

# Tazwood Community Services, Inc.

2024

COMMUNITY ACTION PLAN



## Tazewell , Woodford, McLean & Livingston Counties

Tazwood Community Services, Inc. is organized for the purpose of reducing the causes and alleviating the effects of poverty in Tazewell and Woodford Counties.

As a non -profit organization, Tazwood Community Services Inc. will be available to individuals without regards to race, color, creed, disability, age or sex.

**TAZEWELL, WOODFORD,  
McLEAN, AND LIVINGSTON COUNTIES**

**COMMUNITY ACTION PLAN  
UPDATE**

**FY 2024**

**PREPARED BY:**

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# **Tazwood Community Services, Inc.**

## **2024 Community Action Plan**

### **1. COMMUNITY ACTION PLAN SUMMARY**

In April 1983, the Human Services Division of Tri-County Regional Planning Commission (now known as Tazwood Community Services, Inc.) received approval from the Illinois Department of Commerce and Community Affairs (DCCA) to administer the Community Services Block Grant (CSBG) programs for Tazewell and Woodford Counties. The purpose of the CSBG program is to provide a range of services that will have a measurable and potentially major impact on the causes and effects of poverty in the counties. TCSI also is the administering agency for the Low-Income Home Energy Assistance Program and the Low-Income Home Weatherization program.

As of July 1, 2020, TCSI started administering the Low-Income Home Weatherization Program for McLean and Livingston counties. As of July 1, 2021, TCSI took over as the emergency provider for the Low-Income Home Energy Assistance Program, McLean and Livingston Counties. TCSI was permanently awarded the LIHEAP program starting with the 2024 program.

As part of the grant application for the CSBG program, a Community Action Plan (CAP) for the agencies service area is to be submitted to the Illinois Department of Commerce and Economic Opportunity prior to receipt of CSBG funds.

The 2024 CAP is a comprehensive plan. The CAP is a product of continuing interaction between TCSI's Board of Directors, TCSI staff, the social service community and most importantly the population served. The CAP is the planning guide for the CSBG program.

The process of preparing for the CAP, the staff at Tazwood Community Services, Inc. (TCSI) has involved many Board Members, people in the community, agencies and customers both directly and indirectly. The 2024 community needs assessment surveys were done through Survey Monkey. Survey links were emailed to service providers, board members, staff and TCSI customers.

The customer population was involved daily with staff through phone calls, intake process, information and referral, community events and workshops and classes until the "Stay at Home" due to the coronavirus order was issued in March 2020. From March 2020 until June 2021, TCSI has done interaction with customers by phone calls, mail, email, fax and drop box. As of July 1, 2022, customers can choose between phone applications or in person applications.

TCSI also analyzes data available from the census, state and local resources and customer demographics for parts of the CAP.

TCSI's 15-member Board of Directors meets quarterly (more frequently, if needed) at which time they receive financial updates, funding reports, program updates and outcome reports for each of the grants.

TCSI also coordinates the Tazewell/Woodford Counties Service Providers organization. The Service Providers is a group of Service Providers, which promote efficient, professional provisions of social services to residents in the service area. Means to this end include mutual education, facilitated communications, and provisions of opportunities for professional networking. The Service Providers meet quarterly to hear presentations from local service providers and programs they offer, plus brief program status reports from other agencies in the area. The Service Providers also network on what other types of programs they feel are needed to serve the needs of the low-income population.

TCSI also works with different area service providers such as the Salvation Army's in Pekin and Peoria, the United Way, Tazewell/Woodford Head Start, Tazewell and Woodford Health Departments, local Department of Human Services, local housing authorities, area homeless shelters and food pantries.

Each of TCSI's different programs coordinates separately with area pharmacies, dentists, optometrist, audiologist, utility companies, property owners and contractors.

The Program Services Manager has served on the Governing Board for the Heart of Illinois Homeless Continuum of Care for 5 years, a past Executive Council Member for the Tri-County Interagency Council, a Board Member for the Tazewell County Area Project and sits on the Rust Transitional Center Advisory Board and the Richland Advisory Board.

Due to the coronavirus, with the "Stay at Home" order, social distancing and limits to the number of people allowed in group meetings are being held through conference calls and virtual meetings. As the restrictions ease up, some meetings are being held in person with safety precautions taken.

Updated brochures are printed annually and handed out to area service providers. A new website and Facebook page was created to keep customers updated on services. The Executive Director and Program Managers speak to area groups informing them of all the agency's programs.

The Board of Directors, Executive Director and Program Services Manager look at the needs assessment surveys to determine the biggest needs in the service area to see if there is a way to come up with programs to help meet these needs. The goal of the Board is to use CSBG funds to help people become more self-sufficient.

TCSI's long time Executive Director, Cindy Bergstrand retired on October 31, 2020. A new Executive Director, Lindsey Nance, took over November 1, 2020, and is restructuring the agency to meet the future needs of the agency.

## **2. NEEDS ASSESSMENT**

Tazwood Community Services, Inc. conducts an annual community-wide needs assessment for the Community Action Plan. The needs assessment includes updated demographic information as well as information gathered from the needs assessment surveys and the annual point in time homeless count done by the Heart of Illinois Homeless Continuum of Care. **Please note: Information from the U.S. Census Bureau's population estimate program (PEP) produces estimates of the population. Demographic components of population changes are produced at the national, state and county levels of geography. PEP annually utilizes current data on births, deaths and migration to calculate population changes since the most recent decennial census.**

Tazewell is located in Central Illinois along the Illinois River adjacent to Peoria. Tazewell County combines city assets and the quiet countryside of rural living. Tazewell County encompasses 658 square miles, 78% of the county being farmland. Tazewell County is the 15<sup>th</sup> largest county in Illinois.

Woodford County is located in rural Central Illinois with the Illinois River and Peoria to the west and the cities of Bloomington and Normal to the southwest. Woodford County is 543 square miles with the bulk of the county consisting of prairieland. Woodford County is the 38<sup>th</sup> largest county in Illinois.

McLean County is the largest county by land in the United States. It is larger than the state of Rhode Island. It is the 13<sup>th</sup> largest county in Illinois. McLean County is 1,186 square miles.

Livingston County is in the upper portion of Central Illinois. It is the 39<sup>th</sup> largest county in Illinois. Livingston county is 1,046 square miles.

## Population

### POPULATION

	Illinois	Tazewell	Woodford	McLean	Livingston
<b>2020 Population</b>	12,812,508	131,343	38,467	170,954	35,815
<b>2010 Population</b>	12,830,632	135,394	38,664	169,572	38,950
<b>Population Change</b>	-18,124	-4,051	-197	+1,382	-3,135
<b>Male</b>	49%	49%	50%	49%	51%
<b>Female</b>	51%	51%	50%	51%	49%

Source: 2020 Census

### POPULATION BY AGE GROUP

Age Group	Illinois	Tazewell	Woodford	McLean	Livingston
<b>Under 18</b>	24.7%	24.8%	27.4%	21%	24.1%
<b>18- 64</b>	59%	55.4%	53.2%	64.6%	55.9%
<b>65+</b>	16.3%	19.8%	19.4%	14.4%	20%

Source: 2020 Census

### POPULATION BY RACE

Race	Illinois	Tazewell	Woodford	McLean	Livingston
<b>White</b>	61.4%	92.2%	93.9%	77.3%	95.4%
<b>Black</b>	14.1%	1.3%	.7%	8.8%	3.1%
<b>Asian</b>	5.9%	0.8%	.6%	4.8%	.5%
<b>American Indian</b>	.8%	.3%	.1%	.3%	.2%
<b>Native Hawaiian</b>	0%	0%	0%	0%	0%
<b>Some other race</b>	8.9%	.7%	.6%	2.5%	2.1%
<b>Two or more races</b>	8.9%	4.7%	4.1%	6.3%	4.6%
<b>Hispanic or Latino</b>	18.2%	2.4%	1.9%	6.2%	5.2%

Source: 2020 Census

### Number of Households

State of Illinois	Tazewell	Woodford	McLean	Livingston
4,998,395	53,985	14,616	69,096	14,396

Source: 2020 Census

### Number of Families

	Illinois	Tazewell	Woodford	McLean	Livingston
<b># of Families</b>	3,191,109	35,255	10,444	39,665	9,467
<b>Married</b>	2,263,334	27,440	8,884	31,265	6,843
<b>Male, no partner in household</b>	269,199	2,508	2,188	14,116	2,887
<b>Female, no partner in household</b>	658,576	5,307	2,855	1,98,210	3,594
<b>Female, no partner in household below poverty</b>	24.8%	22.8%	19%	25.5%	29.7%

Source: 2020 Census

## Poverty

### Number of People in Poverty

Illinois	Tazewell	Woodford	McLean	Livingston
1,483,378	11,475	2,322	25,530	4,022

Source: 2021 American Community Survey 5 Year Estimate

### Poverty Rate

Illinois	Tazewell	Woodford	McLean	Livingston
11.8%	8.9%	6.2%	15.7%	11.9%

Source: 2021 American Community Survey 5 Year Estimate

### Child Poverty Rate

Illinois	Tazewell	Woodford	McLean	Livingston
15.8%	12.4%	8.2%	11.5%	15.2%

Source: 2021 American Community Survey 5 Year Estimate



**Children in Extreme Poverty (below 50% of poverty level)**

<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
7%	5.1%	3.0%	7.8%	5.2%

Source : Illinois Kids County Data Center 2021

**Below Poverty in the Past 12 Months**

	<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
<b>Worked Full Time</b>	2.9%	4.4%	3.3%	3.7%	3.4%
<b>Worked Less than Full Time</b>	34.2%	33.6%	25.8%	41.8%	32.5%
<b>Did Not Work</b>	42%	32.3%	30.7%	58.1%	32.3%

Source: 2021 American Community Survey 5 Year Estimate

**Race Below Poverty**

	<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
<b>White</b>	8.9%	8.5%	6%	13.6%	11.1%
<b>Black/African American</b>	24.7%	35.1%	16.4%	26.4%	47.5%
<b>American Indian Alaska Native</b>	12.8%	13.5%	75%	0%	0%
<b>Asian</b>	10.4%	14.3%	18.8%	3.4%	0%
<b>Native Hawaiian Other Pacific Islander</b>	14.2%	40.3%	0%	0%	0%
<b>Some Other Race</b>	15.3%	7%	2.8%	0%	6.3%
<b>Two or More Races</b>	13%	11.7%	13.2%	19.5%	22.7%
<b>Hispanic</b>	14.2%	11.3%	8.7%	21.4%	18.6%

Source: 2021 American Community Survey 5 Year Estimate

**POPULATION AND POVERTY IN THE LARGE CITIES**

**Tazewell County**

<b>All Families</b>	East Peoria	Morton	Pekin	Washington
<b>Number of families</b>	5,975	4,665	7,504	4,178
<b>Below Poverty</b>	5.4%	3.6%	11.5%	3.2%
<b>With related children under 5</b>	10.3%	10%	26%	0*
<b>With related children under 18</b>	9.1%	5.0%	18.1%	4.2%
<b>SSI or TANF income in past 12 months</b>	11.3%	9.1%	21.5%	15.3%
<b>Less than high school graduate</b>	8.5%	13%	42.4%	0*
<b>High school graduate</b>	8.5%	6.4%	10.6%	0*
<b>Some college</b>	7.1%	2.1%	10.3%	3.6%
<b>Renter</b>	28.3%	12.3%	32.3%	2.8%
<b>Female Householder no Spouse Present</b>	East Peoria	Morton	Pekin	Washington
<b>Number of families</b>	548	504	1,599	618
<b>Below Poverty</b>	25.9%	15.1%	33%	16%
<b>With related children under 5</b>	24.6%	67.9%	51.3%	0*
<b>With related children under 18</b>	35%	21.8%	39.7%	18.6%
<b>SSI or TANF income in past 12 months</b>	38.2%	16.7%	21.5%	0*
<b>Less than high school graduate</b>	100%	100%	63%	0*
<b>High school graduate</b>	0*	67.1%	29.6%	0*
<b>Some college</b>	40.6%	0*	34.2%	16.9%
<b>Renter</b>	39.6%	27.5%	44.4%	8.2%

