants to housing counseling agencies approved by the U.S. Department of Housing and Urban Development for capacity building, operational expenses, pre and post purchase counseling, financial literacy counseling, foreclosure counseling and education, and staff/counselor training.

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

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

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

Financial Literacy classes are available to customers who have applied for CSBG financial assistance. The
Financial Literacy class addresses issues such as money management, budgeting, landlord/tenant
relations, fair housing rights, and tenant rights and responsibilities. This is an 8-hour class offered on an
ongoing basis (2 times each month), and is offered in a group setting or one-one-one as requested. The
class may also be required for households enrolled in other rental or housing assistance programs.

WCCCC administers the Emergency Food and Shelter Program which provides assistance with gas,
electric and water. The EF&S Program also funds shelter programs at Catholic Charities/Daybreak
Center, Guardian Angel Community Services, MorningStar Missions, and Crisis Center for South
Suburbia.
According to the US Department of Agriculture, Economic Research Service, more than 45% of Will County residents live in census tracts designated as food deserts, more than twice the state’s rate of 20.44%. Of the low income population, 6.85% have low food access; this is likely due to the distribution of the low income population in larger municipalities. Food pantries and soup kitchens are located throughout the county.

According to Will County Meals on Wheels as of 8/31/2018, the agency is currently serving 576 persons over the age of 60 daily meals, five days per week. There is currently a waiting list of ZERO pre-qualified persons over the age of 60 waiting to receive meals. Per the US Census Bureau American Fact Finder Survey 2012-2016, 9.3% of Will County households are receiving SNAP benefits.

The WIC program for expectant/new mothers and their children is available through the Will County Health Department. According to the Will County Health Department’s 2017 Annual Report, the WIC program served an average of 8,000 clients monthly, providing food and nutrition education to all participants.

The US Department of Agriculture Economic Research Service 2011 reported that there are 102 WIC-Authorized food stores in Will County. A 2016 report by the USDA Food and Nutrition Services shows that Will County has 359 SNAP-authorized retailers.
WCCCC’s Client Needs Assessment asked our clients to indicate their needs as related to food and nutrition. The top responses from our customer survey indicate that our customers need help providing enough food for their families.

According to the 2012-2016 American Community Survey, there are 182,617 children under the age of 18 living in Will County. Of those children, 18% receive Supplemental Security Income (SSI), cash public assistance income, and/or Food Stamps or SNAP benefits.

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

WCCCC conducted focus groups with veterans, a group of parents, seniors, and homeless. These responses reflect the same need for finding enough food.

**Food and Nutritional Needs**

Will County Center for Community Concerns provides food to CSBG-eligible households directly at three events. In the spring and late summer, WCCCC partners with the Will County Regional Office of Education to host the Families In Transition events. The Northern Illinois Food Bank’s Mobile Pantry is on site and provides produce, meats, and pantry staples to up to 150 households for each event.

A third event, the Healthy Homes/Healthy Families hosted by WCCCC, again provides income-eligible households with food from the Mobile Pantry. In December, CSBG-eligible households with children aged 16 or younger are registered for our Holiday Basket Program to provide food and outerwear. Families are provided with food for a holiday meal, and staples for several more days. WCCCC serves 125 families for this event.

Further, to address this need in the Broadway and Cass/Jackson Street areas, WCCCC has partnered with Riverwalk Homes and Holsten Enterprises to support a Food Pantry (“H.E.A.L.” Healthy Eating and Life Style Garden and Food Pantry) to provide food for the residents of Riverwalk Homes and the surrounding community.
In FY18, Catholic Charities provided 23,715 meals through Shepherd’s Table. We provided an additional 50,789 breakfasts and dinners to shelter residents. Please let me know if you have any questions. Both meals served and nights of shelter increased significantly in the last year. Please let me know if there are any other ways I can be of assistance.

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

According to data from the Centers for Disease Control and Prevention (2017), over 19% of Will County residents aged 18 and older report that they receive insufficient social and emotional support all or most of the time. Social and emotional support is critical for navigating the challenges of daily life, and is also linked to educational achievement and economic stability. WCCCC’s Client Needs Assessment asked our clients who have children under the age of 18 living with them what developmental needs they have. The responses show a need for convenient child care, and for financial assistance with school supplies and fees.

<table>
<thead>
<tr>
<th>Client Needs Assessment</th>
<th>Child care and/or child development needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Getting financial assist. with school or club activities</td>
<td>75</td>
</tr>
<tr>
<td>Getting financial assist. with school fees</td>
<td>82</td>
</tr>
<tr>
<td>Getting financial assist. with school supplies</td>
<td>63</td>
</tr>
<tr>
<td>Getting financial assist. with childcare</td>
<td>26</td>
</tr>
<tr>
<td>Preparing my preschool child for public school</td>
<td>56</td>
</tr>
<tr>
<td>Finding before/after school</td>
<td>27</td>
</tr>
<tr>
<td>Finding a quality preschool</td>
<td>42</td>
</tr>
<tr>
<td>Finding weekend childcare</td>
<td>40</td>
</tr>
<tr>
<td>Finding evening or nighttime childcare</td>
<td>42</td>
</tr>
<tr>
<td>Finding child care for preschoolers</td>
<td>44</td>
</tr>
<tr>
<td>Finding child care for toddlers</td>
<td>42</td>
</tr>
<tr>
<td>Finding child care for babies</td>
<td>81</td>
</tr>
<tr>
<td>Finding affordable child care</td>
<td>42</td>
</tr>
<tr>
<td>Finding quality licensed child care</td>
<td>78</td>
</tr>
<tr>
<td>Finding child care in a convenient location</td>
<td></td>
</tr>
</tbody>
</table>

The same question was asked of the focus groups. The responses show a huge need for weekend and evening child care.
The Focus Groups were asked if there are sufficient opportunities for daytime child care. The overwhelming response indicated that there are insufficient opportunities in Will County for daytime child care opportunities.

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

Through case management and the one-time assistance program, WCCCC can provide CSBG-eligible working households with financial assistance with child care.

Through Family and Community Development, specially trained and certified staff provides intensive case management to promote self-sufficiency in the family. By working one on one with a family, they can formulate goals and define the steps needed to achieve these goals. Goal planning is a continual process through which clients are given cash incentives and assistance with bill payment upon reaching short and long term goals.
WCCCC’s Client Needs Assessment asked our clients who have children under the age of 18 living with them, what support they need. The predominant need identified is the need to learn how to set goals and plan for a family.

In response to the identified need for communication, leadership and mentoring, WCCCC will join other community partners to support the Joliet High School District 204’s Youth Experiencing Success in School (YESS) program. The YESS program gives students direct access to community-based support services on site at the high schools, eliminates a lengthy referral process, gives students immediate support, and prevents troubled youth from falling through the cracks.
The program gives troubled youth, many of whom are low income, immediate and convenient access to counseling services provided through the Will County Health Department. Other community partners include the Joliet Park District, Greater Joliet YMCA, United Way of Will County, Aunt Martha’s Youth Services, Joliet Police Department, Guardian Angel Community Services, and Child Care Resource & Referral.

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

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

Will County does have some public transportation, including passenger rail service to the Chicago area, and public buses. The majority of people (83.3%) drive a personal vehicle to work, and another 6.7% of workers carpool. Only 4.1% of workers over the age of 16 use public transportation to commute to work. Limited bus routes, especially for second and third shift workers, are inadequate.

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

According to the 2012-2016 American Community Survey, most households do have a private vehicle; of the 224,959 households only 3.8% do not own a car. For households with workers aged 16 or over, 25.6% have one vehicle available; 44.8% have access to two vehicles; and 25.9% have access to three vehicles.

