



OF CENTRAL ILLINOIS

CAPCIL

Community Action Plan 2022

Community Needs Assessment

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COMMUNITY ACTION PARTNERSHIP OF CENTRAL ILLINOIS

Serving Logan, Mason, Menard, Fulton, Piatt, and DeWitt Counties.

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Community Action Plan Summary

To comply with Head Start and the Community Services Block Grant (CSBG), entities must complete a Community Action Plan (CAP), as a condition to receive funding. The ROMA Cycle is utilized in the development of the Community Action Plan. This process includes the Community Needs Assessment as well as Strategic Planning to ensure that all programs offered by Community Action Partnership of Central Illinois (CAPCIL) align with the mission of the agency, meet the needs of the low-income persons in the service area, and do not duplicate existing services.

CAPCIL continues its holistic approach to not only have consumers participate in more than one work program within CSBG, but in more than one department in our agency. This approach continues to not only better serve consumers, but also to improve the agency's ability to document outcomes into reportable data. CAPCIL strives to continually improve in the areas of service delivery and documentation.

CSBG as well as Head Start continues to implement a 5-point Likert scale to assess consumers. Eligible consumers are paired with a Personal Development Coach to work with the families to create opportunities for personal growth and critical thinking thus forming a strong foundation for the family to cultivate on. The 2021 Community Action Plan will highlight the "grow me" concept that will be re-introduced to consumers this year.

This plan and assessment are preceded by surveys and focus groups among our consumers, business partners, community members, and staff/board members. It will address the needs identified by our community, service delivery system for the low-income population, linkages and outreach, how CAPCIL coordinates with other agencies, innovative efforts being used by CAPCIL to strengthen families, how our programs support youth and healthy families, and the outcomes we hope our consumers will achieve. The data collected is proof that CSBG and Head Start are necessary resources in all our counties. The following plan will outline how CAPCIL intends on fighting the war on poverty, offering a hand up, developing the local economy, and becoming the number one source for self-sufficiency in Central Illinois.

Our Promise

Community Action changes people's lives, embodies the spirit of hope, improves communities and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Mission Statement

It is the mission of CAPCIL, in partnership with communities in our service area, to empower persons with low income and the aged by creating and implementing poverty-fighting initiatives for those in crisis and those that endeavor a life of lasting independence.

Vision Statement

Our vision is to see low-income individuals who endeavor an escape from poverty, or to mitigate its hold, recognize their own power to create and act on opportunities that improve their circumstances with the support of their communities and individuals within.

Guiding Principles

1. Compassion – To approach the poverty battle with a genuine concern for the suffering and overwhelming grip of poverty.
2. Accountability – To take ownership and hold oneself and others responsible for actions.
3. Transparency – To be easily accessible, committing to clear expectations and the sharing of information and knowledge.
4. Innovation – To seek out new ideas, more effective means, and improved methods for operating the organization and serving our customers.
5. Service – To see and to act upon the needs of others out of compassion and understanding.
6. Collaboration – To be committed to the spirit of working with others in order to produce something bigger than that which can be accomplished alone.
7. Gratitude – To feel and show an appreciation for others and for the resources afforded oneself and the organization.
8. Fiscal Responsibility – To create, optimize, maintain, and responsibly steward the resources available to oneself and the organization.

**THE MOMENT YOU TAKE
RESPONSIBILITY
FOR EVERYTHING
IN YOUR LIFE IS THE MOMENT
YOU CAN CHANGE
ANYTHING IN YOUR LIFE.**

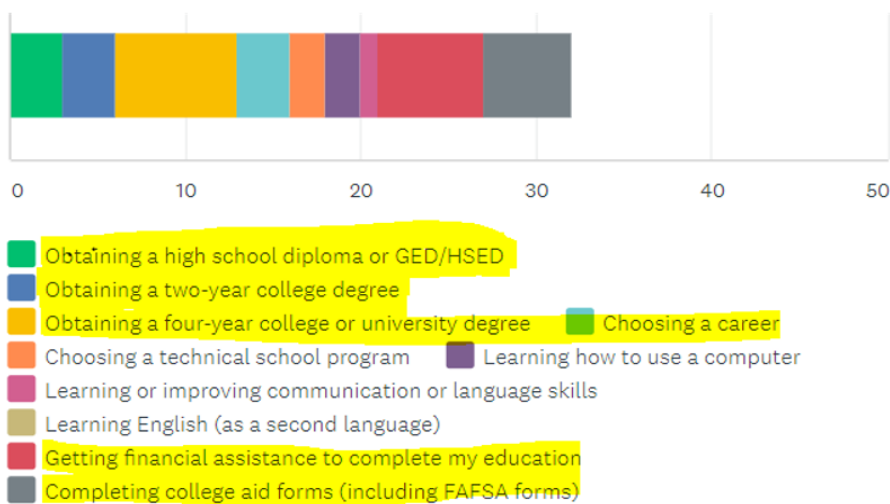
~HAL ELROD

Needs Assessment

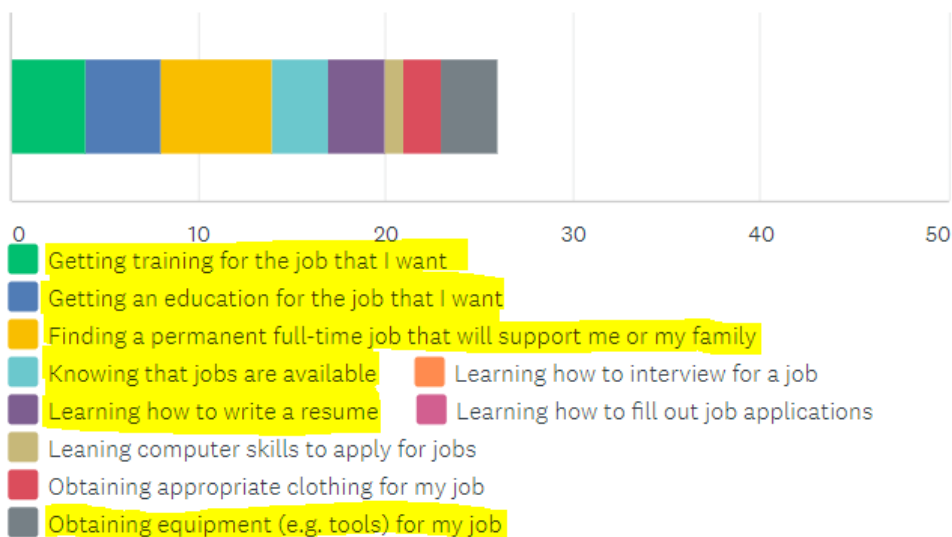
2021 Client and Community Member Surveys

We surveyed 200 customers, community members, and staff/board members in our service area in 2021. The quantitative data that was collected indicates that the Self-Sufficiency programming that CAPCIL provides continues to not only align with the mission, but also with the needs of the low-income in our communities. The top five answers are highlighted.

Educational Needs



Employment Needs

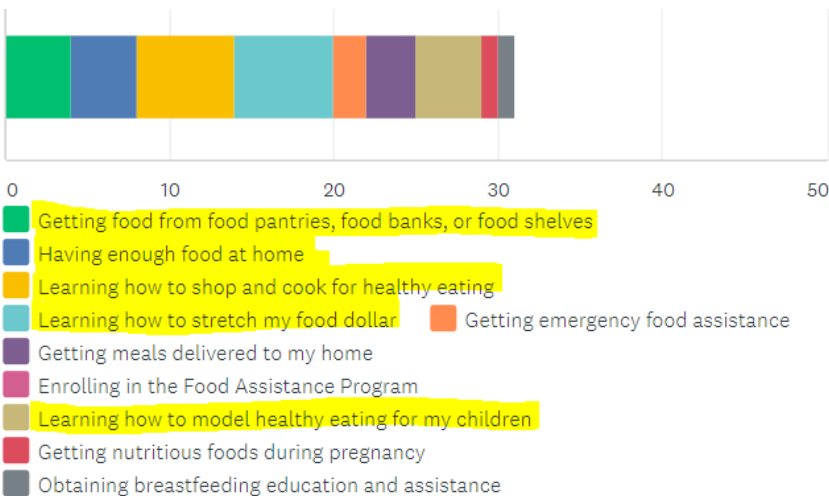


Financial/Legal Needs

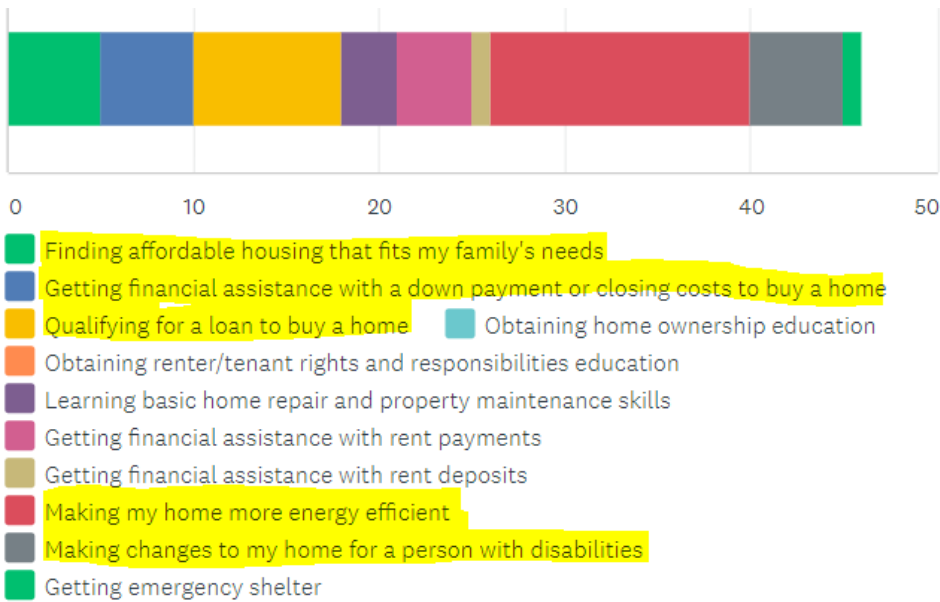


The survey results also indicated a need for continued emergency based services in the areas of food/nutrition, affordable childcare, and utility assistance. CAPCIL continues to provide a limited amount of emergency services by way of the food pantry, LIHEAP, and Weatherization. The Head Start and Early Head Start programs allow for free educational based child care services for the low-income population as well as components to grow healthy families. CAPCIL also offers a food pantry co-op approach in Logan and DeWitt Counties that helps individuals learn how to stick to a budget when shopping. Please note the following survey responses (the top 5 responses are highlighted):