Source: 2021 American Community Survey- Estimate - \* entry in the column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution

### Woodford County

<b>All Families</b>	Eureka	Metamora	Minonk	El Paso
<b>Number of families</b>	1,448	1,131	496	662
<b>Below Poverty</b>	10.2%	2.7%	11.5%	5.7%
<b>With related children under 5</b>	5.5%	0*	40.9%	0*
<b>With related children under 18</b>	4.8%	3.1%	27.6%	6.0%
<b>SSI or TANF income in past 12 months</b>	28.1%	0%	11.1%	0*
<b>Less than high school graduate</b>	22.4%	0*	48.1%	0*
<b>High school graduate</b>	25.2%	0*	14.8%	7.6%
<b>Some college</b>	11.5%	5.9%	0*	8.2%
<b>Renter</b>	28.4%	12.8%	52.7%	15.9%
<b>Female Householder no Male Present</b>	Eureka	Metamora	Minonk	El Paso
<b>Number of families</b>	100	159	55	122
<b>Below Poverty</b>	18.0%	10.7%	56.4%	13.9%
<b>With related children under 5</b>	0*	0*	100%	0*
<b>With related children under 18</b>	46.2%	11.6%	65.9%	14.1%
<b>SSI or TANF income in past 12 months</b>	32.7%	0%	100%	0*
<b>Less than high school graduate</b>	0*	0*	0%	0*
<b>High school graduate</b>	0%	0*	100%	7.5%
<b>Some college</b>	0*	30.9%	0*	23%
<b>Renter</b>	46.2%	15%	81.8%	21.5%

Source: 2021 American Community Survey- Estimate - \* entry in the column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution

**McLean County**

<b>All Families</b>	<b>Bloomington</b>	<b>Normal</b>	<b>Heyworth</b>	<b>LeRoy</b>
<b>Number of families</b>	18,848	9,974	734	874
<b>Below Poverty</b>	10.1%	8.3%	7.4%	8.1%
<b>With related children under 5</b>	17.7%	7.1%	6.1%	9.9%
<b>With related children under 18</b>	11%	11.2%	9.4%	9.9%
<b>SSI or TANF income in past 12 months</b>	24.1%	25.7%	0%	100%
<b>Less than high school graduate</b>	46.2%	6.5%	33.3%	0*
<b>High school graduate</b>	19.6%	23.2%	9.6%	9.9%
<b>Some college</b>	15%	14.7%	10.9%	16.2%
<b>Renter</b>	23%	34.6%	7.4%	20.2%
<b>Female Householder no Male Present</b>	<b>Bloomington</b>	<b>Normal</b>	<b>Heyworth</b>	<b>LeRoy</b>
<b>Number of families</b>	3,128	1,975	105	77
<b>Below Poverty</b>	31.2%	30.5%	30.5%	10.4%
<b>With related children under 5</b>	62.4%	45.4%	0*	100%
<b>With related children under 18</b>	30.9%	34.2%	21.0%	15.7%
<b>SSI or TANF income in past 12 months</b>	60.7%	38.9%	0*	0*
<b>Less than high school graduate</b>	68.7%	0%	100%	0*
<b>High school graduate</b>	38.6%	46.6%	50%	100%
<b>Some college</b>	32.2%	36.6%	32.4%	0*
<b>Renter</b>	39.8%	51.4%	14.8%	66.7%

Source: 2021 American Community Survey- Estimate - \* entry in the column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution

### Livingston County

<b>All Families</b>	<b>Streator</b>	<b>Pontiac</b>	<b>Dwight</b>	<b>Fairbury</b>
<b>Number of families</b>	2,886	2,615	1,040	1,177
<b>Below Poverty</b>	19.3%	11.6%	12.2%	3.8%
<b>With related children under 5</b>	38.4%	43.8%	0*	0%
<b>With related children under 18</b>	34.4%	19%	25.5%	7.2%
<b>SSI or TANF income in past 12 months</b>	45.3%	51%	0%	0%
<b>Less than high school graduate</b>	19.3%	45.6%	4.9%	0*
<b>High school graduate</b>	25.9%	9.8%	19.1%	9.8%
<b>Some college</b>	15.2%	11.1%	13.9%	0%
<b>Renter</b>	24.3%	33.9%	25.1%	0%
<b>Female Householder no Male Present</b>	<b>Streator</b>	<b>Pontiac</b>	<b>Dwight</b>	<b>Fairbury</b>
<b>Number of families</b>	828	612	284	313
<b>Below Poverty</b>	43.8%	36.4%	30.6%	14.4%
<b>With related children under 5</b>	64%	74.8%	0*	0%
<b>With related children under 18</b>	61.5%	40.7%	60%	16.7%
<b>SSI or TANF income in past 12 months</b>	79.7%	69.9%	0*	0*
<b>Less than high school graduate</b>	19.1%	49.5%	0*	0*
<b>High school graduate</b>	61.9%	44%	37.6%	27.4%
<b>Some college</b>	31.9%	29.6%	78.4%	0%
<b>Renter</b>	71.0%	51%	34.8%	0*

Source: 2021 American Community Survey- Estimate - \* entry in the column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution

**Percent of Families and People Whose Income in the Past 12 Months is  
Below the Poverty Level**

	<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
<b>All Families</b>	8.4%	6.0%	4.5%	7.4%	8.8%
<b>With related children under 18 years</b>	13.3%	10.7%	4.9%	10.2%	15.8%
<b>With related children under 5 years only</b>	12.6%	13.5%	3.6%	4.9%	23.5%
<b>Married couple families</b>	3.8%	1.5%	2.5%	2.7%	3.7%
<b>With related children under 18 years</b>	5.1%	1.5%	.6%	3.1%	6.1%
<b>With related children under 5 years only</b>	3.8%	0%	0*	0%	7.1%
<b>Families with female householder, no husband present</b>	24.8%	23.5%	15.9%	30.6%	26.9%
<b>With related children under 18 years</b>	33.7%	29.1%	22%	29.1%	36.1%
<b>With related children under 5 years only</b>	39.1%	19.7%	17.5%	60.6%	49.3%
<b>All People</b>	12%	8.9%	6.2%	15.7%	11.9%
<b>Under 18</b>	16.2%	10.4%	5.6%	12.6%	17.8%
<b>Related children under 18 years</b>	15.9%	10%	4.7%	11.9%	17.7%
<b>Related children under 5 years</b>	17.6%	15.6%	3.2%	16.5%	20.2%
<b>Related children 5 to 17 years</b>	15.2%	8.8%	6.4%	11.2%	17%
<b>18 years and over</b>	11.3%	9.4%	6.3%	18.0%	10.7%

<b>18 to 64 years</b>	8.8%	9.4%	6.3%	18.0%	10.7%
<b>65 years and over</b>	8.8%	5.4%	6.5%	10%	8.5%

Source: 2021 American Community Survey- Estimate

## Income

### Median Household Income

<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
\$68,428	\$68,860	\$76,486	\$70,339	\$61,419

Source: 2021 American Community Survey 5 Year Estimate

### Median Earning in the Past 12 Months (in 2019 Inflation-Adjusted by Dollars) by Educational Attainment for Population 25 Years and Over.

	<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
<b>Total:</b>	\$47,246	\$44,099	\$51,233	\$51,891	\$41,107
<b>Less than high school graduates</b>	\$28,305	\$20,817	\$30,288	\$28,090	\$19,813
<b>High school graduate or equivalency</b>	\$34,591	\$36,159	\$37,873	\$35,437	\$35,903
<b>Some college or associate degree</b>	\$41,162	\$40,976	\$45,718	\$41,880	\$42,190
<b>Bachelor's degree</b>	\$63,045	\$58,133	\$63,246	\$63,861	\$51,583
<b>Graduate or professional degree</b>	\$81,497	\$69,024	\$80,506	\$76,912	\$68,795
<b>Male:</b>	\$55,540	\$54,631	\$63,517	\$62,269	\$48,848
<b>Less than high school graduates</b>	\$32,724	\$28,276	\$31,731	\$34,828	\$29,375
<b>High school graduate or equivalency</b>	\$41,932	\$44,224	\$45,483	\$43,187	\$43,498

<b>Some college or associate degree</b>	\$51,824	\$53,917	\$59,951	\$50,344	\$55,295
<b>Bachelor's degree</b>	\$77,258	\$74,682	\$89,840	\$78,941	\$53,385
<b>Graduate or professional degree</b>	\$101,638	\$99,695	\$111,705	\$88,465	\$80,833
<b>Female:</b>	\$39,371	\$35,215	\$36,995	\$42,228	\$32,256
<b>Less than high school graduates</b>	\$22,015	\$16,319	\$24,531	\$20,391	\$11,690
<b>High school graduate or equivalency</b>	\$26,921	\$26,198	\$27,635	\$26,439	\$27,600
<b>Some college or associate degree</b>	\$33,257	\$32,529	\$34,048	\$34,661	\$28,814
<b>Bachelor's degree</b>	\$52,887	\$44,741	\$43,917	\$51,962	\$45,547
<b>Graduate or professional degree</b>	\$69,421	\$57,139	\$64,048	\$64,3309	\$66,607

Source: 2021 American Community Survey 5 Year Estimate

**Means of income in the past 12 months**

	<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
<b>All Households Population 16 and above</b>	4,930,255	53,719	14,675	67,900	14,431
<b>With earnings</b>	78.4%	73.3%	75.1%	77.0%	76.6%
<b>With Social Security income</b>	28.9%	33.4%	34.4%	21.5%	35.5%
<b>With SSI income</b>	4.5%	4.7%	3.2%	2.8%	5.8%
<b>With TANF income</b>	2.5%	2.2%	1.4%	1.6%	2.2%
<b>With retirement income</b>	21.4%	29.8%	29.0%	19.7%	28.6%

Source: 2021 American Community Survey 5 Year Estimate



## Employment

### Employment Characteristics of Families

	Illinois	Tazewell	Woodford	McLean	Livingston
<b>Families</b>	3,131,678	34,786	17,573	39,937	9,620
<b>Opposite sex Married -couple families</b>	2,285,539	27,698	3,442	12,287	7,018
<b>Both husband and wife in labor force</b>	54.4%	52.9%	73.4%	56.2%	50.9%
<b>Husband in labor force, wife not in labor force</b>	20.8%	17.0%	23.7%	18.3%	23.1%
<b>Wife in labor force, husband not in labor force</b>	7.7%	7.2%	2.8%	7.6%	6.8%
<b>Both husband &amp; wife not in labor force</b>	17.1%	22.8%	2.8%	17.8%	19.2%
<b>Other families</b>	825,345	6,870	932	8,239	2,582
<b>Female householder, no husband present</b>	72.0%	68.7%	73.6%	75.3%	67.9%
<b>In labor force</b>	52.7%	46.9%	64.6%	51.6%	48.2%
<b>Not in labor force</b>	19.4%	21.8%	9.0%	23.6%	19.7%
<b>Male householder, no female present</b>	28.0%	31.3%	26.4%	24.7%	32.1%
<b>In labor force</b>	22.2%	24.7%	24.5%	16.9%	23.7%
<b>Not in labor force</b>	5.8%	6.6%	1.9%	7.9%	8.4%

Source: 2021 American Community Survey 5 Year Estimate

## Unemployment

This chart below shows the total monthly initial unemployment claims filed in the past year and half. Due to the mandatory stay at home order issued on March 21, 2020, the unemployment numbers skyrocketed to an all-time high. The first column dated 12/19 shows the unemployment claims before COVID 19. As of 6/2022 the number of unemployment claims are lower than pre pandemic.