The majority of people in Will County (over 90%) travel to work by car. Pace Bus offers fixed route bus transportation, Dial A Ride for seniors and persons with disabilities, ADA Paratransit, and Call N Ride for the general public is available in west Joliet.
In 2018, Focus Groups were asked if enough public transportation was available. The results were split. While the Homeless and Senior Care Givers responded that there is enough public transportation, the Youth with Disabilities and Parents of Children responded that there is not enough public transportation available.

Through WCCCC’s Homeless Services Department, bus passes are available to eligible customers as a temporary means of getting them to work, to attend classes, or for medical appointments.

WCCCC anticipates expanding the availability of passes through regular outreach at the downtown branch of the public library, and to residents of MorningStar Mission and Guardian Angel Community Services to reduce the barrier of obtaining transportation. Catholic Charities/Daybreak Center also distributed bus passes to their shelter participants. Senior Services Center of Will County provides passes for the Pace Dial A Ride to eligible senior citizens.
According to the Will County Health Department (2018) ....

9 snapshots of some of the key factors affecting the health and well-being of Will County residents.

1. **6043 people** has the highest shortage of primary care, dental care, and mental health providers.

2. **20.2%** of Hispanic/Latino population are uninsured.

3. Will County has a shortage of mental health and primary care providers.

4. Mental disorders are the **3rd** leading cause of hospitalizations in Will County.

5. In 2015, there were **89** overdose deaths, of which **52** were heroin-related.

6. **20%** of the **285** unnatural deaths in Will County were attributed to suicide.

7. **34%** of adults are overweight and **27%** suffer from obesity.

8. Heart disease and **cancer** are the leading causes of death in Will County.

9. **16%** of the population does not have access to healthy foods.
The Will County MAPP (Mobilizing for Action through Planning and Partnerships) Collaborative issued a report that assessed the community health needs of Will County. The report (Will County Community Health Needs Assessment and Plan 2017) is the source of the following data:

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

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

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

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

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

Death, Illness and Injury:

- Cancer remains the leading cause of death in Will County, accounting for 25.8% of total deaths in 2010.
- Lung cancer is the most common cause of cancer death for Will County residents.
- Chronic Lower Respiratory Disease is the fourth leading cause of death in 2010 with 4.8% of total deaths.

In addition to these findings, there are growing concerns with the number of drug overdoses which are plaguing Will County.

- In 2013, the number of accidental overdoses accounted for 72 unnatural deaths in Will County. According to the Will County Health Department, that number nearly doubled in 2016 to 120 unnatural deaths.
- In 2014, there were 35 heroin deaths in Will County. By 2016, the number of heroin deaths had risen to 78.
- According to the Will County Coroner’s Office, from January 1, 2018 to July 10, 2018 there have been 60 accidental drug overdoses. Of those 60 deaths, 39 included heroin and/or fentanyl.
According to the 2012-2016 American Community Survey, of the total civilian non-institutionalized population of Will County, an estimated 7.2% are uninsured. Of this 7.2%, adults over the age of 18 include 4.6% and the remaining 2.6% are children under the age of 18.

WCCCC’s Client Needs Assessment asked our clients what their health needs are:

```
Client Survey - Health Needs

dealing with problems related to abuse
dealing with stress, depression, or anxiety
getting treatment and services for mental health
goinging treatment for a drug or alcohol problem
getting immunizations for my children
getting my children tested for lead poisoning
goinging regular check ups for my children
getting good medical care before my baby is born
obtaining family planning or birth control education
goinging financial assistance for long-term health care
goinging financial assistance for glasses, wheelchairs,...
goinging financial assistance for medicine and...
goinging financial assistance for regular dental check...
goinging financial assistance for regular medical...
finding a dentist who will accept Medicaid
finding a doctor who will accept Medicaid
getting my health insurance questions answered
dental care available in my community
health care available in my community
affordable dental insurance
affordable health insurance
```

According to the 2010-2014 American Fact Finder Survey, health insurance or a lack thereof is a huge issue in Will County. An estimated 20.2% of the Hispanic population is uninsured. Other populations with high numbers of uninsured persons are: persons with less than a high school education (28.8%); unemployed persons (30.7%); persons over the age of 65 (9.2%) and persons who worked less than full time, year round (16.6%). An estimated 23% of the population under 138% of the poverty threshold is uninsured; for those between 138% and 199% of the poverty threshold an estimated 18.1% are uninsured.

Of households with income under $25,000 an estimated 20.4% are uninsured; at the next income level between $25,000 and $49,999 that percentage drops to an estimated 17.4%. An estimated 76.9% of the insured population has private health insurance; 22.5% have public insurance which includes Medicare, Medicaid, or VA Health Care.
In 2017, Focus Groups were asked a series of questions regarding their health needs. Respondents also noted a need for affordable health and dental insurance, as well as the need for regular dental check-ups.

<table>
<thead>
<tr>
<th>Which health needs could you or a family member use help with?</th>
<th>Veterans</th>
<th>Families</th>
<th>Seniors</th>
<th>Homeless</th>
<th>TOTALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Having affordable health insurance</td>
<td>3</td>
<td>1</td>
<td>7</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>Having affordable dental insurance</td>
<td>3</td>
<td>1</td>
<td>7</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>Having health care available in my community</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td></td>
<td></td>
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<tr>
<td>Having dental care available in my community</td>
<td>2</td>
<td>2</td>
<td>4</td>
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<tr>
<td>Getting health insurance questions answered</td>
<td>3</td>
<td>3</td>
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<tr>
<td>Finding a doctor willing to accept Medicaid (Title XIX)</td>
<td>1</td>
<td>2</td>
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<tr>
<td>Finding a dentist willing to accept Medicaid (Title XIX)</td>
<td>1</td>
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<tr>
<td>Getting financial assistance for regular medical checkups</td>
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<tr>
<td>Getting financial assistance for regular dental checkups</td>
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<tr>
<td>Getting financial assistance for medicine and prescriptions</td>
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<tr>
<td>Getting financial assistance for items: glasses, hearing aids, etc.</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
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<tr>
<td>Getting financial assistance for long-term health care</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Obtaining family planning or birth control education and assistance</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td></td>
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<tr>
<td>Getting good medical care before my baby is born</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regular check-ups, development screens, or physicals for children</td>
<td>1</td>
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<td></td>
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<tr>
<td>Getting my children tested for lead poisoning</td>
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<tr>
<td>Getting immunizations for my children</td>
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<td></td>
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<tr>
<td>Getting treatment for a drug or alcohol problem</td>
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<td>2</td>
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<tr>
<td>Getting treatment and services for mental health</td>
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<td>1</td>
<td>2</td>
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<tr>
<td>Dealing with stress, depression, or anxiety</td>
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<td>1</td>
<td>4</td>
<td>7</td>
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<tr>
<td>Dealing with problems physical, emotional, or sexual abuse</td>
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<td>3</td>
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<tr>
<td>Individual states that this did not apply (N/A)</td>
<td>6</td>
<td>6</td>
<td>10</td>
<td>22</td>
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The following information is courtesy of the Will County Health Department (2017):