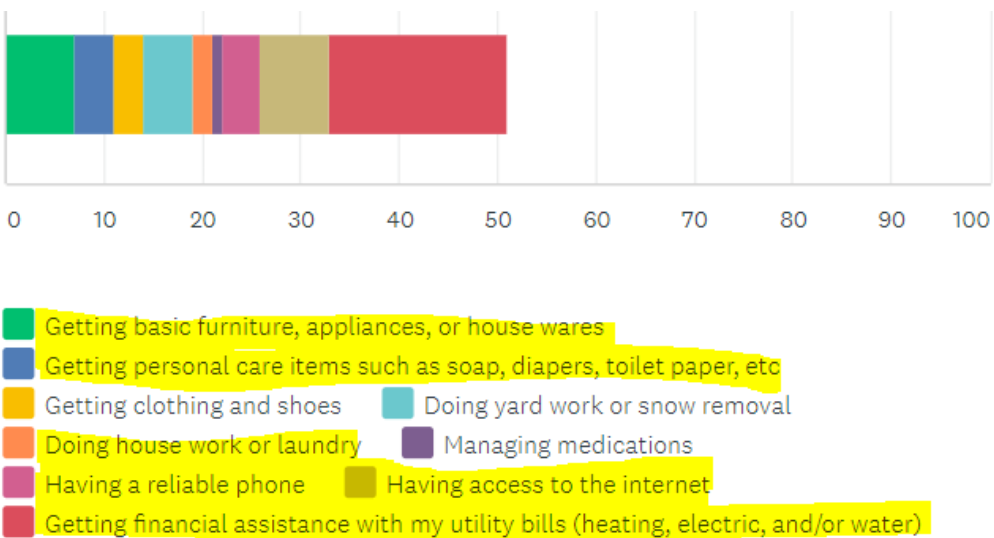
Food/Nutrition Needs



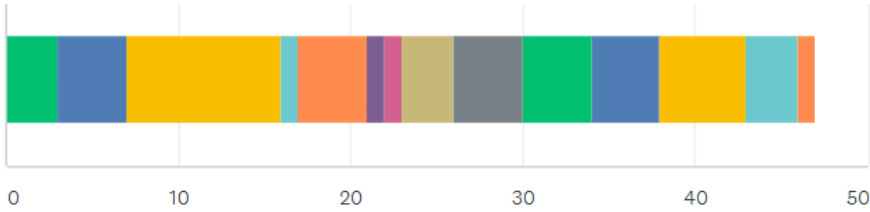
Housing Needs



Basic Needs

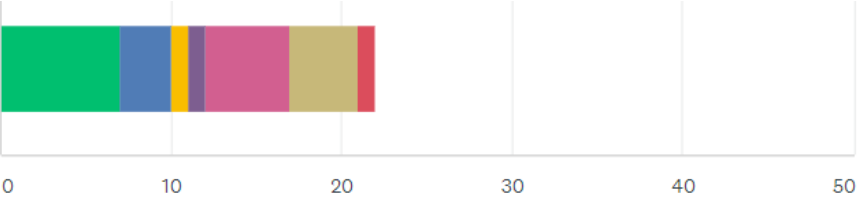


Childcare and Development Needs



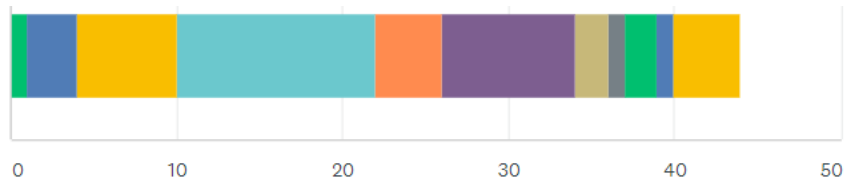
- Finding child care in a convenient location
- Finding quality licensed child care
- Finding affordable child care
- Finding child care for babies
- Finding child care for toddlers
- Finding child care for preschoolers
- Finding evening or nighttime child care
- Finding weekend child care
- Finding quality preschool
- Finding a before/after school program
- Preparing my preschool child for public school
- Getting financial assistance with child care costs
- Getting financial assistance with school supplies
- Getting financial assistance with school fees
- Getting financial assistance with school or club activities

Parenting & Family Support Needs



- Learning how to discipline my children more effectively
- Learning how to communicate and deal with my teenage children
- Learning how to deal with my children who have displayed bullying or violent behavior
- Learning how to deal with the bullying or violent behavior of my children's friends
- Learning how to talk to my children about drugs and alcohol
- Learning how to talk to my children about sex, AIDS, STD's, etc.
- Learning how to help my children cope with stress, depression, or emotional issues
- Learning how to set goals and plan for my children
- Communicating better with my children's care provider or teachers

Transportation Needs

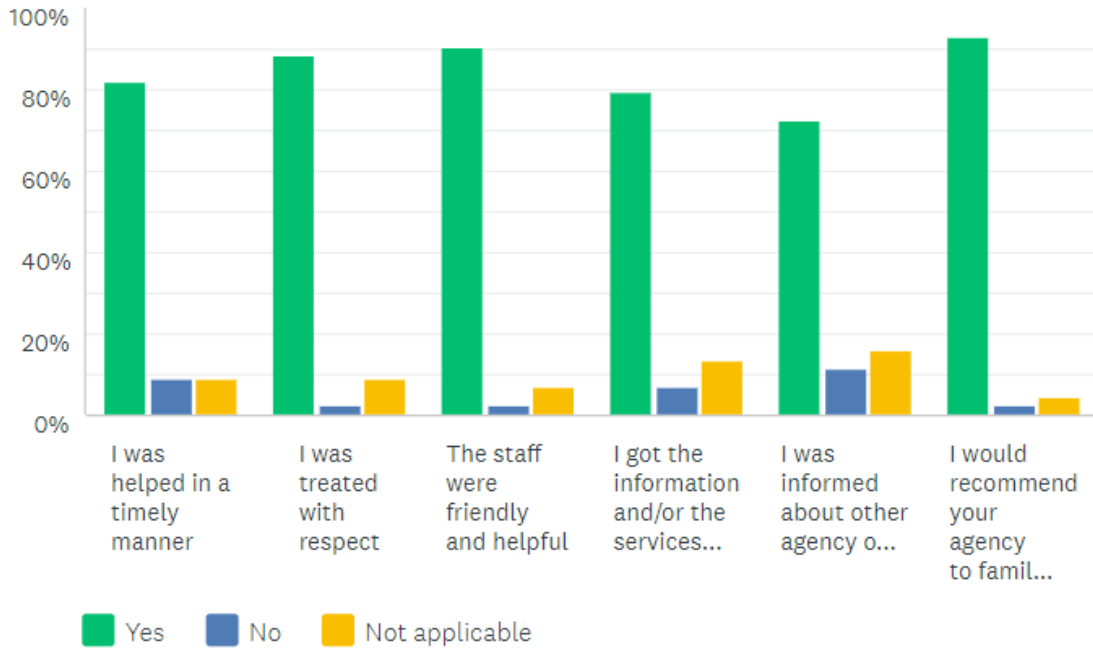


- Having access to public transportation
- Having dependable transportation to and from work
- Getting financial assistance to buy a dependable car
- Getting financial assistance to make car repairs
- Getting financial assistance to buy car insurance
- Getting financial assistance to pay car registration or license fees
- Getting a driver's license
- Getting to and from medical or dental appointments
- Getting myself to and from school
- Getting my children to and from child care
- Getting my children to and from school
- Getting my children to and from school or club activities
- Going shopping and doing errands

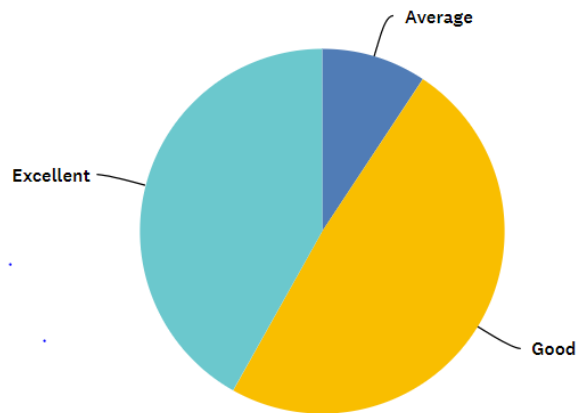
The highest-ranking needs indicate a need for financial assistance, career readiness, job training and education, funding to continue their education, budget and money management, as well as full-time employment opportunities. One can conclude that CAPCIL's self-sufficiency programming is designed to meet the needs of the customers and provide them with what they want and need. If the agency is providing the customer with what they want and need, why is there a lack of customer participation in the programming? We must ask ourselves, "What are we missing?"