	1/22	2/22	3/22	4/22	5/22	6/22	7/22	8/22	9/22
<b>Tazewell</b>	727	392	341	360	508	326	293	308	295
<b>Woodford</b>	154	71	62	54	89	45	51	47	80
<b>McLean</b>	560	320	408	362	516	346	259	282	251
<b>Livingston</b>	166	84	78	75	105	55	75	45	58
	10/22	11/22	12/22	1/23	2/23	3/23	4/23	5/23	6/23
<b>Tazewell</b>	441	704	1,026	598	436	344	420	481	401
<b>Woodford</b>	156	194	243	142	95	68	100	80	71
<b>McLean</b>	340	541	866	538	397	391	368	476	390
<b>Livingston</b>	94	148	235	155	137	100	85	89	58

This chart shows the labor force, number employed, number unemployed and the unemployment rates for the past three years. The unemployment rates are coming down from after the COVID-19 pandemic.

Tazewell County

<b>Year</b>	<b>Labor Force</b>	<b># Employed</b>	<b># Unemployed</b>	<b>Unemployment Rate</b>
<b>2023</b>	61,416	59,011	2,405	3.9%
<b>2022</b>	61,791	59,270	2,521	4.1%
<b>2021</b>	61,358	58,305	3,053	5%

Woodford County

<b>Year</b>	<b>Labor Force</b>	<b># Employed</b>	<b># Unemployed</b>	<b>Unemployment Rate</b>
<b>2023</b>	18,078	17,467	611	3.4%
<b>2022</b>	18,191	17,568	623	3.4%
<b>2021</b>	18,001	17,289	712	4%

McLean County

<b>Year</b>	<b>Labor Force</b>	<b># Employed</b>	<b># Unemployed</b>	<b>Unemployment Rate</b>
<b>2023</b>	88,484	85,463	3,021	3.4%
<b>2022</b>	88,860	85,712	3,148	3.5%
<b>2021</b>	85,656	81,746	3,910	4.6%

Livingston County

<b>Year</b>	<b>Labor Force</b>	<b># Employed</b>	<b># Unemployed</b>	<b>Unemployment Rate</b>
<b>2023</b>	15,357	14,797	560	3.6%
<b>2022</b>	15,481	14,868	613	4.0%
<b>2021</b>	15,499	14,739	760	4.9%

Source: Illinois Department of Employment Security

# Supplemental Nutrition Assistance Program – SNAP

## SNAP – Household Recipients

	Illinois	Tazewell	Woodford	McLean	Livingston
<b>Households Receiving SNAP</b>	12.6%	10.1%	6.6%	9.5%	13.5%
<b>Married Couples</b>	23.0%	24%	37.9%	18.3%	21.1%
<b>Female Householders, No Husband Present</b>	34.3%	26.2%	20.6%	35%	39.2%
<b>Nonfamily households</b>	334.6%	42.1%	35.8%	40.1%	27.2%
<b>With One or More Persons with a Disability</b>	42.9%	45.3%	58%	38.3%	45.1%

Source: 2021 American Community Survey 5 Year Estimate

## Food and Nutrition:

### CHILD FOOD INSECURTIY RATE

Illinois	Tazewell	Woodford	McLean	Livingston
11.3%	6.5%	3.4%	6.8%	10.8%

Source: Feeding America 2021

### OVERALL FOOD INSECURTIY RATE

Illinois	Tazewell	Woodford	McLean	Livingston
9.5%	8.1%	6.3%	8.5%	9.9%

Source: Feeding America 2021

Food insecurity is a lack of consistent access to enough food for every person in a household to live an active, healthy life

## Medicaid:

### State Medical Program FY 2021

	Illinois	Tazewell	Woodford	McLean	Livingston
<b>Children</b>	1,499,514	12,773	2,630	14,812	3,955
<b>Adults with Disabilities</b>	246,842	2,437	397	2,446	851
<b>Affordable Care Act</b>	868,108	8,010	1,111	9,432	1,901
<b>Other Adults</b>	741,991	6,985	1,267	7,305	2,006
<b>Seniors</b>	288,600	1,817	361	1,714	629
<b>Partial Benefits</b>	47,275	383	69	393	116
<b>Total Enrollees</b>	3,692,330	32,405	5,835	36,102	9,458

(Source-Illinois Department of Healthcare and Family Services)

## Insured/Uninsured:

### Health Insurance

	Illinois	Tazewell	Woodford	McLean	Livingston
<b>Total-Non-Institutionalized</b>	12,495,329	129,625	38,024	170,445	33,880
<b>Employer Based Health Insurance</b>	59.6%	63.6%	67.4%	63.7%	56%
<b>Direct Purchase Health Insurance</b>	12.8%	14%	15.9%	18%	17.8%
<b>TRICARE/Military Insurance</b>	1.2%	1.3%	1.7%	1.2%	1.7%
<b>Medicare Coverage</b>	16.6%	20.3%	18.2%	14.3%	21.7%
<b>Illinois Medicaid Coverage</b>	18.9%	17.2%	12.4%	12.9%	19.5%
<b>VA Health Care</b>	1.6%	2%	1.6%	1.1%	2.3%

Source: 2021 American Community Survey 5 Year Estimate

In Tazewell 64.1% of residents have employer bases coverage 69.2% in Woodford, 64.2% in McLean County and 57.7% in Livingston County. All counties except Livingston County are above the state average.

**Selected Characteristics of Uninsured**

	<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
<b>Uninsured</b>	7.0%	4.9%	4.3%	4.4%	4.9%
<b>19-25 years</b>	11.5%	10.9%	4.8%	6.1%	9.3%
<b>26-34 years</b>	12.3%	7.8%	11.4%	7.6%	10%
<b>35-44 years</b>	11.1%	4.1%	6.2%	6.3%	6.9%
<b>45-54 years</b>	9.2%	8.2%	4.8%	4.3%	5.2%
<b>55-64 years</b>	6.9%	5.3%	2.5%	4%	5.1%
<b>65-74 years</b>	1.1%	.2%	.5%	.9%	0%
<b>75 years and older</b>	.6%	0.4%	0%	.3%	0%
<b>Male</b>	8.0%	5.6%	5.6%	5.4%	5.5%
<b>Female</b>	6.1%	4.2%	3.1%	3.4%	4.3%
<b>Less than High School Education</b>	19.6%	5.6%	12.8%	15.7%	6.4%
<b>High School Graduate</b>	10.4%	5.6%	4.7%	6.9%	6.1%
<b>Some College</b>	6.6%	5.3%	4.9%	5.1%	3.6%
<b>Bachelor degree or higher</b>	3.6%	2.7%	2.2%	2.0%	2.8%
<b>Employed</b>	8.7%	6.2%	5.8%	5.1%	5.7%
<b>Unemployed</b>	20.8%	12.3%	9.7%	11.9%	20.8%

Source: 2021 American Community Survey 5 Year Estimate

## Disability:

### Disability Characteristics

	Illinois	Tazewell	Woodford	McLean	Livingston
<b>Total civilian non-institutionalized</b>	12,495,329	129,625	38,024	170,445	33,880
<b>With a disability</b>	11.9%	12.2%	10.4%	9.5%	15.4%
<b>Male</b>	11.3%	11.6%	10.3%	10.1%	16%
<b>Female</b>	12.4%	12.7%	10.5%	9%	14.9%
<b>5 years and under</b>	.6%	.7%	.2%	.2%	0%
<b>5-17 years</b>	5.2%	5.9%	5.9%	4.6%	9.1%
<b>18-34 years</b>	7.1%	6.7%	6.1%	5.5%	8.6%
<b>35-64 years</b>	11.1%	10.5%	8.5%	9.0%	13.7%
<b>65-74 years</b>	23%	21.4%	19.4%	20.8%	26.2%
<b>74 years and older</b>	44%	44.4%	40.9%	45.6%	49.9%

Source: 2021 American Community Survey 5 Year Estimate

## Housing:

(Source: National Low-Income Housing Coalition -Out of Reach 2023)

The status of low-income housing in Tazewell and Woodford Counties is a sad story according to the National Low-Income Housing Coalition. The 2023 fair market rent for these two counties was \$638 for an efficiency apartment, \$707 for a one-bedroom, and \$896 a month for a two-bedroom in Tazewell and Woodford Counties. McLean County's fair market rent for an efficiency is \$698, \$793 for a one bedroom and \$896 for a two bedroom. Livingston County has the lowest rates at \$630 for efficiency, \$644 for a one bedroom and \$734 for a two bedroom. A person must work 53 hours a week at a minimum wage job (based on \$13.00 an hour) in Tazewell, Woodford and McLean Counties to be able to afford a two-bedroom home. This person may receive a small amount of food stamps if they have children, but by the time they pay rent, utilities and a few basic living expenses they do not have any extra money. A standard monthly Supplemental Security Income (SSI) payment for an individual is \$914 in Illinois. If SSI is an individual's sole source of income, \$274 in monthly rent is affordable. This report shows that 24% of residents in Tazewell County, 19% of residents in Woodford County, 35% of residents in McLean County and 28% of

residents in Livingston County are renters. This is the main reason we are seeing so many families homeless or living with more than one family in a house. According to Out of Reach 2023 an hourly wage of \$17.23 – \$18.98 is needed to afford the Fair Market Rent for a two-bedroom house in our service area.

**Fair Market Rent 2023**

	<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
<b>Efficiency</b>	\$917	\$639	\$639	\$698	\$630
<b>One Bedroom</b>	\$1,091	\$707	\$707	\$793	\$644
<b>Two Bedroom</b>	\$1,279	\$896	\$896	\$987	\$834
<b>Three Bedroom</b>	\$1,517	\$1,164	\$1,164	\$1,394	\$1,098
<b>Four Bedroom</b>	\$1,775	\$1,211	\$1,211	\$1,583	\$1,139

Source: National Low-Income Housing Coalition – Out of Reach 2023

**Wage needed to afford 2-bedroom apartment at Fair Market Rent– 2023**

<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
\$24.59	\$17.23	\$17.23	\$18.98	\$16.04

Source: National Low-Income Housing Coalition – Out of Reach 2023

**Work hours per week at Illinois minimum wage (\$12.00) to afford 2-bedroom at fair market rent.**

<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
76	53	53	58	49

Source: National Low-Income Housing Coalition – Out of Reach 2023



The National Low-Income Housing Coalition’s Out of Reach 2022 shows that Illinois ranks the 20<sup>th</sup> highest housing wage in the United States. Boarding states rankings range from Wisconsin-32<sup>nd</sup>, Tennessee 34<sup>th</sup>, Indiana 40<sup>th</sup>, Missouri-41<sup>st</sup> Ohio-38<sup>th</sup>, Iowa-45<sup>th</sup> and Kentucky ranking 47<sup>th</sup>.

**Percent Severity Rent Burden Households**

<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
24%	19%	18%	24%	20%

Source: National Equity Atlas 2020 (Latest Available)

Rent-Burdened Households: Households are rent burdened when they spend over 30% of their income on housing. Households are severely rent burdened when they spend over 50% of their income on housing. Renter costs include contract rent plus the estimated average monthly cost of utilities (electricity, gas, water, and sewer) and fuels (oil, coal, kerosene, wood, etc.) if these are paid by the renter (or paid for the renter by someone else).