<table>
<thead>
<tr>
<th>Access to Dental and Primary Care</th>
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</thead>
<tbody>
<tr>
<td><strong>Insurance Coverage</strong></td>
</tr>
<tr>
<td>Issue: 9.2% of the Will County adult population under the age of 65 was uninsured in 2014. There has been an overall decrease in the percentage of uninsured population since 2010. 20.2% of the Hispanic/Latino population in Will County reported no health insurance coverage, compared to 7.1% of the non-Hispanic/Latino population.</td>
</tr>
<tr>
<td>• Males</td>
</tr>
<tr>
<td>• African American and Asian races</td>
</tr>
<tr>
<td>• Hispanic ethnicity</td>
</tr>
<tr>
<td>• 60432, 60433, and 60484 zip codes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Provider Availability</strong></th>
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</thead>
<tbody>
<tr>
<td>Issue: Will County has a total of 372 primary care physicians, yielding a ratio of population to primary care physicians of 1,840:1 compared to 1,240:1 for Illinois. Will County has a total of 361 dentists, yielding a ratio of population to dentists of 1,950:1 compared to 1,410:1 for Illinois. 15.9% of adults in Will County report that they do not have at least one person that they consider to be their primary care provider. There is one community on the East side of Joliet designated by the Health Resources and Services Administration as an area having shortages of primary care, dental care, or mental health providers.</td>
</tr>
<tr>
<td>• 60433 zip code</td>
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<tr>
<td>• Non-white males, ages 25-44 with an income less than $35,000</td>
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<tr>
<th><strong>Preventable Hospital Visits</strong></th>
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<tr>
<td>Issue: Will County’s ambulatory care sensitive condition discharge rate was 69 per 1,000 Medicare enrollees in 2014, which is higher than both Illinois (59) and the U.S. (38), but has decreased since 2010. Ambulatory care sensitive conditions include pneumonia, dehydration, asthma, diabetes, and other conditions which could have been prevented if adequate primary care resources were available and accessed by those patients.</td>
</tr>
<tr>
<td>• Medicare beneficiaries</td>
</tr>
</tbody>
</table>
The survey completed by the Board of Directors, agency staff, and the Will County community asked if adequate health services are available to the low-income community.

The responses to the 2018 surveys indicate that for our low income customers, finding affordable health and dental insurance is very important. For those who are enrolled in Medicaid, they are challenged to find providers who will take their insurance.

Clients in need of medical and dental assistance are referred to the Will/Grundy Medical Clinic, to the Will County Health Department’s Community Health Center, and to Aunt Martha’s Health Centers.

The Will County Health Department has Affordable Care Act counselors to assist individuals in applying to the Marketplace for health insurance or for Medicaid. Free pregnancy screenings, maternity and baby clothes, and diapers are available through Birthright of Joliet.
The Will County Community Health Center accepts more than 30 medical and 10 dental plans. The Center provides primary care services, dental care, and has a Mobile Dental Van to provide services at sites throughout the county. Bus passes may be available for households needing transportation to the Center for medical and/or dental care.

The Will/Grundy Medical Clinic is the only totally free clinic in the area for those who have no insurance and limited financial resources. The Clinic provides both medical and dental services, and patient education is an important component of care at the clinic. The Clinic offers wellness programs, exercise classes, nutrition counseling, and mental health seminars monthly.

Due to funding shortages, Will-Grundy Medical Clinic no longer sees children, since all children can be covered under the State Health Plan (AllKids). The Clinic does not serve individuals who have insurance, Medicare or Medicaid, US Veteran Health Benefits, or have income over the WCMC guidelines. Aunt Martha’s has health centers on the east and west side of Joliet, as well as locations in Cook County that are closer to eastern Will County residents. They offer primary medical care, dental care, mental health care, women’s health care, substance abuse care, HIV/AIDS & STD services, and insurance & benefits enrollment.
There are three VNA Healthcare Clinics in Will County, one on the west side of Joliet, one in Bolingbrook, and a third in Romeoville. The Clinics offer primary health care for adults and children, and accepts patients with Medicare and Medicaid. They also accept patients with private insurance and patients with no insurance. The clinics also offer wellness classes.

WCCCC offers dental assistance to veterans and limited prescription assistance to customers experiencing an emergency. The Agency also provides prescription discount cards to our customers to help reduce their out of pocket cost for prescribed medications.
In addition to gathering information about specific needs such as Employment, Education, Housing, etc., our survey asked our clients to tell us about their greatest challenges.

The same question was asked of the survey groups:

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

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

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

Through the Emergency Food & Shelter program, Will County households can find help with their gas, electric and water bills, food, and shelter. In Phase 35, $27,485 in funds was allocated to WCCCC through our local United Way office.

WCCCC uses the funds to provide utility assistance. Other EF&S grant recipients include: MorningStar Missions who receives funds to purchase food, Catholic Charities receives funds to do rental assistance, and the Northern Illinois Food Bank uses ES & F funds to provide food to local shelters and food banks.

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

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

WCCCC has partnered with WIOA Will County Workforce Services Division to house and manage the “Clothes 4 Work", a collection of donated business-appropriate attire that will be provided to people who have job interviews or who have secured a job but need work clothing until they have they have funds to purchase their own work wardrobe. Donations of clothing that may not be suitable for job interviews or for work are kept aside and may be given to customers who are in need of clothing.
Will County Center for Community Concerns
2018 Needs Assessment Survey

Will County Center for Community Concerns is conducting a study of the needs of low-income people residing in Will County. Results from the study will be considered by WCCCC 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 Will County neighborhood and/or city in which you work.

Your Name (Optional): ____________________________________________
Your Title: ____________________________________________________________________________

1. What Will County community do you work in? _________________________

2. Which Group is your closest professional affiliation? (What community stakeholder group do you belong to?)
   Select the one that best describes your group:
   □ Government
   □ Education
   □ Business Community
   □ Church/Religion
   □ Service Organization
   □ Health Care
   □ Public housing
   □ Private Housing
   □ First Responder
   □ Neighborhood Association
   □ Other: _____________________

3. What are the primary age groups served by your business or organizational affiliation? (Check all that apply)
   □ Children ages 0-5
   □ Children ages 6-12
   □ Youth ages 13-20
   □ Adult ages 21-30
   □ Adult ages 31-50
   □ Adults ages 51-61
   □ Adults ages 62 and older

4. What are the approximate income level groups served by your business or organizational affiliation? (Check all that apply for a family of four)
   □ Very Low Income (Less than or =$24,600)
   □ Low income (Less than or =$39,500)
   □ Low/Moderate Income (Less than or =$63,200)
   □ Unknown
5. **What is the ethnicity of the people served by your business or organizational affiliation?** (Check all that apply)
   - American Indian
   - Alaskan Native
   - Asian
   - Black or African American
   - Hispanic or Latino
   - Native Hawaiian
   - Pacific Islander
   - White
   - Other: _________________________________________

6. **Are there full-time living wage employment ($15 per hour or higher) opportunities available in your community?**
   - there are an insufficient number of opportunities
   - there are a sufficient number of opportunities
   - there are an excessive number of opportunities
   - there are not any opportunities
   - unsure

7. **Why do you believe people have problems getting or keeping a full-time living wage job? select all that apply:**
   - jobs are not available
   - physical or mental disabilities
   - need better communication, people/customer job skills
   - language barriers
   - need better technical job skills
   - health issues
   - need child care
   - lack of education
   - transportation
   - substance abuse issues
   - other

8. **Are child care programs (during the day, Monday through Friday) for low-income families available in your community?**
   - there are an insufficient number available
   - there are a sufficient number available
   - there are an excessive number available
   - there are not any available
   - unsure

9. **Are child care programs (evenings, nights, and weekends) for low-income families available in your community?**
   - there are an insufficient number available
   - there are a sufficient number available
   - there are an excessive number available
   - there are not any available
   - unsure
10. Are pre-school programs (including Head Start programs) for low-income families available in your community?
   - there are an insufficient number available
   - there are a sufficient number available
   - there are an excessive number available
   - there are not any available
   - unsure

11. Are affordable child and youth (ages 5 to 17) activities or after school programs available in your community?
   - there are an insufficient number available
   - there are a sufficient number available
   - there are an excessive number available
   - there are not any available
   - unsure