live people health needs issues fighting paying bills sleep job
 dogs barking kids Finding stress house Money things
 none Trains nothing music bills night Worry quiet going
 neighborhood neighbors family children N

Customer Satisfaction

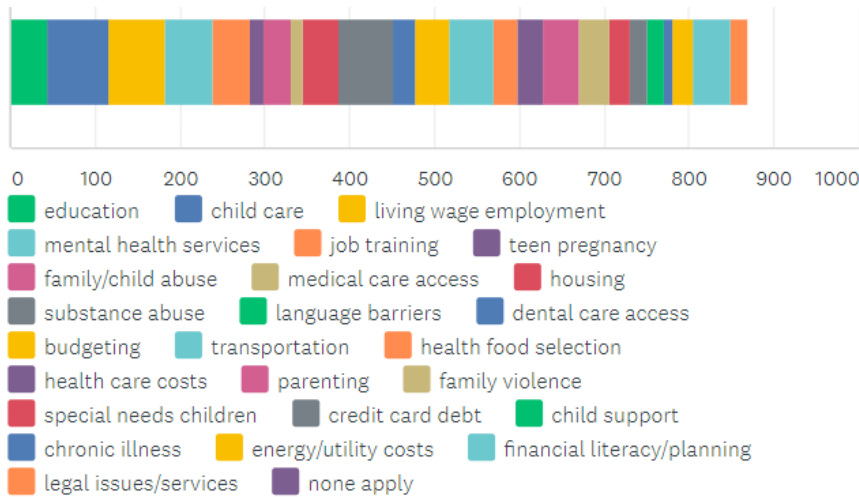


Customer Rating of the work of Community Action



ANSWER CHOICES	RESPONSES
▼ Poor	0.00% 0
▼ Average	9.30% 4
▼ Good	48.84% 21
▼ Excellent	41.86% 18
TOTAL	43

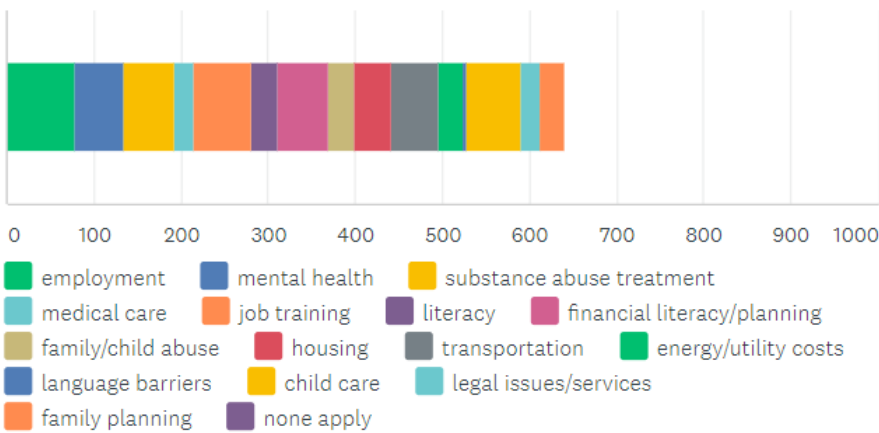
We also surveyed local business owners/partners and community members to assess their opinions on poverty and need for services. The results also indicate that the current programs offered by CAPCIL align with the identified needs of community members as well as identifying specific gaps. Please note the following survey responses:



Greatest Challenges for Low-Income

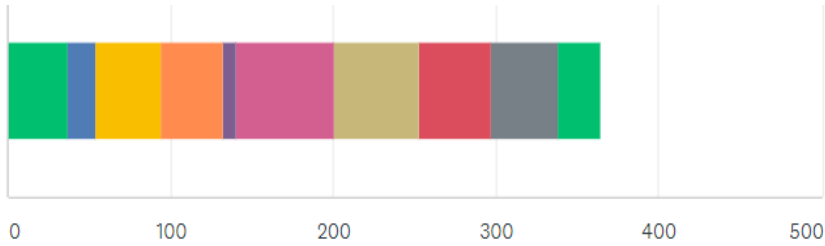
- Top 5 Responses:**
- Childcare (75%)
 - Living wage Employment (70%)
 - Substance Abuse (67%)
 - Mental Health (59%)
 - Transportation (54%)

Needs of Low-Income to be Self-Sufficient

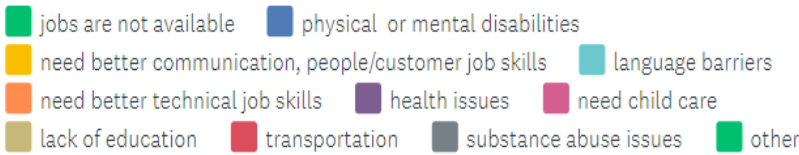


- Top 5 Responses:**
- Employment (83%)
 - Job Training (71%)
 - Childcare (63%)
 - Financial Literacy/Planning (66%)
 - Substance Abuse Treatment (61%)
 - Mental Health (61%)

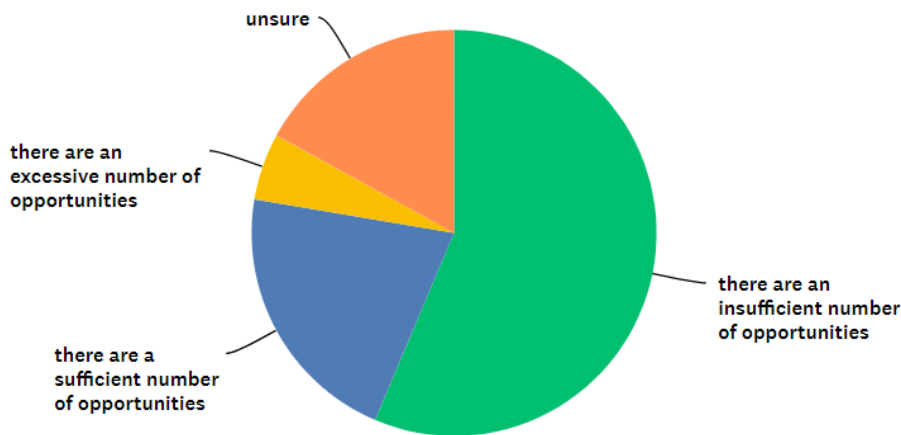
Full-Time Living Wage Job Barriers



- Top 5 Responses:**
- Need Childcare (64%)
 - Lack of Education (55%)
 - Need Job Skills (43%)
 - Substance Abuse Issues (44%)
 - Transportation (47%)



Are there full-time living wage employment opportunities available?



- Unsure (17%)
- None (0%)
- Excessive (5%)
- Sufficient (21%)
- Insufficient (56%)

Childcare Availability

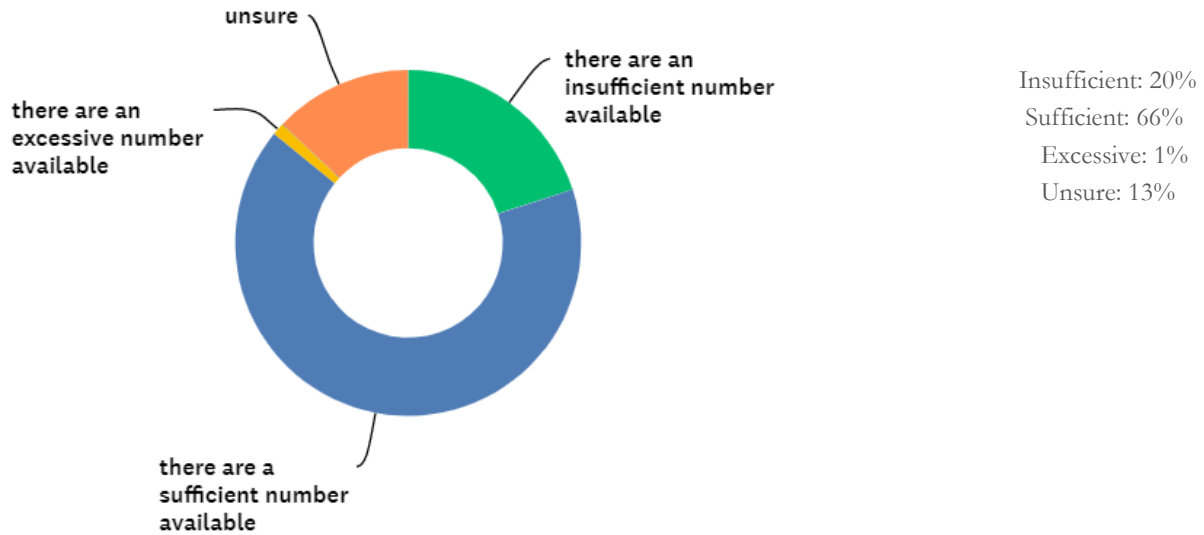
61% stated lack of daytime services for the low-income

55% stated lack of night/weekend services for the low-income

22% stated no night/weekend services for the low-income

Are Pre-School programs (including Head Start) for low-income families available?

Are there affordable after school programs?