**Pay over 35% of Household Income to Mortgage**

<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
20.2%	12.7%	12.7%	12.6%	12.4%

Source: 2021 American Community Survey

According to the U.S. Census Bureau, there were 58,941 units in Tazewell County, 15,625 housing units in Woodford County, 72,580 housing units in McLean County and 15,884 housing units in Livingston County. Tazewell County has an 76.4% homeownership rate, and the median value of an owner-occupied house is \$142,300. Woodford County has an 80.6% homeownership rate, and the median value of an owner-occupied house is \$170,800. McLean County has a 64.4% homeownership rate, and the median value of an owner-occupied house is \$166,400. In Livingston County, the homeownership rate is 71.9% and the median value of an owner-occupied house is \$114,000.

**Occupancy Characteristics**

	<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
<b># of Housing Units</b>	5,412,995	58,606	15,677	74,487	15,925
<b>Occupied</b>	91.9%	91.7%	93.6%	91.2%	90.6%
<b>Vacant</b>	8.9%	8.3%	6.4%	8.8%	9.4%
<b>Owner Occupied</b>	66.5%	76.4%	81.2%	64.8%	72.2%
<b>Renter Occupied</b>	33.5%	23.6%	18.8%	35.2%	27.8%
<b>Single Structure</b>	64.4%	83.7%	89.4%	65.8%	81.7%
<b>Multi-Unit</b>	33.2%	14.6%	8.7%	30.5%	12.7%
<b>Mobile Home</b>	2.3%	1.5%	2.8%	3.6%	5.6%
<b>Median value of owner occupied</b>	\$212,600	\$145,500	\$172,000	\$170,100	\$114,900

Source: 2021 American Community Survey

**Subsidized Housing:**

Subsidized housing in the service area is also grim. Although a few of the subsidized agencies are taking names to be on the waiting list, there could be as long as a three-year wait. Many of the subsidized agencies/apartments only take names at certain times of the month or year and in an emergency, there is not time to wait. The turnover in the subsidized housing areas is slow and sometimes almost non-existent.

According to [affordablehousingonline.com](http://affordablehousingonline.com), Tazewell County has 511 income-based apartments, 171 rent subsidized units and 195 Section 8 Housing Choice voucher. 35.2% of renters are rent overburden.

Woodford County has 194 income-based apartments, and 240 Section 8 Housing Choice vouchers. 32.9% of renters are rent overburden.

McLean County has 1,493 income-based apartments, 1,234 rent subsidized units and 650 Section 8 Housing Choice vouchers. 43% of renters are rent overburden.

Livingston County has 422 income-based apartments, 122 rent subsidized units and 141 Section 8 Housing Choice voucher. 34.8% of renters are rent overburden.

## **Homelessness:**

In Tazewell County, the Rust Transitional Center (RTC) has 26 beds total – 4 family rooms with 14 beds; 6 beds in women’s dorm; 6 beds in men’s dorm. They also have emergency cots where no one is turned away for winter and during extreme heat. The RTC opened in February 2002 after many years of planning for an emergency shelter. In June of 2016, the RTC closed for remodeling, upgrades and changes in staff and reopened in October 2016. At this time, the men’s dorm did not reopen, due to lack of funding to finish. Due to a need for the men to have a place to stay, funds were raised to reopen the men’s dorm for nights only.

The Carol House of Hope in Pekin provides a safe environment for women and children fleeing domestic violence. The Carol House of Hope is a 24-bed domestic violence shelter ran by the individual and group counseling, life skills and parenting classes.

Heart House came to be in 1992 when Woodford County Heartline rented a vacant fraternity house at Eureka College to serve the emergency needs of Woodford County’s homeless population and in particular, women who needed a safe place to stay. In 1995, Heart House was financially equipped to move into their own secure facility, built with donated funds of caring and concerned individuals, churches, organizations, and businesses throughout Central Illinois. It is not uncommon that individuals of Heart House are also recipients of Heartline services. Heart House has 6 family rooms with 21 beds.

Heart of Illinois Home for All Continuum of Care works to end homelessness in Peoria, Tazewell, Woodford, and Fulton Counties. Central Illinois serves McLean and Livingston Counties along with DeWitt, Ford, Iroquois, Kankakee, Logan, Mason, Menard, Piatt and Vermillion Counties.

Every January or February HUD requires Continuums to do a point in time homeless count. Below are the 2022 Point in Time count numbers.

### Central Illinois Continuum of Care 1/27/2022

#### Sheltered:

132 adults/no children

12 adult with at least 1 child

1 Youth

#### Transitional Housing:

26 adult/no child

6 adults with at least 1 child

#### Unsheltered:

22 adult/no child

5 female

17 male

14 chronically homeless

Heart of Illinois Home for All Continuum of Care 2/22/2022

Sheltered:

214 adults/no children

18 adult with at least 1 child

1 Youth

Transitional Housing:

18 adult/no child

0 adults with at least 1 child

Unsheltered:

32 adult/no child

6 female

25 male

15 chronically homeless

**Housing Inventory**

Central Illinois Continuum of Care

	Emergency Shelter	Permanent Supportive Housing	Rapid Rehousing	Transitional Housing
Adult only	186	143	47	37
Adult with 1 or more children	95	48	49	79
Other Beds	273	96	57	43
Veteran Beds	2	95	39	27
Youth Beds	14	0	0	46

Hud Dashboard

Heart of Illinois Home for All Continuum of Care

	Emergency Shelter	Permanent Supportive Housing	Rapid Rehousing	Transitional Housing
Adult only	259	187	80	33
Adult with 1 or more children	158	161	28	0
Other Beds	482	284	94	0
Veteran Beds	10	64	14	0
Youth Beds	0	0	0	3

Hud Dashboard

In 2018 the Governing Board of the Heart of Illinois CoC made the strategic decision to reallocate all HUD funded transitional housing beds to permanent supportive housing beds.

**Rapid Re-Housing**

Rapid re-housing is an intervention designed to help individuals and families to quickly exit homelessness and return to permanent housing. Rapid re-housing assistance is offered without preconditions (such as employment, income, absence of criminal record, or sobriety) and the resources and services are tailored to the unique needs of the household. The core components of rapid re-housing are:

Housing Identification

- Recruit landlords to provide housing opportunities for individuals and families experiencing homelessness.
- Address potential barriers to landlord participation such as concern about short term nature of rental assistance and tenant qualifications.
- Assist households to find and secure appropriate rental housing.

Financial Assistance

- Provide assistance to cover move-in costs, deposits, and the rental and/or utility assistance necessary to allow individuals and families to move immediately out of homelessness and to stabilize in permanent housing.

Rapid Re-housing Case Management and Services

- Help individuals and families experiencing homelessness identify and select among various permanent housing options based on their unique needs, preferences, and financial resources.
- Help individuals and families experiencing homelessness address issues that may impede access to housing (such as credit history, arrears, and legal issues).
- Help individuals and families negotiate manageable and appropriate lease agreements with landlords.
- Make appropriate and time-limited services and supports available to families and individuals to allow them to stabilize quickly in permanent housing.

- Monitor participants' housing stability and be available to resolve crises.
- Provide or assist the household with connections to resources that help them improve their safety and well-being and achieve their long-term goals.

Rapid Re-Housing funds are received by the Salvation Army local Corp sites in Pekin in Tazewell County, in Peoria in Peoria County and in Canton in Fulton County.

### **Veterans Services:**

The Veterans Assistance Commission in Tazewell and Woodford Counties provide veterans assistance in filing claims to the Veterans Administration and temporary emergency aid.

The Salvation Army's Kyle Harrell Veteran Service Center in Peoria provides veterans with a place for congregation and basic services. They help in finding housing for veterans, help with employment applications and life skills. They also provide daily meals for veterans.

Bob Michel VA Outpatient Clinic in Peoria opened in 2011. The Clinic provides services to veterans such as general medicine, neurology, psychiatry, laboratory, preventative health services and traumatic brain injuries services.

General Wayne A. Downing Home for Veterans in Peoria opened a 15-bedroom permanent supportive housing unit for homeless veterans. Goodwill provides and coordinates all services including post-traumatic stress syndrome, substance abuse, stress, anxiety and psychological counseling. They also provide budgeting classes, clothing, legal assistance, food, transportation, medical care, job training and placement.

Veteran's Haven in Peoria opened in 2014. The 15-unit adult living center for homeless veterans helps veterans with employment and housing options.

### Veteran Status

	Illinois	Tazewell	Woodford	McLean	Livingston
<b>Civilian population 18 years &amp; over</b>	9,915,792	101,722	29,159	134,379	28,035
<b>Veterans</b>	537,552	7,720	2,009	8,096	2,389
<b>Gulf War 9/2001 or later</b>	18.4%	15.9%	13.7%	22.9%	17.0%
<b>Gulf War 8/1990 – 8/2001</b>	18.7%	20.1%	16.3%	17.4%	18.4%
<b>Vietnam</b>	35.9%	38.2%	36.4%	33.7%	41.6%
<b>Korean War</b>	7.2%	6.7%	7.8%	5.8%	7.8%
<b>World War II</b>	2.9%	1.8%	3.2%	1.9%	1.8%
<b>Male</b>	92.3%	95%	93.4%	92%	95.6%
<b>Female</b>	7.7%	5%	6.6%	8%	4.4%
<b>Below poverty in past 12 months</b>	6.9%	4.2%	4.7%	11.8%	7.4%

Source: 2021 American Community Survey 5 Year Estimates

### **Transportation for Low-Income Population:**

In the TCSI service area, there are several agencies that provide transportation, especially for those with special needs, such as disabled and seniors. Some of the agencies in the service area that provide transportation are: Maple Lawn Homes, Miller's Senior Center, and We-Care.

For the public there is transportation for all of Woodford County and for Tazewell County, except for Pekin and East Peoria, though We-Care. We-Care provided 80,000 rides for residents of Morton and rural Tazewell County and over 12,000 rides for residents in Woodford County in the past year.

There is no charge for these services except for a donation. Pekin and East Peoria areas have City Link bus lines to certain stops in each city. There is a small fee for transportation through each of these.

As for TCSI's customers, under normal times, if they cannot get to TCSI or the scattered intake sites throughout the county, the first alternative is to get someone to do a proxy, if there is no one

to do a proxy, TCSI staff will do a home visit for that person. TCSI also schedules intake sites in many of the communities to reach the customer population that does not have transportation. During the COVID-19 pandemic, all applications were done by phone, mail, email, fax or drop box. TCSI will continue to operate this way until our region reaches Stage 5 of Governor Pritzker’s reopening plan.

**High School Statistics:**

(Source: Illinois State Board of Education)

According to the Illinois State Board of Education, the high school enrollment, graduation rate, low-income rate, chronic truancy rate and homeless rates for each school district in Tazewell and Woodford Counties for the 2016-17 school year are as follows. These charts show that in Tazewell County, the low-income graduation rate is below the State graduation rate.