12. 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:
   - after school supervision
   - school attendance
   - birth control
   - affordable school/community activities
   - learning disabilities
   - behavior disorders
   - tutoring
   - mentoring/leadership/volunteering
   - finding employment
   - gang participation
   - obesity
   - sexually transmitted diseases
   - substance abuse/tobacco
   - teen parenting
   - mental health
   - physical health and dental issues
   - none apply

13. Are there adequate levels of non-medical emergency services available in your community?
   - YES   - NO   - unsure

14. Are there a sufficient number of emergency shelters available in your community?
   - YES   - NO   - unsure

15. Are there adequate levels of medical services available for low-income people in your community?
   - YES   - NO   - unsure

16. Are there adequate levels of dental services available for low-income people in your community?
   - YES   - NO   - unsure

17. Are there adequate levels of wellness (nutrition, exercise, etc.) programs available for low-income people in your community?
   - YES   - NO   - unsure
18. Are there adequate levels of public transportation options (cabs, taxis, buses, trolleys, etc.) available in your community?
☐ YES  ☐ NO  ☐ unsure

19. Are the homes in your community in good repair?
☐ most are  ☐ some are  ☐ few are  ☐ none are  ☐ unsure

20. Which of the following issues do you believe are the greatest challenges low-income families and individuals are currently facing? select all that apply:
☐ education
☐ child care
☐ living wage employment
☐ mental health services
☐ job training
☐ teen pregnancy
☐ family/child abuse
☐ medical care access
☐ housing
☐ substance abuse
☐ language barriers
☐ dental care access
☐ budgeting
☐ transportation
☐ health food selection
☐ health care costs
☐ parenting
☐ family violence
☐ special needs children
☐ credit card debt
☐ child support
☐ chronic illness
☐ energy/utility costs
☐ financial literacy/planning
☐ legal issues/services
☐ none apply

21. 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:
☐ employment
☐ mental health
☐ substance abuse treatment
☐ medical care
☐ job training
☐ literacy
☐ financial literacy/planning
☐ family/child abuse
☐ housing
☐ transportation
☐ energy/utility costs
☐ language barriers
☐ child care
☐ legal issues/services
☐ family planning
☐ none apply
22. Which of the following areas do you believe the elderly (seniors) in your community need assistance with in order to remain in their home? select all that apply:

- housework
- yard work/snow removal
- home repairs
- energy/utility costs
- managing medications
- grocery shopping
- preparing meals
- laundry
- financial assistance
- tax preparation/legal issues
- access to transportation
- none apply

23. 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
- credit card debt
- credit repair
- payday loans
- car title loans (not a car purchase loan)
- budgeting or money management issues
- filing tax returns (Earned Income Tax Credit)
- obtaining loans
- property tax exemptions
- rent reimbursement claims
- home energy/utility cost issues
- landlord/tenant issues
- unsure

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

24. How would you rate your relationship with the community action agency in your community? (Will County Center for Community Concerns is the Community Action Agency for Will County)

- 1
- 2
- 3
- 4
- 5
- no relationship

25. How well is Will County Center for Community Concerns meeting the needs of low-income families and individuals?

- 1
- 2
- 3
- 4
- 5
- unsure
26. What do you believe causes poverty?
   [please provide answer on separate sheet if needed]

27. What community improvement initiative would you like your community to address?
   [please provide answer on separate sheet if needed]

28. If you had $1,000,000 to solve a community issue, what would you solve?
   [please provide answer on separate sheet if needed]

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?
<table>
<thead>
<tr>
<th>Child Care Resource and Referral</th>
<th>Head Start Catholic Charities</th>
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</thead>
<tbody>
<tr>
<td>801 North Larkin Avenue</td>
<td>203 North Ottawa Street</td>
</tr>
<tr>
<td>Joliet IL 60435</td>
<td>Joliet IL 60432</td>
</tr>
<tr>
<td>Joliet: 815-741-4622 9am-3pm M-F</td>
<td>815-723-3405</td>
</tr>
<tr>
<td>Outside Joliet: 800-641-4622</td>
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<table>
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<tr>
<th>Drug/Alcohol Rehab</th>
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</thead>
<tbody>
<tr>
<td>Presence/</td>
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<tr>
<td>St. Joseph Medical</td>
</tr>
<tr>
<td>Center:</td>
</tr>
<tr>
<td>815-741-7545</td>
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<tr>
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<tr>
<td>Presence/ Silver Cross Hospital:</td>
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<td>St. Joseph Medical</td>
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<tr>
<td>Center:</td>
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<tr>
<td>815-741-7545</td>
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<tr>
<td>Aunt Martha’s Youth Services</td>
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<tr>
<td>409 West Jefferson Street</td>
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<tr>
<td>Joliet IL 60435</td>
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<tr>
<td>815-768-8750</td>
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<tr>
<td>Joliet Job Corps</td>
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<tr>
<td>1101 Mills Road</td>
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<td>Joliet IL 60433</td>
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<td>815-727-7677</td>
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<tr>
<td>Workforce Services</td>
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<td>2400 Glenwood Avenue</td>
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<td>Joliet IL 60435</td>
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<th>Employment</th>
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<table>
<thead>
<tr>
<th>Food/Meals</th>
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</thead>
<tbody>
<tr>
<td>East Side Café (Meal)</td>
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<tr>
<td>MorningStar Mission</td>
</tr>
<tr>
<td>350 East Washington Street</td>
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Services listed are subject to change without notice.

### Child Care

**Child Care Resource and Referral**
801 North Larkin Avenue, Suite 202
Joliet IL 60435
Joliet: 815-741-4622 8am - 4:30pm M-F
Outside Joliet: 800-641-4622

**Head Start**
Catholic Charities
203 North Ottawa Street
Joliet IL 60432
815-723-3050

### Drug/Alcohol Rehab

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

**Silver Cross Hospital**
815-740-7039

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

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

### Education

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

**Learning and Skills Center**
1256 West Jefferson Street #101
Joliet IL 60435
815-744-8670

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

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

### Employment

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

**City Center Campus**
214 North Ottawa, Room 300
Joliet IL 60432
815-280-1333
Divorced, widowed, separated, and/or single parent females only.

**Experience Works**
Toll-Free: 800-397-9757

**P.O. Box 456**
Marseilles IL 61341

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

**IL Dept. of Employment Security**

### Food/Meals

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

**Food assistance**
Call Crisis Line for appointment
P.O. Box 2354
Joliet IL 60434
815-722-3344

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

**Illinois Dept of Human Services (DHS)** (Food Stamps)
45 East Webster Street
Joliet IL 60432
815-740-5350
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Services listed are subject to change without notice.

## Food/Meals continued

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MorningStar Mission</strong></td>
<td>350 E Washington St, Joliet, IL 60433</td>
<td>815-722-5780</td>
</tr>
<tr>
<td></td>
<td>Breakfast, Lunch, Dinner</td>
<td></td>
</tr>
<tr>
<td><strong>Second Baptist Church</strong></td>
<td>158 S Joliet St, Joliet, IL 60436</td>
<td>815-726-3731</td>
</tr>
<tr>
<td></td>
<td>Lunch on Thursday, 1-2 pm</td>
<td></td>
</tr>
<tr>
<td><strong>Kankakee County Community Services, Inc.</strong></td>
<td>2455 Glenwood Avenue, Suite 207, Joliet, IL 60435</td>
<td>815-726-0094</td>
</tr>
<tr>
<td><strong>Shepherd’s Table</strong></td>
<td>(Meal)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Catholic Charities Daybreak Center, Joliet, IL 60432</td>
<td>815-774-4663</td>
</tr>
<tr>
<td></td>
<td>Breakfast and Lunch</td>
<td></td>
</tr>
</tbody>
</table>