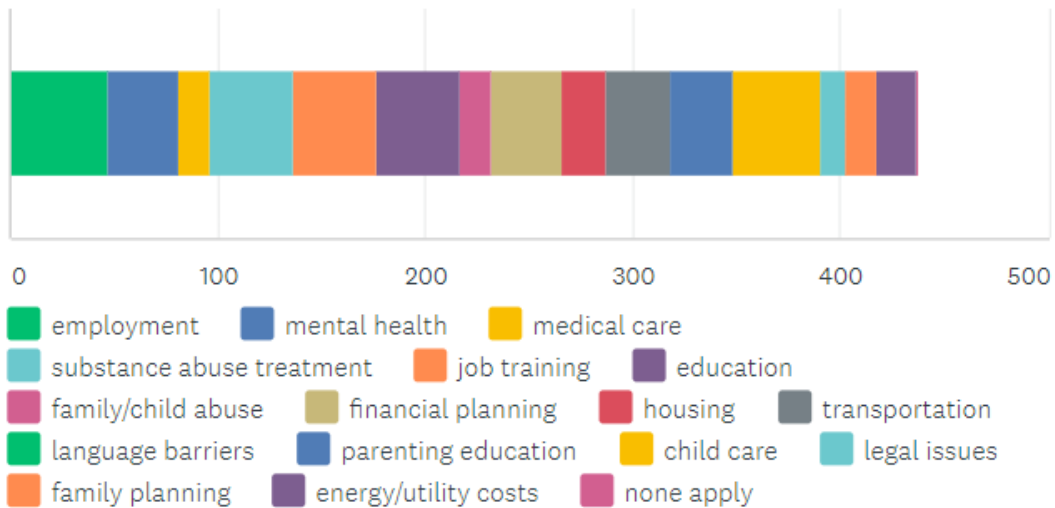
The community members surveyed identified that there is a lack of public transportation, dental services for the low-income, youth activities for the low-income, and emergency shelters in their community.

skills substance abuse education good poverty many
Lack education work **lack** Generational jobs
 employment cycle families people higher support

CAPCIL staff members as well as the Governing Board members were also surveyed. The perception and opinions provided by the CAPCIL staff members is of high importance as they are the ones on the front lines interacting with our customers daily and providing aide in times of crisis. The results mirrored that of the community members. Please note the following survey responses:

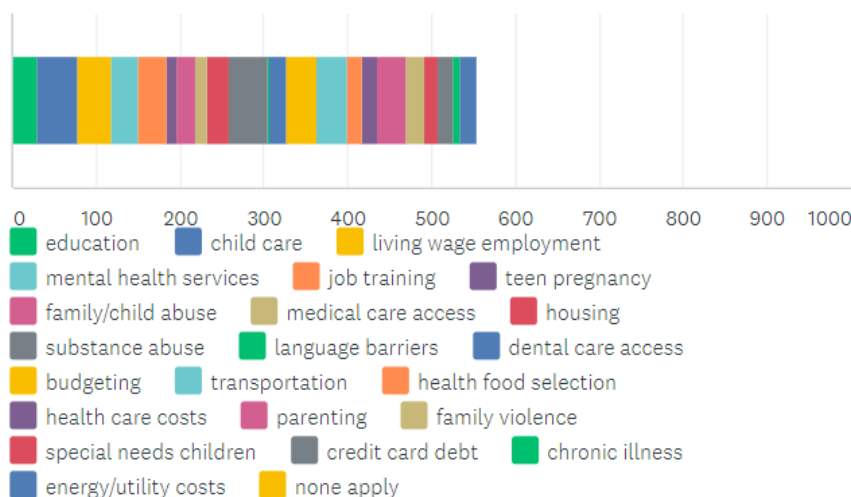
Needs of Low-Income to be Self-Sufficient

Top 5 Responses:



Employment (78%)
 Job Training (66.7%)
 Education (66.7%)
 Substance Abuse Treatment (68%)
 Childcare (71.7%)

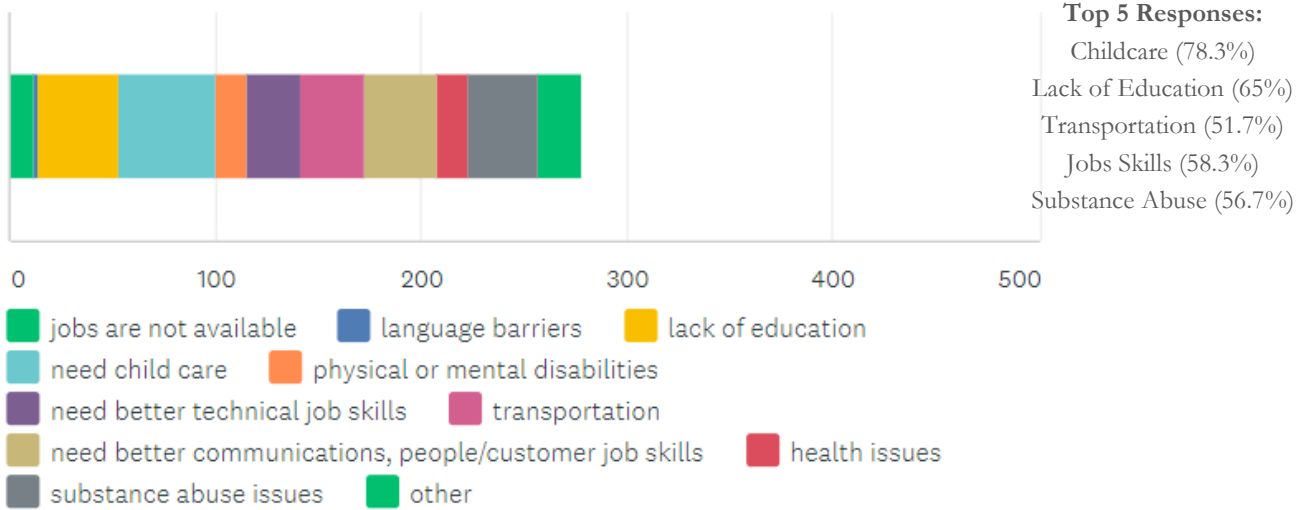
Greatest Challenges for Low-Income



Top 5 Responses:

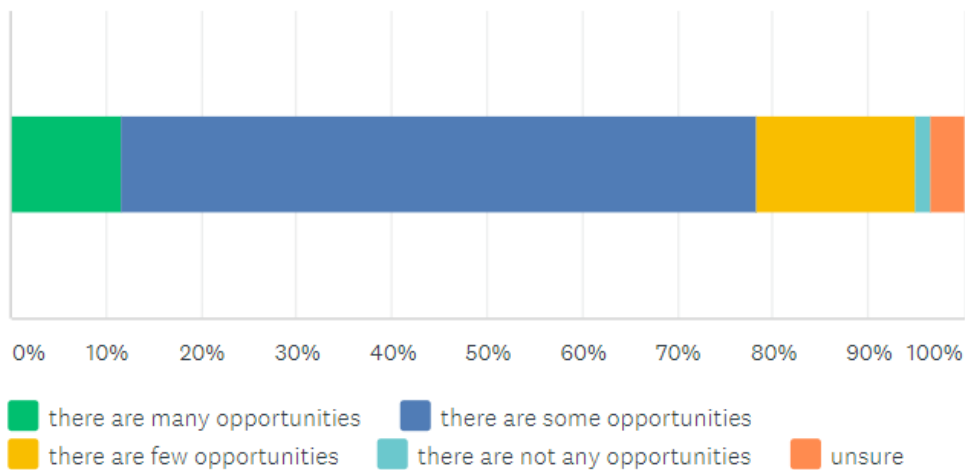
Childcare (80%)
 Living wage employment (65%)
 Substance Abuse (78%)
 Transportation (61%)
 Budgeting (58%)

Employment Barriers



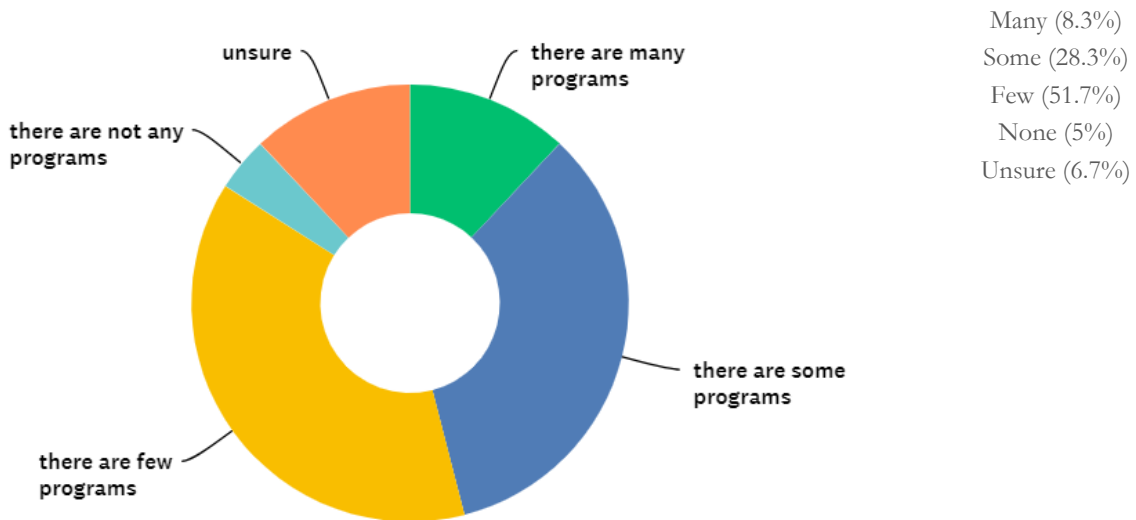
Are there Full-Time Living Wage Opportunities Available?