**High School Graduation Rate 2020-2021**

<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
90.2%	93.2%	94.3%	96%	90.1%

Source: 2021 American Community Survey - Estimate

**High School Graduation Rate for Low-Income Students 2020-2021**

<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
80.1%	85.7%	80.4%	80.8%	80.6%

Source: 2021 American Community Survey - Estimate



**Population 25 Years and older for whom  
poverty status is determined**

	<b>Illinois</b>	<b>Tazewell</b>	<b>Woodford</b>	<b>McLean</b>	<b>Livingston</b>
<b>Income in the past 12 months below poverty level</b>	834,478	6,794	1,542	10,259	2,260
<b>Male</b>					
<b>Less than high school graduate</b>	18.4%	20.2%	13.5%	27.8%	15.5%
<b>High school graduate or equivalent</b>	11.1%	7.2%	8.4%	15.1%	7.3%
<b>Some college, associate degree</b>	7.2%	5.6%	4.6%	12.7%	6.4%
<b>Bachelor's degree or higher</b>	3.9%	2.2%	2.0%	3.6%	3.4%
<b>Female</b>					
<b>Less than high school graduate</b>	24.9%	21.4%	16.9%	32.1%	19.5%
<b>High school graduate or equivalent</b>	15.4%	12.6%	9.1%	18.1%	15.7%
<b>Some college, associate degree</b>	11.4%	8.6%	7.8%	11.7%	10.9%
<b>Bachelor's degree or higher</b>	4.6%	2.8%	2.8%	3.7%	3.9%

Source: 2021 American Community Survey

## **2-1-1 PROGRAM:**

2-1-1 is an abbreviated telephone number that is meant to connect individuals with community information and referrals of human, health and social services. It was first introduced in Atlanta, Georgia in 1997 and achieved high levels of success. This service has grown rapidly since then and today serves over 283 million Americans. Much of the success of 2-1-1 comes from the ability to save time and frustration by successfully matching each individual caller with the correct agency-based needs.

2-1-1 was introduced to the Heart of Illinois (Peoria, Tazewell, Woodford, Stark, Marshall and Putnam Counties) in 2013. The Heart of Illinois area now has completely free, anonymous and confidential access to this service 24/7/365. The 2-1-1 program can provide individuals assistance with the following needs:

- Basic Human Needs – Food, Clothing, Shelter, Rent and Utility Assistance
- Physical and Mental Health - Healthcare, Counseling, Substance Abuse Prevention and Rehabilitation.
- Employment – Education, Job Training, Transportation
- Elderly and Disabled – Home Healthcare, Transportation Assistance, Meals
- Children and Families – Childcare, After-School Programs, Tutoring, Mentoring, Protective Services

Much of the success of 2-1-1 is a result of its simplicity. It is easy to remember, free and confidential. Most importantly, it provides the community efficient access to important information.

The 2-1-1 program in the Heart of Illinois region is the result of collaboration between the Heart of Illinois United Way and Advanced Medical Transport.

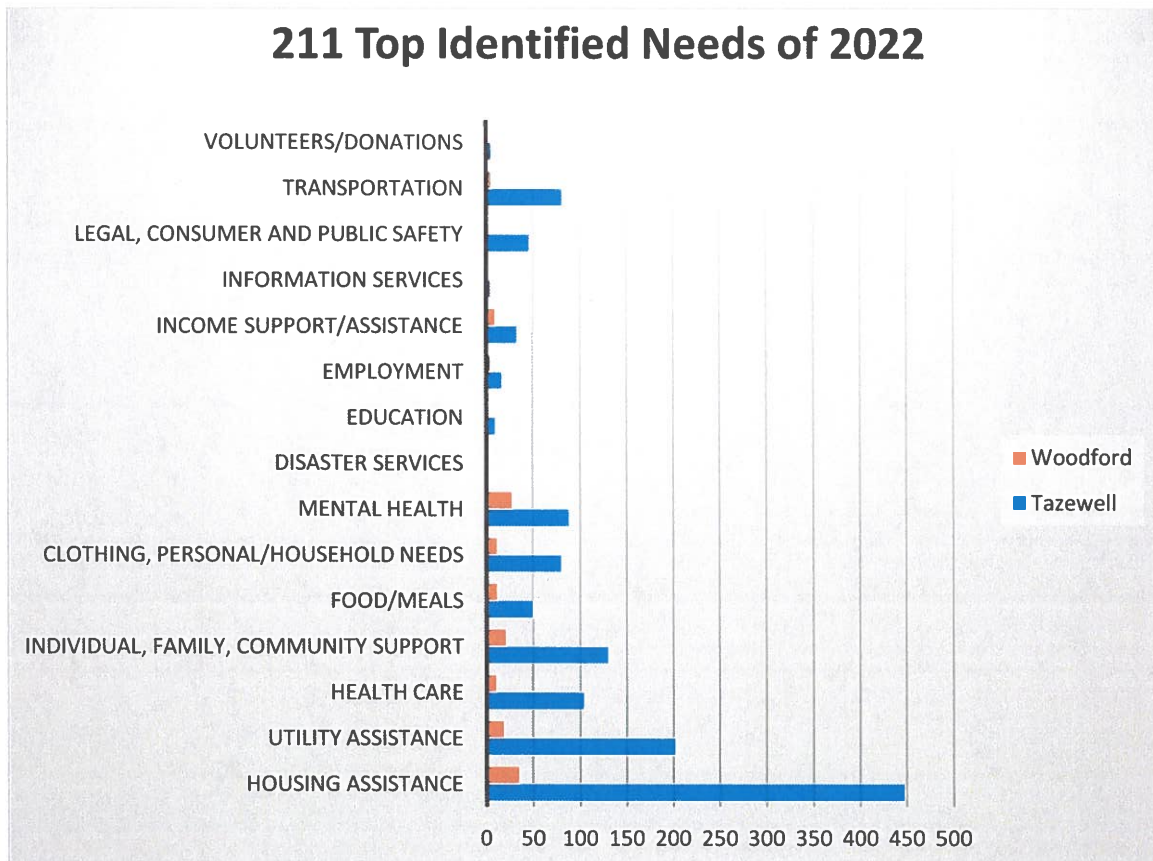
The 2-1-1 program has been administered through AMT's 9-1-1 call center. The call center has been cross trained to offer 2-1-1 assistance when needed. The call center is operated in a state-of-the-art facility that is built to withstand an F5 rated tornado, has redundant phone lines and emergency power, and has a self-contained HVAC system should disaster strike.

2-1-1 provides many benefits to the community. This service connects individuals to the agencies that can assist them in meeting basic health and human needs. By achieving these short-term, basic needs, individuals in the community have the opportunity to attain a happier, better life for themselves.

2-1-1 is also a coordinated intake number for the Heart of Illinois Homeless Continuum of Care. If a person or family is homeless, they can call 2-1-1 and be assessed for what needs they have and be put on the HOICOC's list for any openings in a transitional housing program or permanent supportive housing unit. They are prioritized by need and if a HOICOC provider has an available unit, they will call the homeless person/family to start the process to get them into the unit.

While 2-1-1 can link individuals with agencies to help resolve their short-term problems, 2-1-1 can also provide insights into the long-term trends of the community. Data collected through 2-1-1 can help identify social and health trends within the community. By identifying these trends, the various agencies in the community can better anticipate demand for certain services. This shift in anticipated demand allows agencies to reallocate their resources to better serve, and possibly prevent, unfavorable outcomes within the community.

The following chart shows the needs of Tazewell & Woodford Counties from 2022



### **3. DESCRIPTION OF THE SERVICE DELIVERY**

Pre COVID-19, the Service Delivery System in Tazewell and Woodford Counties targeted towards the low-income customers consist of news releases at the beginning of each program and throughout the year as needed. Service Providers in the service area, along with other providers in close lying areas are informed of each program and what type of funding is available. At every Tazewell/Woodford County Service Providers meeting, the providers are informed of what each program status is, what funding is available for each program and if funding is not available, when the new program will start. The purpose of these quarterly meetings is to bring social service organizations together to create a referral network. The Program Services Manager attends area meetings or sits on committees, such as the Heart of Illinois Homeless Continuum of Care, All Our Kids Network, Rust Transitional Center, Tri-County Interagency Council and Tazewell Community Area Project. Updates on programs and services available are given at each meeting. Brochures are given to providers to keep in their offices for their customers. TCSI feels by updating service providers, customers can be informed of the programs and if funding is available. Customers can also be informed if there are other resources available.

As of July 2021, when the agency took over McLean and Livingston counties, the Office Manager has outreached to service providers in these counties. Relationships are beginning to build with TCSI and McLean and Livingston counties. Staff at the Bloomington office attended a resource fair/grand opening the in summer was their providing information on LIHEAP and Weatherization. The Office Manager has done presentations throughout the service area on the programs that are ran out of the Bloomington office.

The Program Services Manager also did agency presentations to four Head Start parent group. TCSI makes sure that there is accessibility to all their programs. Customers may either call or come into the office to get information on programs or to set up an appointment. If a customer calls, the staff will talk with the customer and see what type of assistance is needed. A customer is informed of what type of help that TCSI can give or is referred to another agency if no help is available. The staff will set up an appointment and let the customer know what information to bring with them. Customers have commented that it helps to know what they are to bring with them to their first appointment to make the application process faster. Some agencies do not inform their customers of items needed and then they have to make two or three trips back before they are approved for the service.

TCSI also sets up intake sites throughout the year in different communities in our service area. If there is not a way for a customer to get to TCSI 's office or intake site, a proxy could be done by a friend or relative. If there is not any possible way for one of the above procedures to be done, TCSI staff will set up a time and do a home-visit with that customer.

In 2019, TCSI participated in three resource fairs for families in low-income parts of the service area. In 2018, Tazewell also created a Facebook to keep persons updated on programs and funding. A website is administered by a TCSI staff person and can be updated as needed. The website is available in both Spanish and English.

In May of 2023, due to the need for a Spanish speaking staff member, especially in the Bloomington office, TCSI hired an Office Support Specialist in our Bloomington office who can speak Spanish. TCSI also has access to the Language Line, which has more than 240 languages and Sign Language interpreters 24/7.

During the COVID-19 pandemic, as being essential workers, TCSI staff worked in the office with no face-to face contact with customers. All services were provided by phone, mail, email, fax or drop-box. Due to lack of transportation and schedules of our customers, TCSI will continue to have phone appointments, along with office appointments to best serve the needs of our customers.

#### **4. LINKAGES**

As mentioned in the previous section, surveys are used to help identify the needs of low-income persons in the service area. Through these surveys, TCSI's Board of Directors and staff can analyze the responses of customers and other providers to help identify the needs of the low-income population in our service area. TCSI Board and staff then try to come up with new programs to help meet these un-met needs in our service area.

The 2008 CAP showed a need for activities for children during the summer. TCSI paired up with Center for Youth and Family Solutions to help with their summer camp program in the one the lowest income areas in Tazewell County since 2008. Each camp was two - three weeks long and provided activities such as swimming, go-karts, movies, bowling etc. Due to cost, many of these families are not able to enjoy these summer activities. There is no cost for the camp, transportation or activities. The camp also teaches social, cultural, educational and emotional development. Due to lack of funding through the Center for Youth and Family Solutions, a summer camp was not held in 2023. There is hope that some funding will be restored to be able to do this very needed program in 2024.

In 2010, through ARRA funds, Tazewell started a Summer Camp Assistance program for children of parents who are working or attending school full time. Over 70 children were able to attend various summer camps the past summers, while their parents worked or went to school. Flyers were given to local summer camp providers, schools, as well as placed in low-income housing projects and area service providers were emailed flyers to distribute to eligible families. Since 2011, TCSI can pay for car repairs and summer camp assistance for parents who are working or going to school full time. In 2022, 8 families were served by this program, with 12 children were able to attend summer camp through the Pekin Park District or 21st Century Schools while their parents were working.

The Dental/Optical and Footwear Program were started a few years ago. Through past survey responses, a major need listed by customers was the need for dental and optical services. In 1992, TCSI started the Dental Program and added the Optical Program in 1995. These programs were run on a trial basis and have tripled in funding. Current surveys still show that there is a need for these programs with the possibility for expansion. In 2006, the Tazewell County Health Department opened a new Dental Center serving patients from age 3 ½ and up. The clinic provided basic examination, restorative and educational services. Service fees are based on a sliding scale

according to the customer's ability to pay. Due to the COVID-19 pandemic, the Tazewell County Dental Center closed their doors. Tazewell coordinates with other dental providers in Peoria, who take the medical card, to provide payments for services not covered. TCSI also works with other dentist in the service area to take our dental vouchers for services. In 2021, TCSI's guidelines committee met and increased the maximum amount of assistance to \$1,000.00.