## Health Care

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WIC Clinic</strong></td>
<td>1-800-WIC-FOOD, Joliet</td>
<td>815-727-8524</td>
</tr>
<tr>
<td></td>
<td>Bolingbrook: 815-679-7010</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Eastern Will County: 708-534-5777</td>
<td></td>
</tr>
<tr>
<td><strong>Senior Services Center of Will County</strong></td>
<td>251 North Center Street, Joliet, IL 60435</td>
<td>815-723-9713</td>
</tr>
<tr>
<td><strong>USF Health and Wellness Center</strong></td>
<td>311 North Ottawa, Joliet, IL 60432</td>
<td>815-740-3399</td>
</tr>
<tr>
<td></td>
<td>Healthcare, Counseling</td>
<td></td>
</tr>
<tr>
<td><strong>Will County Community Health Center</strong></td>
<td>1106 Neil Avenue, Joliet, IL 60433</td>
<td>815-727-8670</td>
</tr>
<tr>
<td></td>
<td>Clinic</td>
<td></td>
</tr>
<tr>
<td><strong>Will-Grundy Medical Clinic</strong></td>
<td>213 East Cass Street, Joliet, IL 60432</td>
<td>815-726-3377</td>
</tr>
<tr>
<td></td>
<td>For those with no insurance or medical card</td>
<td></td>
</tr>
</tbody>
</table>

## Housing/Shelter

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Address</th>
<th>Contact Information</th>
</tr>
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<tbody>
<tr>
<td><strong>Catholic Charities Daybreak Center</strong></td>
<td>611 East Cass Street, Joliet, IL 60432</td>
<td>815-774-4663</td>
</tr>
<tr>
<td></td>
<td>Limited rent/mortgage payment, shelter for homeless</td>
<td></td>
</tr>
<tr>
<td><strong>City of Joliet – Neighborhood Services</strong></td>
<td>150 West Jefferson Street, Joliet, IL 60432</td>
<td>815-724-4090</td>
</tr>
<tr>
<td></td>
<td>Home repair loans – JOLIET residents only</td>
<td></td>
</tr>
<tr>
<td><strong>Community Service Council of Northern Will County</strong></td>
<td>440 Quadrangle Dr, Unit C, Bolingbrook, IL 60440</td>
<td>630-759-9494</td>
</tr>
<tr>
<td></td>
<td>Housing Counseling</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Will / DuPage County residents only</td>
<td></td>
</tr>
<tr>
<td><strong>Evergreen Terrace Apartments</strong></td>
<td>350 North Broadway, Joliet, IL 60435</td>
<td>815-722-7515</td>
</tr>
<tr>
<td></td>
<td>Subsidized apartments</td>
<td></td>
</tr>
<tr>
<td><strong>Guardian Angel Comm Svcs</strong></td>
<td>168 North Ottawa Street, Joliet, IL 60435</td>
<td>815-729-1228</td>
</tr>
<tr>
<td></td>
<td>Domestic violence shelter, counseling</td>
<td></td>
</tr>
<tr>
<td><strong>Joliet Housing Authority</strong></td>
<td>Six South Broadway, Joliet, IL 60436</td>
<td>815-727-0611</td>
</tr>
<tr>
<td></td>
<td>Section 8, public housing</td>
<td></td>
</tr>
<tr>
<td><strong>MorningStar Mission</strong></td>
<td>350 East Washington Street, Joliet, IL 60433</td>
<td>815-722-5780</td>
</tr>
<tr>
<td></td>
<td>Male only emergency shelter. Women &amp; children/family program.</td>
<td></td>
</tr>
<tr>
<td><strong>Veterans Assistance Commission of Will County</strong></td>
<td>128 North Scott Street, Joliet, IL 60432</td>
<td>815-740-8389</td>
</tr>
<tr>
<td></td>
<td>Limited financial assistance for VETERANS only.</td>
<td></td>
</tr>
<tr>
<td><strong>Will County Center for Community Concerns</strong></td>
<td>2455 Glenwood Avenue, Joliet, IL 60435</td>
<td>815-722-0722</td>
</tr>
<tr>
<td></td>
<td>Counseling &amp; limited rent/mortgage, home weatherization, limited home repairs</td>
<td></td>
</tr>
</tbody>
</table>
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*Services listed are subject to change without notice.*

### Utilities

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

**Will County Center for Community Concerns**  
2455 Glenwood Avenue  
Joliet IL 60435  
815-722-0722  
LIHEAP payment assistance – lights, gas

### Other Resources

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

**Crisis Line of Will County**  
815-722-3344  
24-hr INFO/referral service

**Cornerstone Services**  
800 Black Road  
Joliet IL 60432  
815-727-6666

**DHS Office of Rehabilitation Services**  
1617 West Jefferson Street  
Joliet IL 60435  
815-730-4200

**IL Bureau of Child Support Enforcement**  
16 West Cass Street, 4th Floor  
Joliet IL 60432  
815-740-3081

**IL Dept. of Human Services**  
45 East Webster  
Joliet IL 60432  
815-740-5350

**Will County Legal Assistance Program**  
116 North Chicago Street #301  
Joliet IL 60432  
815-727-5123

**Social Security Administration**  
552 Houbolt Rd  
Joliet IL 60431  
866-783-7302

**Spanish Community Center**  
309 North Eastern Avenue  
Joliet IL 60432  
815-727-3683

**Disability Resource Center**  
77 North 129th Infantry Drive  
Joliet, IL 60435  
815-729-0162  
TTY: 815-729-2085  
VRS: 815-768-2582
Township Offices

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

Crete
1367 Wood St
Crete IL 60417
708-672-8279

Custer
37131 Essex Rd
Wilmington IL 60481
815-458-2252

DuPage
241 Canterbury Ln
Bolingbrook IL 60440
630-759-1317

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

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

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

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

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

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

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

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

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

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

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

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

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

Troy
25448 Seil Rd
Shorewood IL 60404
815-744-1968

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

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

Wheatland
4262 Tower Ct
Naperville IL 60564
630-851-3952

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

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

Wilton
26722 S Elevator Rd
Manhattan IL 60442
815-478-5507
Frequently Requested Phone Numbers:

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>St. Vincent De Paul</td>
<td>(815) 722-1140</td>
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<tr>
<td>Senior Service for 60+ years or 50 if medical problems</td>
<td>(815) 723-9713</td>
</tr>
<tr>
<td>State Medicare/Medical</td>
<td>(800) 252-8942</td>
</tr>
<tr>
<td>CEDA</td>
<td>(800) 571-2332</td>
</tr>
<tr>
<td>Court House</td>
<td>(815) 727-8400</td>
</tr>
<tr>
<td>Will County</td>
<td>(815) 722-5515</td>
</tr>
<tr>
<td>Guardian Angel</td>
<td>(815) 729-0930</td>
</tr>
<tr>
<td>PACE Paratransit</td>
<td>(800) 244-4410</td>
</tr>
<tr>
<td>Birthright of Joliet</td>
<td>(815) 725-3411</td>
</tr>
<tr>
<td>U.S. Dept. of Veteran’s Affairs</td>
<td>(815) 744-0492</td>
</tr>
</tbody>
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Part III
Service Delivery System
Service Delivery System

Will County has a strong service delivery system. Most agencies participate in the Will County Continuum of Care, Community Services Council of Will County, or the informal interagency network and share information frequently. There is minimal competition for funds. All of the agencies seem to cooperate very well, even referring each other to funding sources on occasion.

Though service delivery is fragmented, with the HMIS for the Homeless Initiative it is easier to track client referrals and follow up on clients being serviced. Client Service Representatives can better piece fragments of client’s history together due to effective networking and the HMIS.