Many Opportunities: 11.6%
 Some Opportunities: 66.7%
 Few Opportunities: 16.7%
 No Opportunities: 1.7%
 Unsure: 3.3%



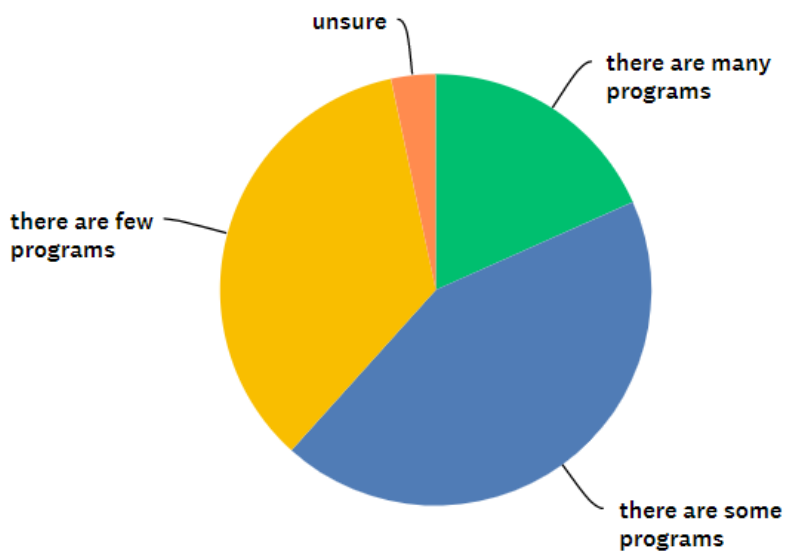
Childcare was identified as one of the top 5 needs and/or barriers for low-income families.

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



Are there Pre-School programs (including Head Start) for low-income families available in your community?

Many (18%)
Some (43%)
Few (35%)
None (0%)
Unsure (3.3%)



2021 Community Member Responses in Subject Matter Experts Interviews

We have continued to collect qualitative data for our Community Needs Assessment through conducting subject matter expert interviews throughout our 6-county service area. There was a common theme among the interview's responses regarding the needs and roadblocks for the low-income. The following will outline the qualitative data collected to analyze the "Why" behind the need or roadblock.

Employment

- LACK OF LOCAL LIVING-WAGE JOB OPPORTUNITIES
- MUST TRAVEL 30(+) MILES TO LIVING-WAGE JOBS
- UNAFFORDABLE/NO CHILDCARE
- LACK OF EDUCATION/JOB SKILLS

Education

- HIGH COST OF HIGHER EDUCATION
- LACK OF CAREER COUNSELING
- LACK OF ENCOURAGEMENT TO COMPLETE

Childcare

- HIGH COST OF QUALITY CARE
- LACK OF EVENING/WEEKEND AVAILABILITY
- NOT LOCATED IN CONVENIENT LOCATIONS

Substance Abuse/Mental Health

- SELF-MEDICATING MENTAL ILLNESS
- LACK OF TREATMENT FACILITIES
- LACK OF MENTORING FOR YOUTH

Transportation

- LACK OF RELIABLE VEHICLES
- LONG COMMUTES FOR LIVING WAGE JOBS
- LACK OF PUBLIC TRANSPORTATION FOR OUT OF TOWN

In every county of the CAPCIL service area the subject of lack of motivation was discussed in some way. This discussion ranged from welfare enabling, poor lifestyle choices, welfare work exemptions, lack of desire to change, or lack of family engagement/mentoring. The CAPCIL service area has a high rate of generational poverty. Many of our customers want to provide a better life for themselves and their families, but they do not know what that better life looks like? How can you dream of owning your own home when all you have experienced is a public housing complex?

And does growing up in poverty affect the way you think and behave?

The Hand Up Project

Upon review of the data collected through the Community Needs Assessment, it appears that the self-sufficiency programming offered meets both the wants and needs of the customers. At the surface level it is logical to think that in order to “break free from the cycle of poverty”, one must get and keep a job, continue their education, create a financial plan, and build wealth. So, if CAPCIL is offering a bundle of necessary services, why are the services underutilized? The question then becomes, what are we as an agency missing?

It was suggested that we were trying to fight poverty at the surface level, not at the actual root cause. So, we took Strategic Planning as an opportunity to conduct a root cause analysis to identify the **Why?** The mindset of the customer living in poverty was identified as the root cause we want to address. Scientific research supports the idea that poverty impairs the development of the executive function in the brain. According to the Center on the Developing Child at Harvard University, “executive function and self-regulation skills are the mental processes that enable us to plan, focus attention, remember instructions, and juggle multiple tasks successfully. The brain needs these skills to filter distractions, prioritize tasks, set and achieve goals, and control impulses.”

As human beings we are born with the potential to develop these skills, so what happens when the support needed to build these skills is not provided? Well, the result is that the critical skills never develop. Beth Babcock, EMPATH CEO and Frontiers of Innovation associate, has shared successes of new coaching models that allow clients in poverty to practice and rebuild their executive functioning skills. We believe with work, every person possesses the capacity to change their frame of mind to allow oneself the ability to take ownership of and understand their circumstances, develop critical thinking skills, thus resulting in the ability to make better future choices.

To support this endeavor, the service of case management will be approached from a “coaching” perspective. Each Head Start and Hand Up Project participant will be assigned a Personal Development Coach and will be introduced to the “Grow Me” concept. The “Grow Me” is 52 weeks of enriching activities that provide opportunities for the customer to evolve and learn how to set themselves up for future successes. Each week has 4 components, the “Grow Me” concept (theme for the week), the “Seed” (learning goal), the “Science” (supportive research), and the “Cultivation” (activity). The coaches will have weekly connections with the participants to encourage them to get to a place where they are able to develop personal goals that are driven through internal motivation.

It is the hope through this process that the participants learn that they are not assigned a place in life and that they can chart their own course. That they recognize growth produces wins, but also brings pain, and that they accept both. That they choose to meet challenges with curiosity, develop their character, and focus on what they generate not the amount of time they put in. The growing process will prepare the customer to realize the value of Career Readiness, Financial Literacy, and continuing their education thus leading to an increased participation rate in the classes.

Statistics

The following section will analyze the changes in the demographic and statistical characteristics of CAPCIL's six county service area. The outcome statements and intended work programs are then developed according to the needs indicated.

To obtain the following data, CAPCIL relied upon the US Census Bureau, American Community Survey (ACS) to determine the community need of the service area.

Demographic Analysis

CAPCIL's service area consists of six rural areas stretching across the middle portion of the state. These counties include DeWitt, Fulton, Logan, Mason, Menard, and Piatt.

According to the 2019 ACS, the population for each county in CAPCIL's service area is as follows:

DeWitt-15,638 Fulton-35,092 Logan-29,003

Mason-13,621 Piatt-16,401 Menard-12,306

A total of 122,061 persons live within the 3175 square miles of this service area. Many communities within CAPCIL's service area have less than five hundred residents. The total population for the service area declined at a rate of -7%, decreasing from 131,120 persons in 2000 to 122,061 persons in 2019.

According to the 2019 US Census Bureau, the population of children ages 0-4 for each county in CAPCIL's service area is as follows:

DeWitt-844 Fulton-1649 Logan-1,566 Mason-695 Piatt-984 Menard-677

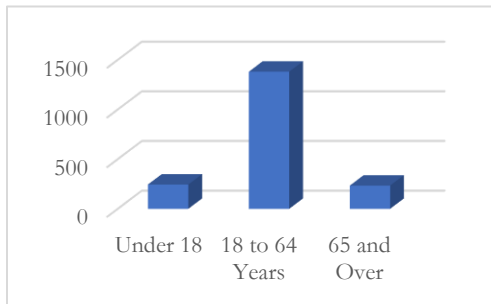
Below are the race percentages as reported during the ACS 2019. The majority of the CAPCIL service area is predominantly White, Black, or Biracial.

White- 94.9%

Black- 2.17%

Asian- .32%

Biracial- 2.1%



Disability data is not widely available for our service area. According to CAPCIL’s internal data 14.39% of the population that we served as an agency in 2020 reported a disability. Below is a graph based on the number of SSI recipients in our service area in 2019 provided by the Social Security Administration.

The Head Start program is available to all children 0-5 years of age that are currently in the Foster Care System. In 2020, there are currently 18,614 children (0-21 years of age) in foster care in the State of Illinois either residing in traditional foster homes, relative placements, group homes, or institutions. According to the State of Illinois the number of children currently in the foster care system for each county in CAPCIL’s service area is as follows:

DeWitt-51 Fulton-151 Logan-79 Mason-71 Piatt-45 Menard-27

The data below identifies the languages spoken at home in our service area. The statistics obtained through US Census data indicate that English is the predominate language spoken in the homes within our service area. Below are statistics of the percentage of Bilingual and non-English speaking homes in the service area per county.

