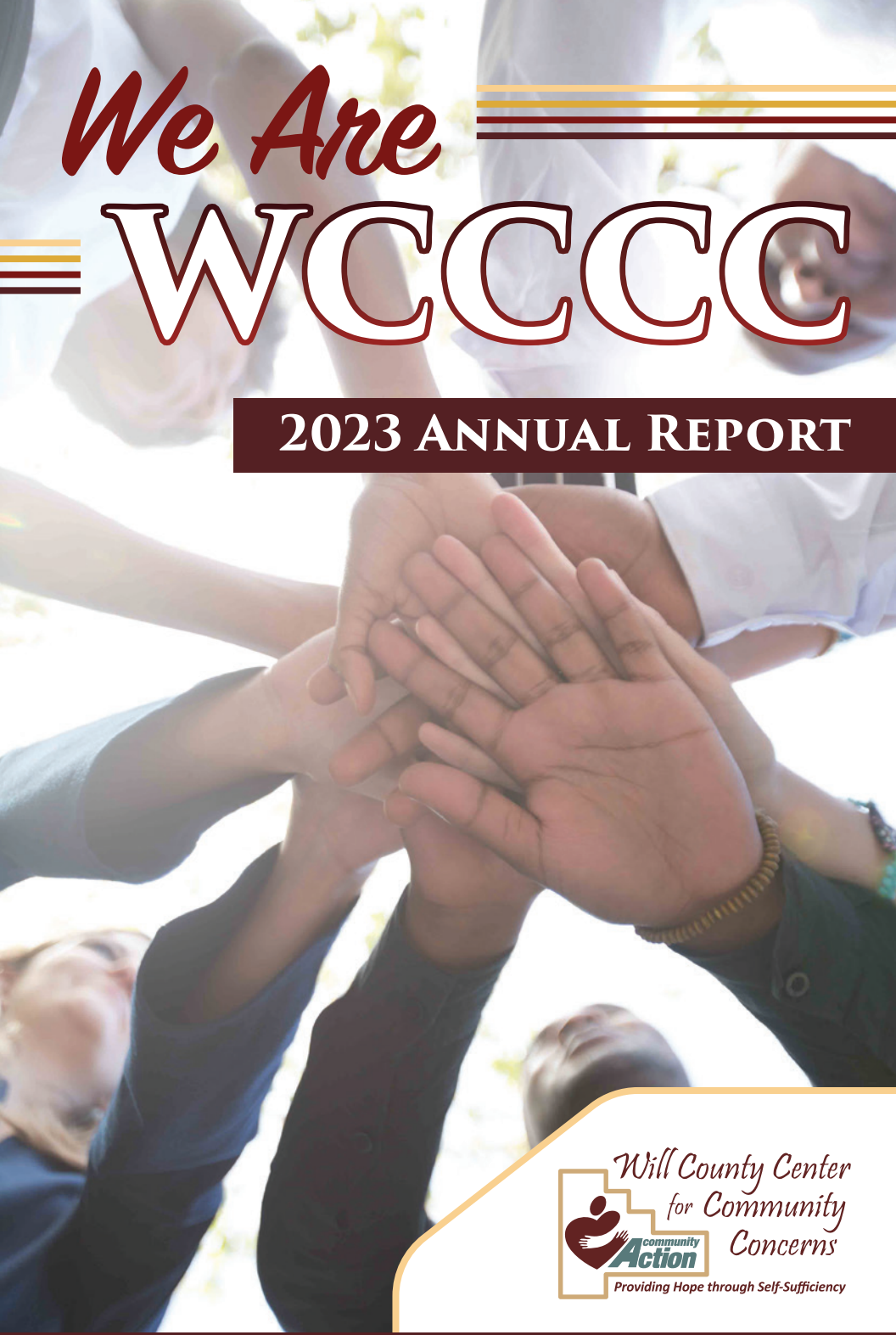

We Are WCCCC

2023 Annual Report

Will County Center for Community Concerns

Community Action

Providing Hope through Self-Sufficiency

FROM THE EXECUTIVE DIRECTOR

As we reflect on the past year at Will County Center for Community Concerns (WCCCC), I am filled with gratitude and pride in what we have accomplished together. For over 36 years, WCCCC has been a cornerstone of support for our community, and I have had the honor of serving as Executive Director for the past 23 years, witnessing firsthand the impact of our work on thousands of lives each year.

At WCCCC, our commitment to serving the residents of Will County is unwavering. We provide essential services that address critical needs and empower individuals towards self-sufficiency. Last year alone, we delivered over 15,000 services to our neighbors in need.