To better serve our clients we have implemented a centralized intake model. We have fully trained all staff to take all applications for CSBG programs, homeless services, LIHEAP, and Weatherization. We have found this to be a success because clients can apply for all services with only one visit to our agency.

More than 50% of our Customer Service Representatives have been trained as Family and Community Development Specialists, and the remainder of the CSRs will also receive Family and Community Development training when training becomes available. We also have one certified ROMA implementer on staff. All WCCCC managers will eventually receive training as ROMA Implementers as training becomes available.

Many agency offices are located in the City of Joliet. Joliet is accessible by public transportation for most of the county; however, the public transportation system is scant and most people get to services through a private car or cab. Those that do not live within close proximity of the Agency (Northern, Eastern and Southern Will County) are directed to various outreach sites which the WCCCC visits on a regular basis.

Scheduling of these outreach dates are made known to the public via our web site, Facebook page, and information is given when a customer calls and inquires. Those in need in Eastern Will County also rely on their township offices and churches for assistance. Will County utilizes church and volunteer civic organizations whose resources are, for the most part, untapped by the social services
The United Way of Will County started a volunteer referral service in 1997 to coordinate appeals for volunteers.

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

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

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

In order to fulfill services in outlying areas of the county, WCCCC has set up specific days that outreach services are conducted in University Park, Bolingbrook, Braidwood, Wilmington, Frankfort, New Lenox, Plainfield, Lockport, Monee, and Crete Townships at least one day and in some cases twice a week during the LIHEAP program year.
Part IV
Linkages
Description of Linkages

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

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

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

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

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

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

Coordination with county newspapers and local online publications (e.g., the Patch) has improved in the publishing of press releases and news articles for the availability of programs. WCCCC also has an active presence on Facebook for the purpose of outreach and program announcements. Outreach efforts with low income multifamily housing buildings, senior building, Senior Services, the Disability Resource Center, and other entities have assisted in supplying residents with information regarding WCCCC programs and have assisted in setting up available sites for the Will County Center for Community Concerns to come to their facilities to assist customers that may have difficulty in accessing transportation to our main facility.

Outreach sites have been set up on specific days of each month throughout the county. Applications are taken in eastern Will County at Monee Township, Crete Township, Frankfort Township, and University Park Towne Center. Northern Will County is serviced at DuPage Township, Plainfield Township, Lockport Township, and New Lenox Township. Southern Will County is serviced once a month in Braidwood at the Fossil Ridge Library and the Wilmington Library. Other locations are set up throughout the month in cooperation with Senior Services Center of Will County, Housing Authority of Joliet, senior/disabled residences, and other townships and community centers.

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

In 2018, the Agency again participated in the annual “Back to School Fair”, hosted by Catholic Charities/Daybreak by staffing a table to present information and educational literature to the public. WCCCC has also been a participant at the Senior Expo held at DuPage Township and the Senior Expo hosted by the Joliet Chamber Expo at Westfield Mall.

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

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

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

In coordination with Workforce Center of Will County Skype connections are available for Joliet Junior College’s Division of Adult Education and Literacy, Joliet Junior College’s Career and Technical Education Department, Will County Center for Community Concerns, and Kankakee County Community Services, Inc.
Part V
Coordination
Coordination

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

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

In coordination with Workforce Center of Will County, Skype connections are available for Joliet Junior College’s Division of Adult Education and Literacy, Joliet Junior College’s Career and Technical Education Department, Will County Center for Community Concerns, and Kankakee County Community Services, Inc.

All customers accessing services will be provided with the following accommodations as needed/requested:

- Language Line
- Illinois Relay
- Sign language interpreter
- Braille keyboard/trackball mouse
- Intellikeys keyboard
- Dragon Speech Recognition software
- Braille printer

When the need arises to refer customers who come to the Center to partner services that are not offered onsite, partners agree to “accept” that referral via webcam, in order for customers to receive offsite partner services in real time, and “face-to-face” via Skype. The One-Stop Operator is responsible for making arrangements for webcams/Skype access at all partner locations. Partners agree to have staff available to accept a referral via webcam/Skype during all regular business hours.

In 2017, the agency received foundation grants/donations from A.J. Dralle, Inc., BB Construction Enterprise, Inc., Berlinsky Scrap Corp, Bob Martin Auto Sales, Caring Hands by Kris, D’Arcy Automobiles, Des Rochers Backyard Pool, Inc., Exquisite Carpet Care, First Midwest Bank, Gary S. Mueller & Assoc. LTD, Harrah’s Joliet Casino & Hotel, Harris & Harris, LTD, Howard Wright State Farm Insurance, Integrity Restoration, Joliet Tent Company, Joliet/Will County Project Pride, Kinzler Janitorial Services, LLC, LincolnWay Community Bank, M & M Bank, Michael’s Pizza, Midland States Bank, Nicor Gas, Old Plank Trail Community Bank, Parliament Builders, Priority Staffing, Ltd., Reich, Jumbeck & Stole, LLP, Rich’s Yamaha, Inc., SERVPRO, The Tomczak Law Group, Three Rivers Association of Realtors, Town Center Bank, TownePlace Suites Marriott, Tri-K Inc., Trizzino Concrete, Wermer, Rogers, Doran & Ruzon, Will County Housing Development Corp., Aileen S. Andrew Foundation, BPOE #296, Ecolab Foundation, First Baptist Church of University Park, George M. Eisenberg Foundation for Charities, GKN Foundation, Joliet Kiwanis, Joliet Junior Woman’s Club, Max
WCCCC has Memoranda of Understanding in place with many of the social service agencies in the county, as well as with the township offices, to formalize our partnerships and to better serve those in need of assistance. MOU’s are in place with the following social service agencies:

- **Agape Missions**: provides services to formerly incarcerated individuals and people with HIV/AIDS
- **Catholic Charities/Daybreak Center**: provides emergency food, shelter, case management and support services to those in need
- **Child Care Resource & Referral**: promotes and facilitates affordable, quality child care
- **Cornerstone Services**: provides comprehensive services to people with developmental disabilities, mental illnesses, and physical disabilities
- **Crisis Line of Will County**: provides 24/7 Information & Referral, telephone counseling and support, suicide prevention and intervention
- **Guardian Angel Community Services**: offers services to individuals and families through the Dillard Harris Educational Center, Exchange Club Center, Foster Care, Groundwork, Partner Abuse Intervention Program, Sexual Assault Service Center, and Suzy’s Caring Place
- **Housing Authority of Joliet**: promotes adequate and affordable housing free from discrimination
- **IL Department of Human Services**: assists with self-sufficiency, independence and health by providing integrated services
- **MorningStar Missions**: provides emergency food, shelter, case management, and support services
- **Salvation Army**: equips the community with tools necessary to live productive lives
- **Senior Services Center of Will County**: assists senior citizens through programs designed to maintain health and wellness, and remain independent
- **Stepping Stones Treatment and Recovery**: provides professional alcohol and drug treatment
- **United Way of Will County**: improves people’s lives by mobilizing the community
- **Veterans Assistance Commission**: provides interim and/or emergency financial assistance for basic living expenses for honorably discharged veterans and their families
- **Will County Regional Office of Education**: serves as the intermediary between the IL School Board of Education and local schools; administers GED testing and homeless services
- **Will/Grundy Center for Independent Living**: informs persons with disabilities of their rights, educates about responsibilities, and provides support services and advocacy
• Will/Grundy Medical Clinic: provides free medical and dental care to adults who have no insurance
• Workforce Services Division of Will County: the purpose is to outline the vision, services, resource contributions, and other commitments to support the Workforce System of Will County.

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

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

**External agency coordination:**

• **Stepping Stones Treatment Center**
  1621 Theodore Street, Joliet IL 60435
  Provide clinical services and recovery support; both inpatient and outpatient for individuals seeking treatment for drug addiction.