DeWitt-3.4% Fulton-3.7% Logan-4.6% Mason-1.6% Piatt-2.9% Menard-1.6%

Poverty Rate

According to the 2019 census the national average of those living in poverty is 10.5% for all people. The statistics for the CAPCIL service area show that those living in poverty (10.67%) are below the state (11.5%) average. County poverty rates for CAPCIL’s service area per census data for 2000 and 2019 are as follows:

100% of Poverty Level 2000

DeWitt-1,560 individuals/9.5%

Fulton-3,950 individuals/11.1%

Logan-2,800 individuals/10.5%

Mason-1,727 individuals/10.9%

Menard-1,079 individuals/8.7%

Piatt-965 individuals/6%

100% of Poverty Level 2019

DeWitt- 1800 individuals/11.3%

Fulton-5156 individuals/14.7%

Logan-2,697 individuals/9.3%

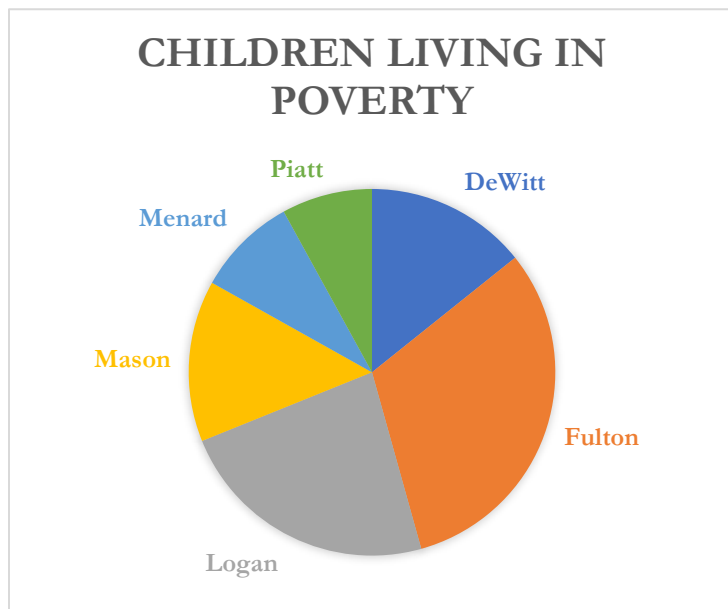
Mason-1,948 individuals/14.3%

Mendard-1,144 individuals/9.3%

Piatt-853 individuals/5.2%

According to the 2019 IDPH, the number of births per CAPCIL service counties and race are as follows:

	Total Births	NH White	NH Black	NH Other	Hispanic
DeWitt	166	152	5	3	6
Fulton	294	281	8	2	3
Logan	278	263	9	2	4
Mason	142	137	2	0	3
Menard	120	115	2	0	3
Piatt	177	172	2	1	2



There are 3705 children (ages 0-17) living in poverty in the CAPCIL service area. The statistics below outline the number of children living in poverty in the service area per county:

- DeWitt-533
- Fulton-1,174
- Logan-868
- Mason-532
- Piatt-266
- Menard-332

This chart reflects the number of children from 0-4 years living in poverty according to the 2019 IECAM

	Age of Children 0-4 who live in poverty
DeWitt	229
Fulton	557
Logan	262
Mason	242
Menard	199
Piatt	152

Graduation Rate

Demographic data that analyzes family types and educational attainment levels is beneficial to CAPCIL’s research process regarding community needs. The statewide population without a high school level education is 11.7% according to the US Census Bureau. The percent of the population without a high school level education for CAPCIL’s service area is as follows:

DeWitt-8.94%

Fulton-11.94%

Logan-11.07%

Mason-11.17%

Menard-6.60%

Piatt-6.39%

Without a high school diploma or GED it becomes almost impossible to get a job with a living wage. Often there are free classes provided to help consumers prepare for GED testing, but the test modules can cost up to \$200. This is a roadblock facing many of our consumers, because they cannot front the cost of the test.

Educational Opportunities for Ages Birth to Five

The chart below indicates the Child Care Capacity per county in our service area.

	ISBE/PFA	Head Start	Licensed Centers (3-5)	Licensed Exempt Centers (3-5)	Family Child Care Homes (3-5)	Early Head Start	Licensed Centers (0-3)	Licensed Exempt Centers (0-3)	Family Child Care Homes (0-3)
DeWitt	180	34	0	40	31	8	0	0	34
Fulton	345	99	206	19	8	29	163	0	17
Logan	40	71	38	36	44	36	37	0	60
Mason	252	40	57	0	10	8	21	0	17
Menard	140	15	80	0	48	9	50	0	35
Piatt	165	19	90	0	23	0	51	0	16

Total number of 0-4 years in CAPCIL service areas are as follows:

Dewitt- 844 Fulton- 1649 Logan- 1566 Mason-695 Menard-677 Piatt-984

The Head Start and Early Head Start programs currently service the following % of the 0-4 year-old population in each county in our service area:

DeWitt-4.9% Fulton-7.8% Logan-6.8% Piatt-1.93% Mason-7% Menard-3.5%

Transportation

Transportation continues to be in the top 5 list of barriers for the low-income in the communities served. This barrier is addressed by the agency in two ways: The Hand-Up Project and CAPCIL Transit. The Hand-Up Project supports customers to explore the root cause of why they are having transportation issues and then resolve the problem through goal setting. The agency also continues to provide CAPCIL Transit On-Demand services in both Logan and Mason Counties for the senior and disabled populations, with the public side of transportation being administered by another provider. CAPCIL Transit receives funding from Area Agency of Aging Lincolnland, the United Way, Eaton, the Logan County Tax Referendum, as well as various donors. The program offers rides to all seniors for a suggested donation only. CAPCIL Transit is still able to provide services to anyone at a low rate if the transport does not take away from the

senior citizen population. CAPCIL Transit maintains service contracts MOU's with the local Veteran Services and Abraham Lincoln Memorial Hospital's Senior Solutions program. CAPCIL Transit will begin receiving funding through the FTA to expand services for out of town medical appointments. For 2020, CAPCIL Transit provided 2,586 transports in Logan and Mason Counties.

Energy Assistance

CAPCIL is the provider for 5 of the 6 counties in our service area for Energy Assistance Programs (LIHEAP, Weatherization, and PIPP). In Fulton County, the local health department administers the Program. 72% of the customers surveyed stated that getting financial assistance with utility bills is the basic need that they and their family could use help with. 54% of the customer base surveyed had received energy assistance services within the last year.

Energy Services began work in 2018 to bring Weatherization back to the agency in its entirety. These efforts were successful and in 2019 Weatherization services began being administered in house. The LIHEAP program in 2020 served 2350 households in the five-county service area. The PIPP program enrolled 439 households allowing those them to have more affordable monthly energy costs.

Additional funding received through the LIHEAP and CSBG Cares Grants will provide additional energy assistance to families that have been affected by the COVID-19 pandemic. These programs will be provided funding through September 2021.

The goal of the Energy Services Department is to assist participants with urgent energy needs, but also to partner with customers to break free from the cycle of poverty. This goal is achieved by offering every participant the opportunity to engage in the Hand-Up Project self-sufficiency classes..

Unemployment

The average unemployment rate for the six counties in CAPCIL's service area, according to the US Department of Labor, is 5.3%, which is lower than the state average (7.9%) Prior to 2015, CAPCIL had not played an active role in assisting consumers with gaining employment, with exception to our Foster Grandparent Program that offers a stipend to income eligible seniors. By offering job skills training classes, opportunities for work experience through volunteerism, and academic/training/GED scholarships we hope to assist in reducing these percentages over time.

Healthcare

Despite the implementation of the Affordable Care Act and the expansion of Medicaid in the State of Illinois in 2019, 9.2% of Illinois residents remain uninsured. The percentage of uninsured residents in CAPCIL's service area (4.23%) is lower than the state and national average: While all counties that are served have at least one health clinic and/or hospital in the county, there is a growing need for outpatient mental health and substance abuse services. All CAPCIL customers continue to have these needs met through referrals to other community resources.

Nutrition

There are several public assistance programs in the state of Illinois for food including DHS's SNAP program, and free/reduced lunch rates for school aged children. The USDA Food and Nutrition Service administers several programs that provide healthy food to children including the National School Lunch Program, the School Breakfast Program, the Child and Adult Care Food Program, the Summer Food Service Program, the Fresh Fruit and Vegetable Program, and the Special Milk Program. Administered by State agencies, each of these programs helps fight hunger and obesity by reimbursing organizations such as schools, childcare centers, and after-school programs for providing healthy meals to children.

The Head Start program operates in all 6 counties and these children receive all or a combination of breakfast, lunch, and snack. To be creditable, meals served to children must meet the Child and Adult Care Food Program meal pattern requirements.

The percentage of children who are involved with the Free/Reduced Lunch Program per county is as follows:

Logan-46%
Mason-51%
Menard-38%
Piatt-34%
Fulton-50%
DeWitt-47%

There is a total of 15,144 (20.8%) households receiving SNAP benefits in the CAPCIL service area. The percentage of individuals that receive SNAP benefits per county is as follows:

Logan-14.9% Mason-13.87% Menard-9.94% Piatt-5.7% Fulton-13.8% DeWitt-15%

CAPCIL's service area has multiple food pantries and/or food banks available for those in need. Since late 2017, CAPCIL has been taking a different approach to address the food insecurity issue in the service area through the development of the Dignity Isle Pantry. The Dignity Isle Pantry, previously located in DeWitt, Piatt, Mason, and Logan Counties, takes a co-op style approach, and allows for each family to have 2 emergency trips annually. The Dignity Isle Pantry will be expanding across the entire CAPCIL service area in 2022 to allow for increased access for our customers. access to the pantry is provided by way of the Volunteer Services Department. For every 2 hours that a co-op member gives to the agency, they receive an "85 point" shopping trip in the pantry. Volunteer hours can be earned through performing various activities at the agency or by participating in the Hand-Up Project classes. This co-op style approach is designed to educate and encourage food stability for those who face food insecurities and desire opportunities for self-sufficiency.

The food co-op service provided by CAPCIL continues to be a resource to the local communities. CAPCIL relies on the donations of churches, clubs, schools, individuals, and other service organizations to keep the shelves of the food pantries stocked. CAPCIL is also a recipient of products through Midwest Food Bank as well.

The Senior Nutrition program provided by CAPCIL is an essential program to both Logan and Mason Counties. Senior Nutrition prepares and delivers 5 nutritionally balanced meals each week to home bound seniors and disabled individuals age 60 and over. Congregate sites also provide an opportunity for seniors and the disabled age 60 and over to meet in a social setting to share a meal. The congregate meals occur Monday through Friday at the advertised sites in both Logan and Mason Counties. For some seniors, these 5 meals are the only meals with adequate nutrition that they receive each week. During the COVID-19 pandemic, Congregate Meals services were suspended. Those individuals involved with the Congregate Meal program were transitioned to the Home Delivered Meal program to continue services. The Congregate Meal sites will open back up in accordance with state mandates.