In 1994, TCSI started the Footwear Program with Payless Shoe Source after seeing a need for footwear the beginning of the school year. TCSI bought gift cards from Payless to be given to income eligible families for their children to start school. In 2019, Payless Shoe Source closed all their stores and we had to discontinue the Footwear Program. The Community Needs Assessment surveys showed there was still a huge need for shoes for children starting the new school year. The Executive Director and Community Services Manager meet with the guidelines committee to discuss this need. The Community Services Manager contacted the Shoe Department/Shoe Encore about purchasing gift cards. TCSI purchased 300 \$75.00 gift cards to give out to children at the beginning of the school year.

The 2013 CAP showed a need for assisting families with their water bills. The Board of Directors looked at the need and started a Water Bill Assistance Program for households who are in threat of having their water shut off. TCSI has served 177 families with the Water Bill Assistance Program. In 2021, the Department of Commerce and Economic Opportunity received funding to start the Low-Income Home Water Assistance Program (LIHWAP). TCSI will be providing LIHWAP funds to households who have a bill over \$250.00 or are in threat of having their water shut off.

The 2013 CAP also showed a need for help with hearing aids. After contacting local providers of hearing aids, the Board and staff started a Hearing Aid Program to assist with the cost of hearing aids. Since the Hearing Aid program started in 2013, 36 persons have received hearing aids. TCSI participated in over 25 resource fairs though out the service area to provide information of our services available.

TCSI coordinated with Heartline in Eureka and the South Side Office of Concern's Richland Neighborhood Initiative to hold workshops and classes in for families. Monthly classes are held on a variety of topics, such as simple meals, tenant education, homebuying and available services. TCSI is also worked with the Pekin Housing Authority to start holding classes for their residents.

In 2020, in response to the COVID-19 pandemic, TCSI provided disaster services through their CSBG program and aided through the CARES Act for persons/families who were affected by COVID-19. TCSI has continued to keep a small amount of funding in a Distaster Relief program for customers who are facing a disaster, such as fire, flood or tornado.

Through coordinating the Tazewell/Woodford Counties Service Providers, TCSI and other agencies in the area find out about different programs and services available in the area by speakers, discussions and networking. These meetings not only help TCSI, but other agencies in the area to identify where the gaps are in the area and what services are provided and where services are needed.

At one of the Tazewell/Woodford Counties Service Provider meeting, Illinois Central College was the speaker informing the providers of their training programs. After the meeting in talking with the speaker about TCSI' s scholarship program, we learned that there are students from Tazewell and Woodford Counties who have applied for these programs, but could not attend, due to cost of the classes and financial aid does not cover some of these programs.

Although every family's needs are different, TCSI and other service providers try to develop new programs to meet most of the needs in the low-income population. The use of Information and Referral through the CSBG program is used with almost every customer that encounters TCSI. Referrals are made to the LIHEAP and IHWAP programs and information is given to customers through brochures or direct contact with other staff on these programs. Customers are also referred to outside agencies such as the Department of Human Services, Food Pantries, Salvation Army, Heartline, Townships, Local Housing Authorities, etc.

If TCSI does not have knowledge of any programs for a customer, TCSI will give the 2-1-1 information hotline number through the United Way. They also have a 21lhoi.org website with information on services in Peoria, Tazewell, Woodford, Marshall, Stark and Putnam counties. TCSI coordinates with the local hospitals, doctors and pharmacies for the Prescription Program to serve the needs of persons who are being released from the hospital who need prescriptions.

Follow up is done on TCSI customers who have received rental/deposit assistance, and car repairs. If a customer has not kept up with their rent or water bill or if they have been evicted for other reason, a red flag is put in the customers case file and questioned if they return for rent. Follow up is also done if there is an outside report on the customer either from another agency or person. In some cases, through contact with other agencies, TCSI can monitor how a customer is doing. The Community Services Manager works closely with some agencies and landlords and keeps in contact on how a customer is doing, especially in emergency situations. Also, in working with some of the same customers each year in all the TCSI programs, TCSI can see how customers are doing. Some customers will stop by to let Tazewell know how they are doing, but the only continuous follow up done through through the rent and scholarship programs

## **5. COORDINATION**

The CSBG funding under this act will be coordinated internally with LIHEAP, IHW AP and all CSBG programs. Referrals, outreach efforts and other program elements will be coordinated among all of the TCSI's programs to maximize comprehensiveness and efficiency of services. TCSI intake workers will provide information regarding these programs to low-income participants.

Externally, TCSI staff coordinates with service agencies that provide a range of services. Tazewell and Woodford Health Department's, Tazewell/Woodford Head Start, Salvation Army's in Pekin and Peoria, Social Security Offices, Local Homeless Shelters, Food Pantries, Housing Authorities, Utility Companies, United Way Offices, HOI 211 line, etc.

Coordination is also done with the CSBG program with local Pharmacies and Hospitals in the Prescription Programs, local Dentist, Optometrist and Audiologist with the Dental-Optical-Hearing Aid Program, Food Pantries with the Supplemental Food Pantry Program, Landlords, Housing Authorities and Homeless Shelters with the Housing Assistance Program, local day cares and summer camp providers for childcare and local automotive repair shops with the Employment Support Program. TCSI also coordinates with Illinois Central College and other local Colleges and Universities for the Scholarship Program. Coordination is done between Tazewell, The Center for Youth and Family Solutions, University of Illinois Extension, local merchants and neighborhoods to provide educational, recreational and social activities for the Tazewell Community Area Program's Summer Camp.

Coordination has been done with Heartline in Woodford County, Tazewell/Woodford Head Start, Pekin Housing Authority and the Richland Neighborhood in Tazewell County to hold workshops and classes for residents in the community on topics such as simple cooking, tenant education, homebuying and credit repair.

TCSI held or attended resource fairs throughout the service area to let families know of the resources available. TCSI coordinated with the Fondulac Park District in East Peoria for space to hold an event in the lowest income area in East Peoria. Some agencies provided a game for the children to play and win a small prize. Agencies handed out information and items for adults and a meal was provided. Door prizes were also given out. TCSI participates every years in resource fairs held by Tazewell/Woodford Head Start and Pekin Preschool Family Education Center for their families.

TCSI coordinates the Tazewell/Woodford County Service Providers organization with CSBG funds. This organization is used for outreach, information and networking.

TCSI staff also gives presentations throughout the year to local agencies and informational customer meetings. TCSI also has participated in many health fairs, family days and homeless informational days. Brochures are distributed to local agencies, churches and schools throughout the year. Flyers are put in rural areas, such as grocery stores, laundry mats, trailer parks and school fairs. Information on services available, call in dates, income guidelines and program requirements are also posted on TCSI's website and Facebook page.

TCSI staff is involved with various committees throughout the service area, such as, the Rust Transitional Center, the Heart of Illinois Continuum of Care, the Tri-County Interagency Council, the AOK/All Our Kids Network and The Tazewell Community Area Project and The Friends of Richland Youth. The Community Services Manager served on the Governing Board for the Heart of Illinois Continuum of Care for 5 years and the Executive Council for the Tri-County Interagency Council and a board member of the Tazewell Community Area Project and an advisory member for the Rust Transitional Center and the Richland Neighborhood Initiative. The Community Services Manager in the past has been the Co-Chair of the Street Sweep Committee for the Continuum, which involved the planning and execution of the 1st Annual Homeless Street Sweep for the Continuum service area (which includes, Peoria, Tazewell, Woodford and Fulton Counties).



Immediately following the November 2013 tornados that hit three communities in Tazewell County, approximately 60 agencies/groups, including TCSI met to begin coordinating the future needs of the residents affected by the tornados. In the Peoria area region, there is a Long-Term Recovery Committee that formed during the 2013 tornado. This group is still prepared for any future disasters. training or schooling needs. Tazwood Community Services, Inc. is coordinating with Career Link, the local WIOA office, to provide support services with CSBG funding for their customers to help them with their job. WIOA committee meets in at the beginning of every year to discuss negotiations, needs and guidelines for this program. TCSI held a LIHEAP intake and resource day at the WIOA office in the Fall of 2018 to coordinate agency services and provide resources for the LIHEAP applicants.

In July 2021, TCSI office moved to Pekin, Illinois. Pekin is the county seat of Tazewell County and the majority of low-income providers are located in Pekin.

In 2021, with TCSI taking over the LIHEAP program for McLean and Livingston counties and already providing the LIHW AP program, TCSI opened an office in Bloomington, Il to serve residents of McLean and Livingston counties with LIHEAP and LIHW AP funds. Bloomington is also close to many of our Woodford County customers, who now can go to this office for services. Bloomington staff has been contacting other providers in these counties to inform them of the change in agencies providing these services and to coordinate with housing providers to provide intake sites to serve their residents.

## **6. INNOVATIVE COMMUNITY AND NEIGHBORHOOD BASED INITIATIVES:**

Tazwood Community Services, Inc., coordinates with all the local senior citizen/disabled apartment complexes in all four counties to do intake for the LIHEAP program for their residents. TCSI also provides intake sites to residents of outlying areas at local township buildings, Head Start schools and Housing Authorities to reach the low income residents of these communities. While providing LIHEAP services, CSBG services and referrals are given out to these customers.

## **7. YOUTH PROGRAMMING:**

Tazwood Community Services, Inc. is addressing needs of the low-income youth by providing school supplies children starting the new school year. This program helps low-income students start the new school year off with new school supplies and book bags. TCSI supplements two agencies, one in each Tazewell and Woodford Counties that provide school supplies and book bages with funds to help purchase the supplies. Many mothers have stated that they would have to use hand-me-down book bags and shoes for the children, since they could not afford the average of \$30.00 for school supplies.

TCSI partnered with The Shoe Department/Encore to purchase \$75.00 gift cards for children to get new shoes to start the school year. This year, 306 children received gift cards for shoes. Tazwood also coordinated with the above agencies to let the families know of the shoe gift cards.

Tazwood also runs the Housing Assistance program, which helps provide families with a one-month rent payment to either prevent homelessness or if the family is homeless provide a first month rent to help move into a new home. This program helps children stay either in their home and school that they are used to, or help them get out of a shelter, family or friends house and give them their own place.

Most of the programs ran by TCSI somewhat involve community coordination and collaboration in meeting the needs of youth. The Housing Assistance program provides children with a roof over their head, LIHEAP provides heat and electricity for families, LIHWAP provides water assistance, the Employment Support Program helps parents with needed car repairs or day care to help keep them employed, which in turn helps parents provide for their families. The Dental and Optical program helps children with needed dental work or an eye exam and glasses. With all of these programs, TCSI coordinates with local landlords, utility companies, dentist and Bard Optical. TCSI also coordinates with local stores, churches and civic organizations for the school supply program.

#### **KEY FINDINGS:**

The problems listed below were received from responses from Board/Staff Members and Customer Surveys.

##### **02.021 – School Supplies**

*Problem Statement:* Getting financial assistance with school supplies. – Customer

*Problem Statement:* Getting clothing, shoes, or personal care items. - Customer

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

*Outcome Measure:* 02.03A-Children (age 0-5) who demonstrate improved positive approaches toward learning including improved attention skills.

*Outcome Measure:* 02.03.B-Youth (1<sup>st</sup> – 8<sup>th</sup> grade) who demonstrate improved positive approaches toward learning including improved attention skills.

*Outcome Measure:* 02.03.C-Youth (9<sup>th</sup> – 12<sup>th</sup> grade) who demonstrate improved positive approaches toward learning including improved attention skills.