Our comprehensive approach includes case management, rental/mortgage assistance, Financial Literacy Classes, and tax preparation, supported by our CSBG grant. Additionally, our Tenant Based Rental Assistance Program and LIHEAP Program provide crucial support to those facing homelessness and utility challenges.

Beyond immediate assistance, we are committed to fostering long-term stability and growth. Our Weatherization Program enhances homes throughout Will County, making them more energy-efficient and affordable. We support higher education through scholarships and encourage homeownership by providing down payment assistance, helping families achieve their dreams.

None of this would be possible without the collaborative spirit of our community partners. We have joined forces with agencies across Will County to host intake events, share resources, and advocate collectively for those we serve. Our Healthy Homes, Healthy Families Event and other collaborative efforts have connected over 500 individuals with vital resources in a single day.

Advocacy is at the heart of our mission. We tirelessly advocate for the rights and needs of low- to moderate-income residents in Will County, ensuring they have a voice in decision-making processes and securing continued funding for our vital services. Whether it's in foreclosure courts or lobbying for grant support, we stand strong for our clients and our community.

As we look ahead, WCCCC remains dedicated to advancing our mission and expanding our impact. This past year has been a testament to the resilience and compassion of our team and supporters. Together, we have provided, encouraged, partnered, collaborated, and advocated for a stronger, more equitable Will County.

Thank you for your unwavering support of WCCCC. Together, We are WCCCC, and together, we will continue to build a brighter future for all.

Sincerely,

Kris White

Kris White, Executive Director

FROM THE BOARD CHAIR

2023 Board of Directors

Linda Pote, *Chair*
Frank Fleischer, *Vice Chair*
Frank Costa, *Treasurer*
Michelle Allen, *Secretary*
Mario Carlasare
Donna Dettbarn
Cornell Lurry
Missy Martin
Mary Ann Murphy
Sandi Perzee
Mike Rittof
Michael Simelton
Ray Soliman
Sheldon Watts
Alex Zapein

As the Board Chair for Will County Center for Community Concerns, I have watched the agency grow and expand. Will County Center for Community Concerns continues to provide valuable services to Will County Residents.

Each year, WCCCC works to meet the needs of low-to-moderate-income individuals and households through various programs and services. This past year, we have helped people keep their homes and avoid eviction, seen clients set goals and meet them, assisted families experiencing homelessness to find stable housing, and provided food and toys to families during Christmas.

These programs would not be possible without our leadership, staff, and community partners. Thank you for making 2023 a successful year.

Linda Pote
Board Chair

"Many small people, in many small places, do many small things that can alter the face of the world." - Anonymous

2023 DONORS

Alarm Detection Systems
All Saints Greek Orthodox Church
Anne Comer
Ascension
Bank Financial
Barbara Birchler
Block, Klukas, Manzella, Shell. PC
Cathedral Area Preservation Assoc.
Channahon Township
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Cindy Day
Cindy Frieders
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Daisy Collazo
Daniel Boseo
D'Arcy Buick GMC, Inc.
Dave Colarie
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Eco Lab
Equipment Share
Exelon
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Full Circle Foundation
Gary Richter
George M. Eisenburg Foundation for Charities
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Honda of Joliet
Huntington Bank
Jackie Haas
Jackson Township
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James Zelko
Jeanie Young
Jody Bertucci
Joliet Jewish Welfare Chest
Joliet Kiwanis Charities
Joliet Tent Co.
Joy Parke
Karen Isberg Sorbero
Karen & Joe Udell
Kathy Buettner
Kathy & Jerry Kowaleski
Kristen Dahl
Law Office of Donald J. Gould, Ltd.
Lina Santiago
Louis Joliet Chapter - Daughters of the American Revolution
Manhattan Township
Maria Hollenbeck
Mary & James Maragos Charitable Fund
Mary Ann Murphy
Mayor Frank Fleischer
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Melissa Martin
Michelle Allen
Midland States Bancorp, Inc.
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Monee Township
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Olga Zavala
Ozinga Bros.
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Peace Lutheran Church
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Priority Staffing
Raymond & Vicky Soliman
Ron Alberico
Sherry Newquist
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The Guzior Family Foundation
Theresa Rouse
Three Rivers Assoc. of Realtors
Tim Wills
Tina Baker
Tina Pourroy
Tom Dolan
Town Center Bank
Township of Lockport
Tyler Bargas
Velocita
Village of Bolingbrook
Village of Elwood
Walter & Linda Pote
Wermer, Rogers, Doran, & Ruzon, LLC.
Will County COB Facilities Dept.
Will County Executive Offices
Will County Facilities - Courthouse
Will County HR Dept.
Will County ICT Dept.
Will County Siding & Windows
Will County Workforce Services
Wintrust Financial Corp.

Who are we...