Housing

Many households are spending an excess of 40% of their income on housing, and then must do without when it comes to other life essentials and financial obligations which leads to a life driven by financial crisis. CAPCIL works with Housing Directors, Realtors, and Landlord Associations to advocate for the low-income through referrals. CAPCIL continues to work with homeless prevention through the intake process by offering referrals to other programs in the service area. CSBG Cares grant funding will be utilized to provide rental and mortgage assistance to those affected by the COVID-19 pandemic through September of 2021. The average monthly housing cost in the service area is as follows:

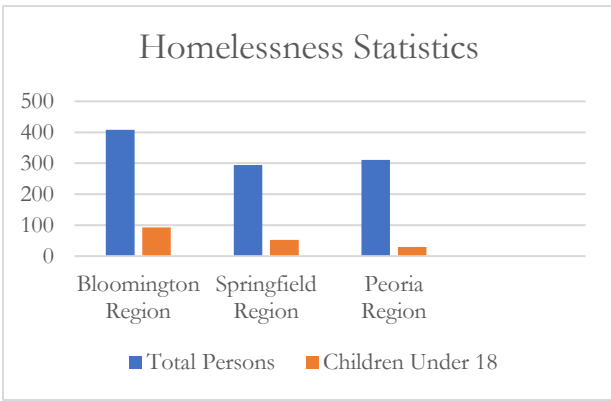
Fulton-\$646 DeWitt-\$629 Logan-\$689 Piatt-\$851 Mason-\$664 Menard-\$783

22% of CAPCIL customers who were surveyed in 2021 stated that they needed affordable housing that fits their family's needs. 25.6% of customers surveyed stated that in the past year their household's income decreased. The median household income in the State of Illinois is \$69,187, which is far from the average CAPCIL client income of \$0-20,000 a year. The median household income in the Community Action service area is as follows:

Fulton-\$51,643	DeWitt-\$55,587	Logan-\$57,308
Piatt-\$70,849	Mason-\$48,417	Menard-\$74,684

CAPCIL is taking a different approach, an approach that promotes self-sufficiency and not becoming dependent on public housing assistance. If consumers engage in the CSBG life-cycle, change the way they view poverty, and increase their income to a living wage, they will be able to afford the non-subsidized rental units available and no longer experience the effects of being cost burdened.

The statistics obtained to report on the homeless population in the service area were obtained through HUD 2020 Continuum of Care. These statistics lump the State of Illinois statics into regional areas. Below is a chart of the regions in which CAPCIL's service area falls.



When addressing homeless situations, staff perform a screening of the family’s income and expenses to refer the customer to the proper resource and to identify underlying factors that lead the family to crisis. CAPCIL will continue to offer information and referral to those seeking rental and mortgage assistance, as well as offering them an opportunity to engage in the Hand-Up Project self-sufficiency classes.

Description of the Service Delivery System

Overview

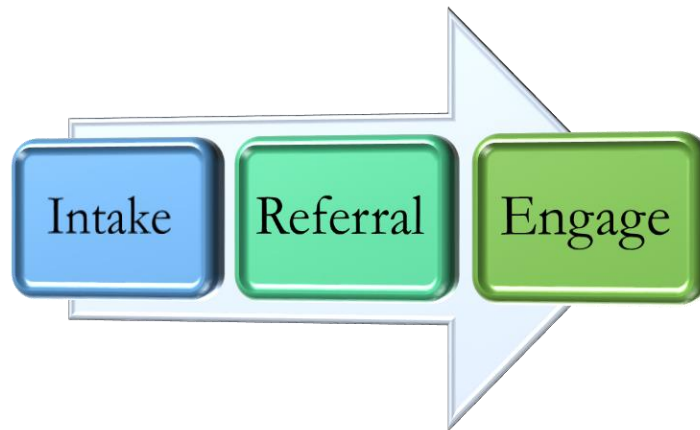
Our focus is to link families with appropriate services and to provide dedicated support, opportunities for growth, and coaching systems on the consumer’s journey to self-sufficiency. CAPCIL has a single point of entry for all consumers and supports them with appropriate services based on eligibility, interest, and need. We provide eligible consumers with a dedicated support worker through the Personal Development Coach role focusing on a holistic approach to combat poverty and its roots.

CAPCIL has established working agreements and networks within each of its 6 counties. When a consumer’s need is beyond the scope of work provided by CAPCIL, these agreements assist staff in providing consumers with information and referrals to other agencies. CAPCIL partners with entities such as the Salvation Army, Churches, Chambers of Commerce, community groups, WIOA, etc. to provide the very best resources and options for our consumers. CAPCIL’s networking approach has led to more collaboration as well as less duplication of services.

CAPCIL continues to improve its Service Delivery model to meet and exceed the assurances. The process continues to be efficient, specific, outcome-driven, and integrated for maximum efficiency.

Intake

The Client Intake Process remains the single point of entry for all customers at CAPCIL. The Intake Coordinator determines the appropriate action for all incoming calls and visits based on the information provided by the customer. The Intake Coordinator updates the client/household information in CAP60 or creates a CAP60 profile. Referrals are then generated to the appropriate Program Intake Coordinators. If LIHEAP, PIPP, or Transportation appointments are needed, the Intake Coordinator schedules those appointments. Additional referrals(internal and external) are also provided to the customers based on the customer’s needs and/or request for services.



**Service Provider
Engagement**



Case Management services are provided to those customers who are either participating in CSBG services OR are enrolled in Head Start/Early Head Start services. The case management services are provided from a coaching perspective by way of the Personal Development Coach (PDC) role. Eligible customers are linked with a PDC at which point a Comprehensive Assessment is completed to determine a baseline of family functioning prior to the implementation of personal development services. Routine connections between the PDC and customer begin along with the introduction to the “Grow Me” application. During this 52-week growing journey the customer will engage in activities that promote self-exploration, accountability, and personal growth to prepare them to make better choices in the future. The customers will continue to have the opportunity to engage in the additional self-sufficiency classes offered to help them achieve the goals they have established for themselves.

Description of Linkages

It is the responsibility of all CAPCIL staff to provide applicable resources for the customer, and the customer’s responsibility to utilize the resources provided. Community Action continuously reaches out to maintain a comprehensive list of faith-based organizations, education providers, health/mental health providers, and other social services agencies in order develop, maintain and support the work of our collaborative partners. We currently have 424

collaborative partners in our database, that are available to all staff to utilize. Utilization of the Cap 60 database enables the agency to track all internal and external referrals provided to the customer base. In 2020 there were 5,710 internal and external referrals completed. Many of our collaborators have signed Memorandums of Understanding and/or Linkage Agreements that are revisited every 3 years, but automatically renew annually unless otherwise specified. In each of our Collaborative Partners entry, we include the following: Name of the Organization, Contact Information, Counties serviced by the Agency, Description of Services available, contact person's email, and Notes that help to best use the services.



Coordination

CAPCIL partners with other agencies to provide essential services to the families and individuals within our service area. Cooperative relationships continue to exist between the Illinois Department of Human Services, Workforce Innovation and Opportunity Act (WIOA), Housing Authorities, schools, local Mental Health, Salvation Army, Illinois Department of Public Health, Illinois Department of Children and Family Services, faith-based organizations, and many other service providers. The sharing of information regarding the services they provide and the needs of the clients they serve is important. This is a way of assuring how both the short and long-term needs of the low-income population are met. Interaction between all organizations is essential for a coordinated service delivery system. This interaction helps to eliminate duplication of services and ensures comprehensive care for the low-income population.

The centralized database, CAP 60, is customized to meet the needs of our agency with an emphasis in Self-Sufficiency, Outcomes, and Productivity. The Intake Process continues to allow us to focus on the customers, gain a comprehensive understanding of their family dynamic and economic status, and to properly refer them to providers both inside and outside CAPCIL.

The Hand Up Project

Once a consumer has been referred to the Hand Up Project, the Personal Development Coach then schedules and conducts the Intake appointment. At the appointment, qualification is determined, documentation collected, and the assessment process begins. The Personal Development Coach also explains in detail the Hand Up Project, the courses offered, and the “Grow Me” concept. If the consumer agrees to the commitment required by the Hand Up Project, then a formal case and services are established with a Personal Development Coach. The role of the Personal Development Coach is to work with customers to teach them how to develop the critical skills necessary to set them up for a successful future.



This journey begins with a Comprehensive Assessment that is utilized by both the customer and the Personal Development Coach. The customer utilizes the assessment scores to identify 2 areas of their life that they want to focus on improving. The Personal Development Coach then provides referrals as necessary for the customer to achieve the goals they have established for themselves. The Personal Development Coach and the customer will work together through the 52-week “Grow Me” application activities while connecting on a regular basis.

CAPCIL utilized the Community Assessment and Focus Group meetings to determine gaps in services as well as existing assets in our service area. The CSBG Services offered at CAPCIL continue to fill those gaps and rely heavily on the collaborative relationships with Faith-based organizations, business partners, education providers and other social service agencies.

Description of Innovative Community and Neighborhood-Based Initiatives

CAPCIL is committed to reviewing and reevaluating its Community Information Profile. We complete an annual assessment that allows us the opportunity to reexamine the evolving needs in our service communities. The assessment includes both a demographic examination, quantitative data obtained from authoritative sources like the US Census Bureau and the US Department of Labor. An additional tool that CAPCIL uses to stay attuned to the community’s

needs is to have an Agency-wide commitment to participating in local community service boards.