**02.061 – Educational Financial Aid Assistance**

*Problem Statement:* Getting training and education for a job. – Customer

*Problem Statement:* Getting a 2-year or 4-year degree – Customer

*Problem Statement:* Which of the following issues do you believe are the greatest challenges low-income families and individuals are currently facing?

Education-Board/Staff

*Problem Statement:* Which of the following areas do you be low-income households need assistance with in order to achieve or maintain self-sufficiency?

Job training-Board/Staff

Education-Board/Staff

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

*Outcome Measure:* 02.06 Adults who demonstrated improved basic education

*Outcome Measure:* 02.11 Individuals who made progress to a post secondary degree

**04.011 – Housing Payment Assistance**

*Problem Statement:* In the past 12 month, what is the single greatest challenge you and your household have experienced?-Customer

Housing

*Problem Statement:* Which of the following housing needs could you or someone in your household use help with? - Customer

Finding affordable housing.

Paying rent or mortgage, deposits or application fees.

*Problem Statement:* Which services, if any, have you or your family members needed that were not available? – Customer

Rental assistance

Affordable housing

*Problem Statement:* Which of the following issues do you believe are the greatest challenges low-income families and individuals are currently facing?

Housing-Board/Staff

*Problem Statement:* Are there enough emergency shelters available in your community?

No

*Problem Statement:* Which of the following areas do you be low-income households need assistance with in order to achieve or maintain self-sufficiency? – Board/Staff Members  
Housing

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

*Outcome Measure:* 04.02 – Households who obtained safe affordable housing.

*Outcome Measure:* 04.02A - Households who maintained safe and affordable housing for 90 days.

*Outcome Measure:* 04.05 – Households who avoided eviction.

*Outcome Measure:* 04.06 – Households who avoided foreclosure.

#### **04.031 – Utility Payment Assistance**

*Problem Statement:* In the past 12 months did you or a member of your household receive any services from Tazwood Community Services? – Customer  
Energy Assistance 97.4%

*Problem Statement:* With which of the following financial/legal (income management) needs could you or someone in your household use help? – Customer  
Paying bills, such as utilities or credit cards.

*Problem Statement:* Which of the following needs could you or someone in your household use help with?  
Utility Assistance-Customer

*Problem Statement:* Which of the following issues do you believe are the greatest challenges low-income households are currently facing?  
Energy-utility help. Staff/Board

*Problem Statement:* Which of the following areas do you be low-income households need assistance with in order to achieve or maintain self-sufficiency? – Board/Staff Members  
Energy-utility help-Staff/Board

*Problem Statement:* Of the following, which of these do you believe low-income families need information, education, guidance, or assistance? -Board/Staff Members  
Home energy/utility cost issues

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

*Outcome Measure:* 04.08 – Households with improved energy efficiency and/or energy burden reduction in their homes.

#### **05.011 – Health Services, Screenings and Assessments**

*Problem Statement:* With which of the following health needs could your or someone in your household use help with? – Customer  
Paying for medical expenses (e.g. medical/dental checkups, prescriptions, glasses, hearing aids, wheelchairs, etc.)

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

*Outcome Measure:* 05.02 – Individuals who demonstrate improved physical health and well-being.

#### **05.061 - Dental Services, Screenings and Assessments**

*Problem Statement:* With which of the following health needs could you or someone in your household use help with? – Customer  
Finding affordable health or dental insurance  
Finding health or dental care  
Paying for medical expenses (e.g. medical/dental checkups, prescriptions, hearing aids, wheelchairs, etc.)

*Problem Statement:* Which services, if any, have you or your family members needed that were not available? – Customer  
Dentures or dental implants

*Problem Statement:* Are dental services available for low-income people in your community? – Board/Staff  
46.66% no or unsure

*Problem Statement:* Which of the following issues do you believe are the greatest challenges low-income households are currently facing? – Board/Staff  
Dental care access

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

*Outcome Measure:* 05.02 – Individuals who demonstrate improved physical health and well-being.

#### **05.071 – Nutrition and Food/Meals**

*Problem Statement:* In the past 12 months, what is the single greatest challenge you and your household have experienced? – Customer  
Food/Nutrition

*Problem Statement:* With which of the following food and nutrition needs could you or someone in your household use help? – Customer  
Getting food or food assistance  
Getting meals delivered to your home for a senior or disabled?  
Food assistance for diabetic  
Cost of food

*Problem Statement:* Are wellness (nutrition, exercise, etc.) programs available for low-income people in your community? Board/Staff  
80% - no or unsure

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

*Outcome Measure:* 05.02 – Individuals who demonstrate improved physical health and well-being.

**06.000 – Civic engagement and Community Involvement Strategies.**

All of the survey (board & staff, community stakeholders and customer) questions show a need to get the resources out to the communities. (see survey answers)

**National CSBG Goal #2: Communities where people with low incomes live are health and offer economic opportunity.**

**National CSBG Goal #3: People with low incomes are engaged and active in building opportunities in communities.**

*Outcome Measure:* 03.06.A –Percent increase of people with low incomes who support the CSBG Eligible Entity's delivery of service and/or implementation of strategies to address conditions of poverty in the identified community

**07.031- Referrals**

Both surveys (board/staff and customers) show a need for referrals to other services in their communities. (see survey answers)

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

*Outcome Measure:* 06.01.C – Community Action program participants who gained other skills, knowledge and abilities to enhance their ability to engage.

### **07.041 – Transportation Services**

*Problem Statement:* In the past 12 months, what is the single greatest challenge you and your household have experienced? – Customer  
Transportation

*Problem Statement:* With which of the following family support needs could you or someone in your household use help? – Customer  
Paying for car repairs

*Problem Statement:* Which of the following issues do you believe are the greatest challenges low-income households are currently facing? – Board/Staff  
Transportation

*Problem Statement:* Which of the following areas do you believe low-income households need assistance with to achieve or maintain self-sufficiency? - Board/Staff  
Transportation

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

*Outcome Measure:* Individuals who achieve and maintain capacity to meet basic needs for 90 days.

### **07.051 – Childcare**

*Problem Statement:* With which of the following employment needs could you or someone in your household use help? – Customer  
Childcare

*Problem Statement:* With which of the following childcare and child development needs could you or someone in your household use help? – Customer  
Finding affordable, quality, licensed childcare in a convenient location  
Paying for childcare

*Problem Statement:* Are there childcare programs for low-income families available in your community?  
There are some 33.33%  
There are few 40%

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

*Outcome Measure:* 09-01 - Youth (1<sup>st</sup> – 8<sup>th</sup> grade) who demonstrate improved positive approaches toward learning including improved attention skills.

**09.011 – Agency Capacity Building Activities**

*Problem Statement:* Agency needs to meet the new standards for the CSBG program.

***CSBG Goal:*** CSBG eligible Entity Capacity Building

Outcome Measure: 00.02 – Hours of Agency Staff in capacity building activities.

Outcome Measure: 00.01 – Hours of Board members in capacity building activities.

**10.01 – Disaster Relief**

*Problem Statement:* Emergency assistance needed for families who been affected by fire, flood, tornado, pandemic or other natural disaster.

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

*Outcome Measure: 03.08-Individuals engaged with the Community Action Agency who report improved financial well-being.*



TCSI staff will work closely with other agencies in the Housing Assistance Program and Employment Support Program, to give more Case Management and follow-up. The Scholarship Program, Footwear/Clothing Voucher Program, Dental/Optical Program and Supplemental Food Pantry Programs will run the same way they have in the past. TCSI would also like to do the School Supply Program again in the summer of 2024 due to the needs assessment survey and the amount of request for school supplies. The Board is also looking at the best way to utilize CSBG funds and request donations to help with this program again for the new school year. TCSI's Board of Directors is looking at the CSBG programs and will be changing some of the guidelines to find ways to help persons become more self-sufficient rather than just giving them a temporary fix to their problems and to try to extend funding for as long as possible. TCSI staff and Board is also looking at providing more classes/workshops for both adults and teens, such as budgeting, parenting, cooking, energy saving tips, simple home and vehicle maintenance, building credit, budgeting, first time home buyers, guide to college classes, etc., at local housing authorities and community center. An overview of the top needs of the, community stakeholder survey and the customer survey are listed below to show the needs for these programs.

With these CSBG Services, the LIHEAP and Weatherization Programs, TCSI expects to serve over 10,000 low-income persons directly in the 2023-2024 programs. Tazwood and the Board of Directors knows that these programs cannot completely wipe out the problems of poverty but with the help of these programs, the agency hopes to make an impact on persons living in poverty and in turn customers will learn to help themselves.

## Survey Data

**Need Assessment – Customer**

Which county do you live in?

Tazewell 55.4% Woodford 15.6% McLean 21.7% Livingston 9.4%

In the past 12 months, what is the single greatest challenge you and your household have experienced? Check only one box

Housing	11.3%
Child Care	4.6%
Employment	4%
Health/Mental Health	11.9%
Education	.57%
Food/Nutrition	9.7%
Financial Issues	65.9%
Transportation	11.4%
Have not experienced any challenges	5.7%

In the past 12 months did you or members of your household received any services from Tazwood Community Services, Inc.?

LIHEAP (energy assistance)	97.4%
LIHWAP (water bill assistance)	14.8%
Weatherization	2.6%
Rent Assistance	3.9%
Dental Assistance	0%
Optical Assistance	0.65%
Car Repair Assistance	1.9%
Summer Camp Assistance	0%
School Supply/Shoe Gift Cards	8.4%
Referral to another agency	1.9%

Overall, how would you rate the services your or members of your household received from Tazwood Community Services, Inc.?

Excellent	85.1%
Good	12%
Fair	2.9%
Poor	1.9%

If you answered fair or poor, why did you rate the services this way?

- Staff did not tell about all services they provide
- Feels like it is impossible to get the help we really need

What suggestions do you have for changes or additions to the services provided by Tazwood Community Services, Inc.?

- Help elderly sooner
- Don't know what services you provide
- More help with LIHEAP
- Apply online
- Could not get help soon enough
- Help with phone lines
- More affordable housing
- Help for single parents
- Help with property taxes
- Provide housing assistance
- Everything was great
- Staff kind and compassionate
- Programs are amazing
- Grateful for the help

In the past 12 months, from which other agencies/ organizations in your community have you or members of your household received services from?

- DHS
- HUD
- SNAP/LINK
- Medicaid

Which of the following challenges or barriers have you or members of your household experienced accessing services?

Lack of transportation	32.9%
Location of services	8.9%
Times services are available are not convenient for me	15.1%
Language barriers	0%
Time for scheduling appointment to receiving services too long	43%

Other, please list

- Childcare to come to appointment
- Learning when appointments are available
- Hard to locate office
- Lack of gas
- Need Saturday appointments

Which services, if any, have you or your family members needed that were not available?

- Car repair
- Housing services
- Help at Home
- Hot water heater
- Monthly help
- Prescriptions
- Gas

- Childcare
- Windows
- Dental
- Household appliances
- Weatherization
- Property taxes
- Trans
- Getting driver's license back
- Food

With which of the following health needs could you or someone in your household use help with? Check all that apply.

Finding affordable health or dental insurance	20.3%
Finding health or dental care	26.3%
Getting medical care and/or insurance for my children	.6%
Paying for medical expenses (e.g. medical/dental checkups, prescriptions, glasses, hearing aids, wheel chairs)	28.7%
Getting family planning or birth control	1.2%
Drug or alcohol treatment	3.6%
Mental health treatment including treatment for stress, depressor anxiety	19.1%
Physical, emotional, or sexual abuse	0%
None of the above	41.9%

Other, please list.