WE ARE WCCCC

Who are we? WCCCC is the Community Action Agency in Will County. WCCCC succeeds because of the efforts of the staff, board, donors, community partners, and volunteers. Together, we are WCCCC, and together, we positively impact the residents of Will County.

Our staff has over 25 years of experience in housing counseling and foreclosure prevention. We are a HUD-approved housing counseling agency. The agency continues to provide services to keep the heat on in the winter, help weatherize homes, reduce utility bills, prevent homelessness through rental and mortgage assistance, offer financial literacy and homebuyer education classes, provide down payment asssitance to help individuals become homeowners, free tax preparation for low-to-moderate income individuals, and so much more.

Hearing the clients' stories inspire us to continue providing services to our Will County Residents.

WCCCC's Team has...

- ✓ 3 HUD Certified Housing Counselors
- ✓ 4 QCI Certified Weatherization Assessors
- ✓ 4 Housing Advocates
- ✓ 9 Community Service / Intake Representatives
- ✓ 2 ROMA Implementers
- ✓ 4 Program Assistants

OUR WCCCC LEADERSHIP

Kris White, *Executive Director*
Tamra Bienemann, *Associate Director*
Kelli Bonk, *Fiscal/Administrative Director*
Belithia Johnson, *Compliance/Community Services Director*

CSBG OFFERINGS

- ★ Back to School Supplies
- ★ Case Management
- ★ Financial Literacy Class
- ★ Employment Services
  - ◆ Clothes 4 Work Closet
  - ◆ Resume Writing
  - ◆ Interviewing Skills
- ★ Mortgage Assistance
- ★ Nutrition Programs
- ★ Referrals
- ★ Rental Assistance
- ★ Scholarships
- ★ VITA (Volunteer Income Tax Assistance)
- ★ Water Assistance

CSBG
Community Services Block Grant

The Community Services Block Grant (CSGB) provides funding to reduce poverty and empowers low-to-moderate income families to attain stability. In 2023, WCCCC awarded scholarships to 12 individuals, to pursue higher education.

WCCCC had staff provided 4,922 CSGB services include rental and mortgage assistance, free tax preparation, resume writing, case management, and employment services.

Helping You Help Others
VITA
Volunteer Income Tax Assistance

In 2023, the VITA program had 6 volunteers and prepared over 400 tax returns.

"I have volunteered to prepare taxes at WCCCC for the past two years. I enjoy giving back to the community!"
- VITA Volunteer

WEATHERIZATION

IHWAP funding allows our Weatherization assessors to Complete Energy Audits on income eligible homes. During these audits, the assessors look for ways to reduce energy costs as well as keeping the household healthy and safe.

WCCCC receives grant funds from Illinois Housing Development Authority for Home Repair and Accessibility Projects. These services are to provide repairs to homes through a forgivable loan. Repairs could include: grab bars in showers, low threshold showers, ramps, and chairlifts to name a few.

One of WCCCC grant funders, Resource Innovations, provided funds to weatherize 43 homes. In these 43 homes, there were 110,718.573 kWh savings on utility bills because of the repairs done on the homes.

LIHEAP PROGRAM

The Low Income Home Energy Assistance Program (LIHEAP) is designed to help eligible households pay for winter energy services, including gas, electric, and furnace repair assistance.

WCCCC provided emergency furnace vouchers to 34 customers. THE LIHEAP Program paid $6,290,829 to help 7,591 households with their gas and electric bills.

The percentage of Income Payment Plan (PIPP) program paid $806,754 to help 509 households with their gas and electric bills.

WCCCC

HOUSING SERVICES

Will County Center for Community Concerns is a HUD-approved housing counseling agency. Our HUD-certified housing counselors provide one-on-one housing counseling, pre- and post-purchase counseling, work in the foreclosure courts, and have helped clients apply for mortgage assistance through IHDA.

WCCCC administers the Will County Down Payment Assistance Program (DPA). In 2023, 29 households received grants to help them become homeowners. 176 people participated in Financial Literacy & Homebuyer Education classes.

WCCCC housing counselors participate weekly in Will, LaSalle, Kankakee, and Grundy County foreclosure courts.

Margery's Story: "I want to thank the fantastic employees of WCCCC. Every person I was in contact with from start to finish was knowledgable, kind, and patient with me. I am a senior citizen, and sometimes, remembering things takes me a minute. At no time did the staff make me feel it was an issue. I hesitated to contact WCCCC for assistance because this was my first time in this financial situation. My husband passed away during COVID, and things had been financially difficult. I first met an intake worker who was kind and understanding; they referred me to weatherization and financial counseling for mortgage assistance so that I could remain in my home. I received all these services, and each staff member I met with went above and beyond to make me feel good about seeking assistance.