Interaction between employees of the various state agencies and other providers working with client families are regarded as essential. These inter-agency meetings bring representatives of social service organizations together on a regular basis to discuss activities and facilitate an open communication system.

Collaboration, coordination, and cooperation between social service providers are vital in rural areas as resources are often scarce. CAPCIL participates in a variety of local

groups throughout the service area designed to facilitate a coordinated approach towards social services. These partnerships, coordinating councils and coalitions, exist for sharing information between agencies and maximizing the total resources and effect we can have on our communities. CAPCIL’s staff are encouraged to participate on local boards and committees who have missions consistent with that of CAPCIL. Information on the activities of these groups is shared with program directors and is disseminated to appropriate CAPCIL staff members.

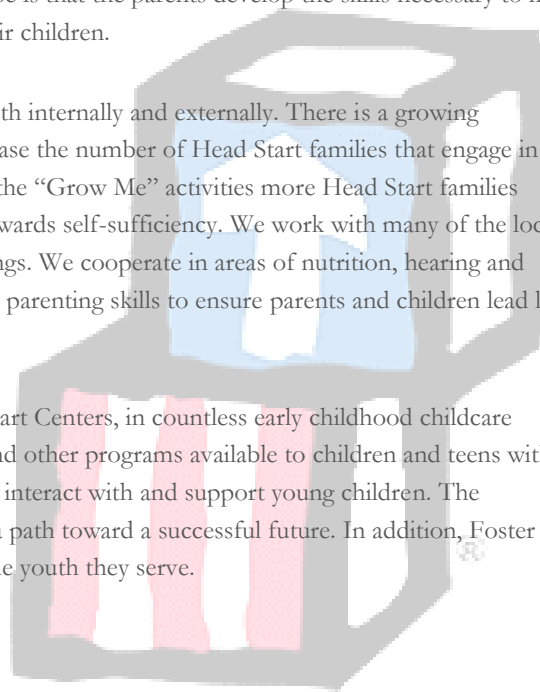
Youth Programming

Our Head Start Programs are offered throughout the 6 counties in our service area. Head Start will have a total of 12 Centers serving the 3-5-year-old population in both full and half-day settings. Early Head Start services will continue to be provided in both a home-based and center-based option for the 0-3-year-old population as well as pregnant mothers. There are 4 classrooms for center-based services and home-based services are available in 3 out of the 6 counties.

The Head Start program offers educational services to the enrolled children, but the program also services the entire family through the Family and Community component. This unique approach not only provides quality education to prepare the child to enter the traditional school district, but also supports the family to achieve/maintain a self-sufficient lifestyle. All Head Start families will be paired with a Personal Development Coach and will be introduced to the “Grow Me” application with weekly activities and connections. The hope is that the parents develop the skills necessary to make positive life choices and then model those healthy habits for their children.

We have countless partnerships forged through this program both internally and externally. There is a growing relationship between Head Start and CSBG. The goal is to increase the number of Head Start families that engage in the Hand-Up Project. The hope is that with the implementation of the “Grow Me” activities more Head Start families choose to participate in the Hand-Up Project classes to work towards self-sufficiency. We work with many of the local school districts to assist with Health and developmental screenings. We cooperate in areas of nutrition, hearing and vision support. Head Start promotes adult literacy and proactive parenting skills to ensure parents and children lead lives as lifelong learners.

Our Foster Grandparent Program has volunteers in the Head Start Centers, in countless early childhood childcare centers, YMCA organizations, Church after school programs, and other programs available to children and teens with disabilities. The Foster Grandparent Program enables seniors to interact with and support young children. The participants provide the comfort and love that sets children on a path toward a successful future. In addition, Foster Grandparents also act as role models, mentors, and friends to the youth they serve.



Outcome

The CAP and Community Needs Assessment evaluated the needs of low-income households, addressed the resources that were available and identified new gaps and needs that are to be addressed. The outcomes below map out what CAPCIL, by means of work programs and outcome measures, will continue to do to alleviate these needs in our service area. The goals for each work program will address at least one National Performance Indicator as designed by the National Association for State Community Service Programs (NASCSPP).

The CSBG programs will continue to be used to fill gaps and services (identified as problem statements) that have a measurable impact on poverty. The achievements will continue to be monitored by both outcomes of the service plan and the achievement of the National Performance Indicators. The results will be documented, and Community Action will report the results quarterly.

The 2021 CSBG work programs and the intended outcome measure are listed according to the CSBG program categories:

Skills Training and Opportunities for Experience – NPI: 01.02 Unemployed adults who obtained employment (up to a living wage); NPI: 01.02.A Unemployed adults who obtained and maintained employment for at least 90 days (up to a living wage); NPI: 01.08.A Employed participants who increased income from employment through salary or wage increase; NPI: 01.08.B Employed participants who increased income from employment through hours worked increase; NPI: 02.08: Individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills

ACTIVITY that supports CAPCIL Agency Goals: Remove obstacles and problems that block the achievement of self-sufficiency for families and individuals who are attempting to transition away from entitlement programs.

This curriculum is designed to teach customers the integrity of having a job, become more self-sufficient and get out of poverty. These small group or individual sessions will cover the importance and motivation for work, discovering one's identifiable purpose, how to act and dress for an interview, how to write a resume, confidence building and much more. The objective of the sessions will be to learn the difference between a job and a career, explore one's natural strengths and skillsets, and choose a targeted career that fits their interests and lifestyle needs. Identifying a career path that they will enjoy will sustain motivation and interest as a lifetime tool.

Employment Strategies – NPI: C2.01.A.1 Number of jobs created to increase opportunities for the low-income

ACTIVITY that supports CAPCIL Community Goals: Small business job creation in the service area.

This 36-month community-based work program will form an Economic Development Coalition to ensure that small businesses receive advocacy, promotion and support in order to thrive in our service area and from that success create new jobs. CAPCIL will assist coalition members in building a business mission and defining customer base, help develop performance management systems that work in the small business forum, create and teach business process management systems that maximize efficiencies and increase profits, build knowledge in social media marketing practices, assist with e-commerce and retail endeavors, create and nurture apprenticeship and internship opportunities in small business communities, and help create new jobs.

Adult Education Program – NPI: 02.07 Individuals who obtained a high school diploma and/or obtained an equivalency certificate or diploma

ACTIVITY that supports CAPCIL Agency Goals: Provide an opportunity to achieve a General Education Degree to progress towards living wage employment or higher education.

As stated earlier in this assessment, many of our consumers never completed high school. Through CSBG we have provided a scholarship program to help consumers cover the costs of the testing modules to obtain their General Education Degree (GED) as well as obtaining their certificate/transcripts. For a customer to be eligible for the GED

scholarship they must be 1) income eligible for CSBG, 2) be engaged in at least 2 CAPCIL services and 3) attend the free GED tutoring offered through local community colleges or private entity.

Education Financial Aid Assistance –NPI: 02.11 Individuals who made progress to a post-secondary degree; NPI: 02.08 Individuals who obtained a recognized credential, certificate, or degree relating to the achievement of education or vocational skills

ACTIVITY that supports CAPCIL Agency Goals: Progress on the self-sufficiency journey by completing a vocational certification program or post-secondary degree to better the lives of the individual and their family.

CSBG Scholarship Program is offered to CSBG eligible consumers to obtain their certification/licensing/post-secondary education. This scholarship can be used toward tuition, books, travel, or anything needed to help them advance in their education. For a customer to be eligible for the scholarship they must be income eligible for CSBG and be engaged in at least 2 CAPCIL services.

Training and Counseling Services – NPI: 03.01 Individuals who achieved and maintained capacity to meet basic needs for 90 days; NPI: 03.04 Individuals who increased their savings; NPI: 03.08 Individuals engaged with the Community Action Agency who report improved financial well-being; NPI: 03.03 Individuals who opened a savings or IDA

ACTIVITY that supports CAPCIL Agency Goals: Make better use of available income.

This program will address the influence and value of money that doesn't seem to be an understanding among our customers. Basic money concepts targeting budgeting and managing debt, start and/or increase their savings, and assisting them in becoming financially independent with a dose of optimism. The objective of the sessions will be to understand, create, implement, and maintain a budget for financial growth. This financial lens will also cover goals for a self-sufficiency targeted outcome decreasing dependency on public aid programs.

Referrals- NPI: 06.01C Community Action program participants who gained other skills, knowledge and abilities to enhance their ability to engage

ACTIVITY that supports CAPCIL Agency Goals: Obtain assistance through CAPCIL grants, or other means to meet immediate and urgent family and individual needs.

CAPCIL provides assessment, information, and appropriate referrals to internal and external resources for all customers. Once customers are enrolled in CSBG services we will determine if they are also eligible for WIOA services.

Agency Capacity Building Activities – NPI: 00.02 Hours of Agency Staff in capacity building activities

ACTIVITY that supports CAPCIL Agency Goals: Preparing the agency for the future.

To continue to flourish and serve our consumers to the best of our ability, we must have fully equipped staff. CAPCIL has been involved in strategic planning sessions, training seminars, and applicable professional development. CSBG staff will continue to receive trainings and certifications to effectively administer CSBG work programs.

Case Management - NPI: 05.02 Individuals who demonstrated improved physical health and well-being

ACTIVITY that supports CAPCIL Agency Goals: Improve family functioning through supportive services.

CAPCIL offers Case Management Services for CSBG and Head Start clients through the Personal Development Coach (PDC) role. The objective of this work program is to establish personal development relationships and assist CSBG/Head Start families in everyday life challenges. Using a brain science approach with personal sessions, assessment materials and web-based tools, the Personal Development Coaches will raise a standard of restored change in essential life skills training with these families.

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Appendix

2021 Survey Data

2021 Subject Matter Expert Data