- Childcare
- Utility help
- Help paying for personal hygiene products and paper products
- Having access to affordable and healthy food
- Having more dental care for Medicaid people

Which off the following housing needs could your or someone in your household use help with. (check all that apply)

Finding emergency shelter	1.2%
Finding affordable housing	12%
Down payment/closing cost to buy a home	16.8%
Qualifying for loan to buy a home	21%
Homeowner education	10.8%
Renter/tenant rights and responsibility education	9%
Learning basic home repair/property maintenance skills	20.3%
Finding home repairs services	17.4%
Making home more energy efficient	28.1%
Paying rent or mortgage, deposits or application fees	29.9%
Changes to home for a person with disabilities	7.8%
Yard work, snow removal, laundry or housework	20.3%

Other, please list

- Replacing the insulation in my house especially in the attic
- Utilities
- New furnace
- Snow removal
- Paying for housing

With which of the following employment needs could you or someone in your household use help with? Check all that apply.

Finding a full-time job	10.2%
Applying for jobs	4.50%
Writing a resume	10.9%
Learning how to interview for a job	5.8%
Training/education for a job	9%
Getting appropriate clothing or equipment for a job	10.9%
Finding childcare	10.9%
None of the above	69.2%

Other, please list.

- General computer literacy
- Transportation
- Finding a work from home job
- Clothes/shoes

Which of the following adult education needs could you or someone in your household use help with? Check all that apply.

Getting a high school diploma or GED	11.5%
Getting a 2 year or 4-year college degree	18.6%
Information about technical school programs or apprenticeship	10.2%
Improving communication or language skills	7%
Learning English as a second language	0.89%
Learning to use a computer	3.8%
Completing college aid forms	7.1%
None of the above	61.3%

Other, please list.

- Information about grants and scholarships
- Paying for college
- Finding a good computer

Answer this question only if there are children under the age of 18 in your household.  
 With which of the following childcare and child development needs could you or someone in your household use help? Check all that apply.

Finding affordable, quality, licensed childcare in a convenient location	9.4%
Paying for childcare	10.6%
Finding childcare for children age 0-3	4.4%
Finding quality preschool for children age 3-5	3.9%
Finding evening, nighttime, weekend, before or after school childcare	6.1%
Paying for school supplies, fees or activities	23.9%
Caring for children age 0-3 at home	1.7%
Screening for early intervention services (speech, development, mental and physical)	5.6%
None of the above	68.3%

Other, please list

- Paying for school lunches
- FASFA

With which of the following financial/legal (income management) needs could you or someone in your household use help? Check all that apply.

Budgeting and managing money	17.3%
Opening a checking or savings account	5.2%
Filling out tax forms	13.2%
Problems with credit card or loan companies	12.1%
Problems paying bills, such as utilities and credit cards	31.2%
Paying unexpected or emergency expenses	31.2%
Problems with payday or title loans	3.5%
Foreclosure, bankruptcy, repossession problems	4.1%
Problems with child custody or child support	10.4%
Getting protection in domestic violence situations	3.4%
Deportation or immigration legal issues	.6%
Expunging a criminal record	6.9%
Getting legal help when denied benefits	5.8%
Getting basic furniture, appliances or household items	22.5%
Getting clothing, shoes, personal care items like soap, diapers and toilet paper	23.7%
None of the above	32.4%

Other, please list.

- New Mattress
- Child/parenting plans
- Cannot take a bath or shower, due to no hot water
- Personal care needs
- Paying for emergency expenses

With which of the following food and nutrition needs could you or someone in your household use help? Check all that apply.

Getting food or food assistance	25.3%
Learning how to shop and cook for healthy eating or dietary restrictions (e.g. gluten free)	10.5%
Getting access to senior congregate meal sites	4.9%
Getting meals delivered to your home for a senior or disabled person	9.9%
Getting nutritious foods during pregnancy	.6%
Obtaining breastfeeding education and assistance	1.2%
None of the above	62.3%

Other, please list.

- Access to free fitness
- Diabetic food
- Delivered meals
- Breastfeeding assistance

With which of the following family support needs could you or someone in your household use help with? Check all that apply.

Having access to transportation	13.6%
Buying a dependable car	21.3%
Paying for car repairs	39.6%
Paying for car insurance, registration, or license fees	36.1%
Disciplining a child more effectively	5.9%
Talking to a child about inappropriate behavior/address a child's inappropriate behavior (e.g. bullying, drugs, sex)	4.7%
How to help a child cope with emotional issues	12.4%
Learning how to set goals and plans for your family	10.7%
None of the above	39.1%

In the past 12 months did you or someone in your household register to vote in a local, state, or national election?

Yes	51.1%
No	48.9%

In the past 12 months did you or someone in your household volunteer or participate in an organization association or group such as PTA, Kiwanis, or church group?

Yes	23.2%
No	76.80%

In the past 12 months did you or someone in your household work with others to solve a community problem?

Yes	23.02%
No	76.8%



Do you have high-speed internet access at home via smartphone, tablet, iPad, desktop or laptop computer or other device?

Yes	93.9%
No	6.1%

If so, do you receive a reduced-price internet service?

Yes	38.1%
No	61.9%

What is your gender?

Male	17.8%
Female	81.4%
Prefer not to answer	1.7%

What is your age?

Under 18	0%
18-24	3.4%
25-34	12.3%
35-44	23.3%
45-54	18.4%
55-64	21.2%
65 +	20.7%
Prefer not to answer	1.7%

What is your race? Check all that apply

Asian	.6%
Black or African American	11.3%
White	85.2%
American Indian or Alaska Native	3.4%
Native Hawaiian or Pacific Islander	.6%
Prefer not to answer	3.4%
Hispanic	3.9%
Some other race	1.1%

What is your 2021 annual household? Please consider all sources of income, before taxed, for everyone living with you in 2021.

Less than \$15,950	46.4%
\$15,951-\$21,500	18.4%
\$21,551-\$27,150	10.1%
\$27,151-\$32,750	8.4%
\$32,751-\$38,350	2.2%
\$38,351-\$43,950	2.8%
\$43,951-\$49,550	1.1%
\$49,551-\$55,950	1.7%
\$55,951-\$59,630	01.1%
\$59,631-\$64,110	.6%
More than \$64,110	2.2%
Do not know	4.5%
Prefer not to answer	2.8%

## Needs Assessment – Board/Staff

What county do you live in?

Tazewell	73.33%
Woodford	0.00%
Other	26.67%

What is your position with Tazwood Community Services, Inc.?

Board Member	0.00%
Staff	100.00%

How many years have you served in this capacity?

0-2 Years	46.67%
3-5 Years	26.67%
6-10 Years	6.67%
11-15 Years	6.67%
16-20 Years	6.67%
21-25 Years	0.00%
26-30 Years	0.00%
Over 30 Years	6.67%

Are there full-time living wage employment opportunities available in your community?

There are many opportunities	13.33%
There are some opportunities	40.00%
There are few opportunities	26.67%
There are not any opportunities	0.00%
Unsure	20.00%

Why do you believe people have problems getting or keeping a job? (Select all that apply)

Jobs are not available	13.33%
Physical or mental disabilities	13.33%
Health issues	20.00%
Language barriers	6.67%
Need better technical skills	40.00%
Substance abuse issues	33.33%
Lack of education	53.33%
Transportation	73.33%
Need childcare	80.00%
Need better people/customer skills	46.67%
Other	20.00%

Are there childcare programs for low-income families available in your community?

There are many programs	0.00%
There are some programs	33.33%
There are few programs	40.00%
There are not any programs	6.67%
Unsure	20.00%

Are pre-school programs (including Head Start) for low-income families available in your community?

There are many programs	13.33%
There are some programs	33.33%
There are few programs	46.67%
There are not any programs	6.67%
Unsure	6.67%

Are affordable youth (ages 5-17) activities or after school programs available in your community?

There are many activities/programs	13.33%
There are some activities/programs	46.67%
There are few activities/programs	26.67%
There are not any activities/programs	6.67%
Unsure	6.67%

In your community, in which areas do you believe youth (ages 12 to 17) need assistance? (select all that apply)

After school programs	80.00%
Birth control	40.00%
Obesity	6.67%
Behavior disorders	60.66%
Mentoring and leadership	73.33%
Gang participation	0.00%
Sexually transmitted diseases	26.67%
Affordable school/community activities	80.00%
School attendance	40.00%
Teen parenting	26.67%
Learning disabilities	33.33%
Tutoring	53.33%
Finding employment	40.00%
Volunteering	20.00%
Substance abuse/tobacco	46.67%
None of these apply	0.00%

Do you believe the schools in your community meet the educational needs of the children they serve?

Yes	60.00%
No	26.67%
Unsure	13.33%

Are non-medical emergency services available in your community?

Yes	66.67%
No	20.00%
Unsure	13.33%

Are there emergency shelters available in your community?

Yes	53.33%
No	26.67%
Unsure	20.00%

Are medical services available for low-income people in your community?

Yes	66.67%
No	13.33%
Unsure	20.00%

Are dental services available for low-income people in your community?

Yes	53.33%
No	33.33%
Unsure	13.33%

Are wellness (nutrition, exercise, etc.) programs available for low-income people in your community?

Yes	20.00%
No	33.33%
Unsure	46.67%

Are the homes in your community in good repair?

Most of them are	53.33%
Some of them are	40.00%
Few of them are	6.67%
None of them are	0.00%
Unsure	0.00%

What public transportation options are available in your community? (Select all that apply)

Cab or taxi	73.33%
Municipal bus	73.33%
Regional transit bus	6.67%
Trolley	0.00%
Other	20.00%
None	13.33%

Which of the following issues do you believe are the greatest challenges low-income households are currently facing? (Select all that apply)

Education	33.33%
Living wage employment	80.00%
Job training	66.67%
Family/child abuse	20.00%
Housing	80.00%
Language barriers	0.00%
Budgeting	53.33%
Health food selection	53.33%
Parenting	53.33%
Special needs children	13.33%
Chronic illness	20.00%
Childcare	73.33%
Mental health services	60.00%
Teen pregnancy	26.67%
Medical care access	33.33%
Substance abuse	73.33%
Dental care access	46.67%
Transportation	53.33%
Health care costs	60.00%
Family violence	6.67%
Credit card debt	46.67%
Energy/utility costs	80.00%
None apply	0.00%

Which of the following areas do you believe low-income households need assistance with in order to achieve or maintain self-sufficiency? (Select all that apply)

Employment	80.00%
Medical Care	40.00%
Job training	73.33%
Family/child abuse	0.00%
Housing	60.00%
Language barriers	0.00%
Childcare	66.67%
Family planning	13.33%
Mental health	53.33%
Substance abuse treatment	46.67%
Education	40.00%
Financial planning	66.67%
Transportation	60.00%
Parenting education	26.67%
Legal issues	0.00%
Energy/utility costs	60.00%
None apply	0.00%

Which of the following areas do you believe seniors in your community need assistance with in order to remain in their homes? (Select all that apply)

Housework	60.00%
Home repairs	100.00%
Managing medications	60.00%
Preparing meals	66.67%
Financial assistance	60.00%
Access to transportation	60.00%
Yard work/snow removal	73.33%
Energy/utility costs	80.00%
Grocery shopping	66.67%
Laundry	66.67%
Tax preparation/legal issues	33.33%
Unsure	0.00%

Of the following, which of these do you believe low-income families need information, education, guidance, and/or assistance? (Select all that apply)

Checking/savings accounts	66.67%
Credit cards	53.33%
Payday loans	53.33%
Car title loans (not a car purchase loan)	53.33%
Budgeting or money management issues	86.67%
Financial credit issues	60.00%
Filing tax refunds (EITC)	13.33%
Obtaining loans	40.00%
Property tax exemptions	20.00%
Rent reimbursement claims	20.00%
Home energy/utility cost issues	73.33%
Unsure	0.00%