• **Riverwalk Homes and Holsten Enterprises Food Pantry**
  350 North Broadway St., Joliet IL 60435
  Provides nutritious food and promotes healthy living and eating to low-income residents.

• **St Vincent DePaul Resale Store**
  *307 N Chicago Street, Joliet IL 60432
  *1820 W Jefferson Street, Joliet IL 60435
  Shop provides vouchers for free merchandise. WCCCC staff performs the intake and issues vouchers as part of our Information & Referral program.

• **MorningStar Missions “Jump on the Bus”**
  350 E Washington Street, Joliet IL 60433
  Sponsorship program to service 60 CSBG eligible youth by supplying school supplies for the school year 2016/2017.

• **Illinois Bureau of Child Support Enforcement**
  16 W Cass Street, 4th Floor, Joliet 60432
  Staff addresses child support with all single parent households with children to ensure that they are getting child support and makes referrals to Child Support Enforcement as appropriate.

• **Employment and Employer Services**
  223 West Jackson Boulevard, Suite 1005 Chicago Illinois 60606
  Provides job search, placement, and employment verification; have office onsite at WCCCC. WCCCC staff do initial intake and refers individuals to E & ES for enrollment and service.
• Cornerstone Services, Inc.
  777 Joyce Road, Joliet IL 60436
  Job coaching and on the job training for persons with developmental disabilities.

• Joliet Township High School District 204
  300 Caterpillar Drive, Joliet IL 60436
  The YESS Program provides social emotional services for at-risk high school students.

• Workforce Services Division of Will County
  2400 Glenwood Avenue, Joliet IL 60435
  The “Clothes4Work” closet is now housed at WCCC. Professional clothing is provided at no cost to individuals interviewing for work or beginning a new job.

Internal agency coordination resources:

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

• Housing Counseling – HUD
• Emergency Fund – Private Donations
• Low Income Home Energy Assistance Program – Department of Commerce and Economic Opportunity funded.
• Illinois Home Weatherization Program – Department of Commerce and Economic Opportunity funded.
• Utility Funded Weatherization Program – ComEd and Nicor with Resource Innovations
• Will County Continuum of Care – Will County CDBG funded
• Owner Occupied Housing Rehabilitation Program – Will County CDBG and HOME funded
• Home Repair program – various foundations, businesses and individuals
• ComEd Special Hardship Program – ComEd through the Illinois Association of Community Action Agencies
• Emergency Food and Shelter Program – United Way of Will County
• Down Payment Assistance – City of Joliet
• Illinois Hardest Hit Program – Illinois Housing Development Authority
• Emergency Solutions Grant – HUD/Will County Continuum of Care
• HOME Owner-Occupied Rehab – Will County
• Tenant Based Rental Assistance – Will County
• Foreclosure Prevention Program – Illinois Housing Development Authority
• LIKE Program (Energy Efficiency Kits) – University of Illinois at Chicago

Agency participation with local groups consists of:

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

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

- WCCCC has received a combined CDBG/HOME award through Will County to administer an owner-occupied rehab program.
- WCCCC has received a $100,000 award through Will County to administer a tenant-based rental assistance program.
- WCCCC has received a $141,915 award through Will County to administer the HUD Emergency Solutions Grant.
- WCCCC has received a $113,000 award through IHDA to administer the Foreclosure Prevention Program.
- WCCCC has received a $204,500 award through IHDA to administer the Foreclosure Prevention Program Graduated.
- WCCCC has received a $267,500 award through IHDA to administer the Home Accessibility Modification program for seniors and the disabled.
- WCCCC has received a $344,750 award through the City of Joliet to administer a down payment assistance program.
- WCCCC has been awarded a $32,398 HUD grant for Housing Counseling.
- WCCCC is the recent recipient of $27,485 in local Emergency Food and Shelter funds for utility assistance.
- WCCCC has received a $3,000,000 award through the Illinois Attorney General’s National Foreclosure Settlement Awards. This 3-year program will allow provision of housing counseling, assistance for renters/homebuyers, and rehab and resale of vacant dwellings. This program was extended in May 2017 through July 2018 to conduct owner-occupied rehabilitation specific to the Fairmont Area in Lockport Township and to acquire and rehabilitate two foreclosed homes to be used as Group Homes (e.g., permanent supportive housing) for Cornerstone Services, Inc.

WCCCC has received a $211,000 award through Will County to administer a homeless services program. WCCCC is the administering agency for the Will County Continuum of Care, and houses the Homeless Services Director, and two Housing Advocates for the Will County Homeless Initiative.
WCCCC is the administering agency for the Homeless Management Information System, and houses the HMIS System Administrator for the tracking purposes of the Homeless Initiative in Will County.

In 2017/2018, CSBG will help fund the YESS Program (Youth Experiencing Success In School): offers guidance, mentoring, and counseling to high school students who need direct, immediate access to support services.

During 2017/2018, CSBG helped to fund the following community based initiatives:

The United States Interagency Council on Homelessness, Department of Housing and Urban Development, and Department of Veterans Affairs sent a designation letter that the Joliet, Bolingbrook/Will County Continuum of Care has effectively ended homelessness among Veterans.

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

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

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

Jump on the Bus: WCCCC partners with MorningStar Missions to provide 60 children with school supplies for 2017/2018/2019 school year.
The agency has also participated in or is scheduled for participation in the following fairs and events. Some of these events are recur annually:

- Community Resource Fair: Sponsored by Plainfield School District & Valley View School District
- Joliet Region Chamber of Commerce 2018 Senior Expo: Sponsored by the Joliet Region Chamber of Commerce
- Kidz Fest: Sponsored by DuPage Township
- Families in Transition (Joliet): Sponsored by the Will County Regional Office of Education/WCCCC
- Families in Transition (Crete): Sponsored by the Will County Regional Office of Education/WCCCC
- Families in Transition (Bolingbrook): Sponsored by the Will County Regional Office of Education/WCCCC
- Plainfield Township Abilities Fair: Sponsored by Plainfield Township
- Tool 4 School: Sponsored by DuPage Township
- Senior Resource Fair: Sponsored by Senior Services Center of Will County
- Back to School Fair: Sponsored by Catholic Charities/Daybreak Center
- Back to School Fair: Sponsored by DuPage Township
- Cornerstone Services Resource Fair: Sponsored by Cornerstone Services
- Joy Fest: Sponsored by Bolingbrook Community Volunteers
- Senior Resource Fair: Sponsored by Senior Services
- Opioid Crisis Expo: Sponsored by Stepping Stones
- Healthy Homes/Healthy Families: Sponsored by WCCCC
- Mainstream Benefits Forum: Sponsored by Will County Continuum of Care
- Kid’s Fair: Sponsored by Senator Bertino-Tarrant
- Fairmont Health Fair: Sponsored by Sharefest
- Love thy Neighbor (Forest Park Community Center): Sponsored by Sharefest
- South End Community Fair (Joliet): Sponsored by Sharefest
- Love Monee: Sponsored by Sharefest
- Senior Celebration: Sponsored by Representative John O’Connor
- Cross Paths LLC Back to School Fair: Sponsored by Cross Paths LLC
- Monee Fall Fest: Sponsored by the Village of Monee
- Hope Manor Veterans Educational Forum: Sponsored by the VAC
- Joliet Early Learning Center Outreach Event: Sponsored by the Joliet Learning Center
- Wilmington Food Pantry Outreach Event: Sponsored by the City of Wilmington
- Community Family Fair: Sponsored by Joliet School District 86
- Joy Fest: Sponsored by Village of Bolingbrook
- Joliet Housing Expo: Sponsored by City of Joliet, WCCCC, and First Midwest Bank
- Heroes and Helps: Sponsored by Edward Hospital
- Fall Fair: Sponsored by Plainfield High Schools
Part VII

YOUTH PROGRAMMING

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

In 2018, WCCCC supported MorningStar Mission’s, “Jump on the Bus” program by providing clothing and school supplies for 60 CSBG eligible school age children as we have in the past. Participants are provided with clothing, shoes and a back pack full of school supplies for the new school year. We also assist in the application and distribution process. WCCCC also participates in Catholic Charities/Daybreak Center’s “Back to School Fair”, which provides children from low income households with back to school supplies, medical and dental exams, haircuts and other services.