Thank you WCCCC for making a difference in my life!

HOLIDAY FOOD BASKETS

In 2023, 130 families received food for the holidays, toys, coats, hats, and gloves for all the children.

HOME ACCESSIBILTY PROGRAM

WCCCC's Home Accessibility Program provides home repairs or modifications that allow seniors and people with disabilities to live independently in their own homes in the community, preventing premature or unnecessary institutionalization. Projects completed through this program include:

- **Installing ramps into homes.**
- **Widening doorways to accommodate wheelchairs and other assistive devices.**
- **Replacing doorknobs with openers that operate by lever.**
- **Repairing and/or installing hand and stair railings.**
- **Lowering shelving/storage.**
- **Installing sensor-controlled lights.**
- **Installing accessible showers, grab-bars, bath benches, transfer benches, raised toilet seats, and other equipment in bathrooms.**
- **Lowering sinks and counter-tops in bathrooms and kitchens.**
- **Installing wheelchair accessible vanities.**

EMERGENCY FOOD & SHELTER PROGRAM

The Emergency Food and Shelter Program is funded by the Federal Emergency Management Agency (FEMA) and distributed through local United Way offices. WCCCC received funds and has used the funds to help people with utility expenses.

HOMELESS SERVICES

In 2023, through the Tenant-Based Rental Assistance (TBRA) Program, WCCCC provided rental assistance to 17 households experiencing homelessness.

The TBRA program provides up to 24 months of rental assistance. During this time, the individuals meet with their case manager monthly to discuss their goals and budgeting.

Through donations from our community partners, WCCCC provides programs with personal hygiene items, diapers, and a welcome basket.

DOWN PAYMENT ASSISTANCE PROGRAM (DPA)

WCCCC and Will County HOME partnered to offer up to $25,000 in Down Payment Assistance to eligible home-buyers. The DPA Program is a zero interest, forgivable loan secured by a second mortgage, note and recapture agreement.

2023 SERVICES PROVIDED

Program	Services Provided
Back-to-School	60
Case Management	270
Clothes for Work	33
Down Payment Assistance (DPA)	29
Economic Development / Work Readiness	117
Emergency Food & Shelter Program	202
Emergency Solutions Program (ESG)	25
Employment Support	15
Energy Saving Kits	848
Financial Literacy	66
Furnance - LIHEAP	34
Home Accessibility Program (HAP)	10
Homeless Case Management-Intake/CES	271
Homeless Service Program-CoC	202
Hotels	215
Housing Counseling	461
Information / Referral	985
LIHEAP	7,951
Nicor Aide Program	205
Nutrition Program	2,096
Percentage of Income Payment Plan (PIPP)	509
REH-Unrestricted Home Repair	3
Rental Assistance	209
Scholarship Program	12
Single Family Rehab (SFR)	7
Substance Abuse Counseling	7
Tenant Based Rental Assistance (TBRA)	202
Volunteer Income Tax Assistance (VITA)	409
Water Assistance	700
Weatherization	80
TOTAL	**16,233**

2023 FINANCIAL SERVICES

UNRESTRICTED REVENUES

Federal Grant Revenue	$14,845,062
State Grant Revenue	$202,543
Other Grant Revenue	$484,094
Interest and Dividend Income	$26,927
Donations	$69,214
Other Income	$6,964
	$15,636,804

EXPENSES

Program Services	$14,714,865
Management and General	$834,044
	$15,548,909

Increase in Unrestricted Net Assets	$87,895
Net Assets - Beginning of Year	$1,981,284
Net Assets - End of Year	$2,069,179

HEALTHY HOMES
HEALTHY FAMILIES

In 2023, over 500 people and 40 vendors came, in the rain, to receive resources that are available to our community. 150 families received fresh produce and groceries.

THANK YOU

FOR HELPING US TO HELP OTHERS

For over 35 years, Will County Center for Community Concerns has been helping residents of Will County. We could not provide these services without our partnership in the community and state. Thank you to our Staff, Board of Directors, Community Partners, and Donors. You are helping WCCCC impact the residents of Will County.

Will County Center for Community Concerns

Providing Hope through Self-Sufficiency

2455 Glenwood Avenue
Joliet, IL 60435
815-722-0722 • www.wcccc.net

Office Hours

Monday / Tuesday / Thursday / Friday: 8:00am - 4:00pm
Wednesday: 8:00am - 7:30pm

Mission

The mission of Will County Center for Community Concerns is to assist and enable low- to moderate-income individuals to obtain the opportunities needed to prepare themselves for self-sufficiency.

Will County Center for Community Concerns is a 501(c)(3) not-for-profit organization as determined by the IRS. Contributions are tax deductible to the extent allowed by law.