In 2017, the agency was able to supply 345 children with warm coats, hats and gloves as a part of our holiday food basket. The agency also receives donations in order to provide each child age 16 years or younger with a gift for the holiday.

The agency also refers customers to other youth focused service providers including: Girls Scouts of Greater Chicago and Northwest Indiana, Salvation Army, Child Care Resource and Referral, and Will County Children’s Advocacy Center.
Part VIII
Outcomes
**EMPLOYMENT**

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

**1.011 Skills Training and Opportunities for Experience**

National CSBG Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

Measurable Outcomes: Unemployed adults who obtained employment (up to a living wage) (1.02)

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

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

**1.031 Job Search**

National CSBG Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

Measurable Outcomes: Job Placement: Unemployed adults who obtained and maintained employment for at least 90-180 days (up to a living wage) (1.02, 1.02.A, 1.02.B)

Desired Outcome: To connect customers with employment opportunities.

Coordination: Contract with Employment & Employer Services to seek employers to connect customer to employment opportunities.
Education and Cognitive Development

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

2.021 School Supplies

National CSBG Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

Measurable Outcome: School Supplies: Youth (1st-8th grade) who are achieving at basic grade level (academic, social, and other school success skills) (2.04.B) Youth 9th -12th grade who demonstrated improved positive approaches toward learning including improved attention skills. (2.03.C)

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

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

2.061 Educational Financial Assistance

National CSBG Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

Measurable Outcome: Adults who demonstrated improved basic education (2.06) Individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills (2.08) Individuals who made progress to a post-secondary degree (2.11)

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

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

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

### 3.011 Training and Counseling Services

National CSBG Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

**Measurable Outcome:** Individuals who opened a savings account or IDA (3.03)

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

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

### 3.031 Asset Building (VITA)

National CSBG Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

**Measurable Outcome:** Individuals who increase their net worth. (3.07)

**Coordination:** The group the Low-Income Tax Assistance Coalition (LITAC). It includes the IRS, United Way of Will County, Spanish Community Center, Catholic Charities, Senior Services Center of Will County, Childcare Resource & Referral, Prairie State Legal Services, Center for Economic Progress, and Joliet Junior College. The IRS provides all the training, software for electronic filing, etc.

**Desired Outcome:** To provide VITA Program assist low- to moderate-income (generally, $55,000 and below) individuals and families to prepare their federal and state income taxes, and also inform customers about the availability of different tax credits and benefits available to them. This program is a free service provided by certified volunteers / agency employees who receive training to help prepare basic and advanced tax returns.
Problem Statement: Low income coupled with high cost of living presses many into crisis status. Low income household are not able to save for unforeseen circumstance and because of that they sometimes find themselves unable to pay their rent, mortgage, car repairs, child care, prescriptions, obtain required work clothes and/or equipment. Budgeting is a huge obstacle in most cases. Education on tenant rights and responsibilities are needed. Without emergency services in place some household will find themselves in a more vulnerable state. Homeowners are in need of education on their rights and responsibilities as a homeowner, and also on the possible options available to them from their lender and is some cases financial assistance.

4.011 Housing Payment Assistance

National CSBG Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

Measurable Outcome: Households who obtained safe and affordable housing (4.02) Households who maintained safe and affordable housing for 90 days (4.02.A)

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

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

Desired Outcome: To help assist vulnerable household remain in housing.

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

- Continue IHWAP (Weatherization program) to help preserve warmth and cut utility bill cost.
- Continue work with Continuum of Care for homeless prevention.
- Continue work with Will County Legal Assistance Program in Mediation Court. (Some of these services / programs do not have a corresponding CSBG work program.)
Health and Social/Behavioral Development (includes nutrition)

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

5.041 Mental/Behavioral Health

National CSBG Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

Measurable Outcome: Individuals who demonstrated improved mental and behavioral health and well-being. (5.03) Students and families seeking counseling and the reduction in negative outcomes throughout the school system.

Coordination: Joliet Township High School District 204, Joliet Park District, Greater Joliet YMCA, United Way of Will County, Aunt Martha’s Youth Services, Joliet Police Department, Guardian Angel Community Services, and Child Care Resource & Referral.

Desired Outcome: Students and families receive counseling and resources that will improve their quality of life. The goal is to improving attendance, test scores, graduation rate, and behavior and to decrease truancy and drop-out rate.

5.042 Mental/Behavioral Health

National CSBG Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

Measurable Outcome: Individuals who demonstrated improved mental and behavioral health and well-being. (5.02)

Coordination: Working Stepping Stones, Inc. who will hire a Recovery Coach. Recovery Coaches work with individuals to establish and support the client’s Recovery Plan by helping to set short term goals and motivate the person toward recovery. Recovery Coaches develop a helpful, confidential and supportive relationship with clients and provide informal guidance, act as a sounding board, and build client's confidence and hope, and connects the client to needed community resources in support of their recovery. Will County Health Department may make referral to the program.

Desired Outcome: Individual to remain drug free so that they may become stable.
5.071 Nutrition and Food/Meals

National CSBG Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

Measurable Outcome: Individuals who demonstrated improved physical health and well-being. (5.02)

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

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

5.072 Nutrition and Food/Meals

National CSBG Goal: Individuals and Families with low incomes are stable and achieve economic security.

Measurable Outcome: Individuals who demonstrated increased nutrition skills (e.g. cooking, shopping and growing food) (5.01) Individuals who demonstrated improved physical health and well-being (5.02)

Coordination: Holsten Human Capital Development who is the management company for Riverwalk Homes, Northern Illinois Food Bank which will be the main vendor for nutritional food and local grocery stores.

Desired Outcome: Families become healthier and to help stabilize houses who find themselves in crisis from lack of nutritional food.

Services Supporting Multiple Domains

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

7.011 Case Management

National CSBG Goal 1: Individuals and Families with low incomes are stable and achieve economic security.
Measurable Outcome: Unemployed adults who obtained employment (up to a living wage) (1.02)
Parents/caregivers who improved their home environments (2.05)
Individuals who achieved and maintained capacity to meet basic needs for 90 days (3.01)
Households who obtained safe and affordable housing (04.02)
Households who maintained safe and affordable housing for 90 days (4.02.A)
Households who avoided eviction (4.05)
Households who avoided foreclosure (4.06)
Individuals who demonstrated improved physical well-being (5.02)

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

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

First Midwest Bank and Old Plank Trail Bank help to facilitate financial literacy classes.

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

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

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

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

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

National CSBG Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

Measurable Outcome: Households who obtained safe affordable housing (4.02) Households who maintained safe and affordable housing for 90 days(4.02.A) Households who maintained safe and affordable housing for 180 days(4.02.B)

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

Desired Outcome: To help assist vulnerable household become housed or remain in housing.

**7.031 Referrals**

National CSBG Goal 1: Individuals and Families with low incomes are stable and achieve economic security.

Measurable Outcome: Community Action program participants who gained other skills, knowledge and abilities to enhance their ability to engage (6.01.C)

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

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

National CSBG Goal 00: CSBG Eligible Entity Capacity Building

Measurable Outcome: Agency activities that increase the agencies capacity.

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

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