

**COMMUNITY SERVICES BLOCK GRANT
2016 PROGRAM YEAR COMMUNITY ACTION PLAN
COVER PAGE AND CERTIFICATION**

TO: Illinois Department of Commerce & Economic Opportunity
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CERTIFICATION OF COMMUNITY ACTION PLAN AND ASSURANCES

The undersigned hereby certifies that this complies with the CSBG Assurances and Requirements of this 2016 Community Action Plan. This CAP has been authorized by the Executive Council Committee and IGD Executive Director on behalf of the Advisory CAA Council.



Council Chairperson

August 27, 2015

Date



Executive Director

8/31/15

Date



St. Clair County Community Action Agency 2016 Community Action Plan

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PY 2016 COMMUNITY ACTION PLAN

**Approved by St. Clair County Community Action Agency
Executive Council Committee on
August 27, 2015**

ACKNOWLEDGEMENTS

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TABLE OF CONTENTS

Background	4
Plan Covered Period	4
Service Area	4
Community Action Plan Summary	4
Fiscal Responsibility	6
Advisory Council	7
Demographic Data	7
Statistical Data	8
Program Components	13
Needs Assessments	23
Service Delivery	24
Community Linkages	24
Coordination	28
Innovative Community & Neighborhood-Based Initiatives	29
Youth Programming	29
Outcome	30
Work Programs	31
Attachment A	St. Clair County Needs Assessment Survey 37
Attachment B	St. Clair County Follow-Up Survey 39
Attachment C	St. Clair County Prof. Needs Assessment Survey 40
Attachment D	St. Clair County SCCAA Board Demographic Survey 41
Attachment E	St. Clair County SCCAA Board Prog. Questionnaire 42
Attachment F	St. Clair County SCCAA Intake Form 43
Attachment G	United Way Illinois 2-1-1 Numbers to Know-St. Clair County 44
St. Clair County Demographics and Customer Data	47
Table 1.	St. Clair County Population by Gender 48
Table 2.	Age Range 49
Table 3.	Gender 49
Table 4.	Race/Ethnicity 50
Table 5.	Family Type 50
Table 6.	Disabled 51
Table 7.	Veterans 51
Table 8.	Needs Assessment 52
Table 9.	Educational Attainment 52
Table 10.	Summer School Tuition Results 53
Table 11.	Summer School Parent Responses 54
Table 12.	St. Clair County Follow-Up Survey Responses 55
Table 13.	St. Clair County Follow-Up Survey Responses (Cont.) 56
Table 14.	Professional Needs Assessment 57

ST. CLAIR COUNTY COMMUNITY ACTION AGENCY

PY 2016 COMMUNITY ACTION PLAN

AGENCY BACKGROUND INFORMATION PROFILE

The St. Clair County *Community Action Agency* (SCCAA) is a non-profit organization. This Agency develops and implements various Community Action Programs funded through the Community Services Block Grant (CSBG) Program. In 1983, the *Community Action Agency* formed a unique relationship with the St. Clair County Government to alleviate the impact of poverty at the local level and to support people with low-incomes to improve the quality of life and move low-income people toward self-sufficiency. This Agency entered into a management agreement with St. Clair County Governance that designated the St. Clair County Intergovernmental Grants Department as the administrator that provides the overall leadership, policy guidance, coordination, and support necessary to successfully manage St. Clair County *Community Action Agency* programs (CSBG, LIHEAP and IHWAP).

PLAN COVERED PERIOD

This plan will cover program year January 1, 2016 through December 31, 2016.

SERVICE AREA

The St. Clair County Community Action Agency serves the residents of St. Clair County, Illinois.

COMMUNITY ACTION PLAN SUMMARY

Community Action faces many challenges and opportunities as a social service agency. This Community Action Plan (CAP) is a broad document that will address key socio-economic indicators – income, employment, poverty, health, education, and public safety problems. Multiple instruments and resources were used to comprise the data collected to provide a summation of conditions and circumstances that warrants the need for services.

The Community Services Block Grant program is designed to provide a range of services to assist low-income people in attaining the skills, knowledge, and motivation necessary to achieve self-sufficiency. Typical services provided by SCCAA through the CSBG program are rental and mortgage assistance; childcare co-pay; food baskets; medical, dental and prescription vouchers; hot water heater repair/replacement; transportation; emergency hotel assistance; and vehicle repair/payment. These types of services provide low-income people with immediate life necessities, such as, food, shelter, health and safety, health care needs and services to sustain employment. Services provided by SCCAA help residents meet basic needs; acquire skills and financial literacy to stabilize households to become self-sufficiency. In addition, supportive services are provided to local communities through CSBG sub-grantees to reduce poverty. This effort is made by collaborating with local agencies to improve partnership capacity at achieving positive results while linking services and funding.

Eligible customer households must meet the 125% of the United States Department of Health and Human Services' Federal Low-Income Poverty Guidelines and CSBG program eligibility requirements. For reporting purposes CSBG staff is required to enter and track customers' demographic data into the STARS system to account for Intake and Referral and CSBG services. In addition, refer customers as needed to agencies that may be of assistance.

The Community Action Plan (CAP) strategy is to continue to increase the scope, availability, and methods of outreach to special service groups and other protected class groups and to continue to build stronger alliances with other community stakeholders that serve low-income population. The economic forecast for low-income constituents continues to be bleak, with a small indication of economic recovery. CAA's play a major role in rebuilding communities with resilience while changing lives and must continue to tell the stories of customers and families that have become self-sufficient because of the resources provided through CSBG programs. All news releases are published in local newspapers for public circulation. CSBG program information is shared with various social service agencies and other community stakeholders to inform constituents of available services.

SCCAA Development and Planning Committee comprised of staff and SCCAA Advisory Council members will be responsible for reviewing and evaluating proposed services. This committee will monitor programs success and take appropriate actions needed to achieve the national goals that are addressed in the Community Action Plan. In each work program component of CSBG, the committee will discuss linkages to other programs and services to meet the needs of a growing eligible population throughout the 47 municipalities that are within St. Clair County.

The Community Development Group is one of CSBG's internal partners. This group is responsible for CDBG/HOME and other associated Housing and Urban Development Programs that require multiple public hearings that are held to secure community input on the proposed Annual CAPER Plan. This information becomes part of the CDBG/HOME Annual Consolidation Action Plan for services that will be offered within County municipalities. At these hearings information about St. Clair County Intergovernmental Grants Department (IGD) programs, including CSBG, is shared with the general public for their input. CSBG analyzes its needs assessments that includes responses from customers, professionals, community stakeholders, advisory council to determine what programs and services are necessary or show improvement due to services provided through the CSBG program as addressed under the heading ***Needs Assessment***.

Without CSBG funding, the County would not be capable of providing comprehensive services to the target population and collaborate with partners to provide extensive services and or fill-gaps in services. The economic forecast has contributed to recurrences of similar conditions, including lack of funding for supportive services, underemployment, unemployment, home foreclosures, reduction in work hours, and the lack of affordable healthcare. The high cost of housing combined with low wages and rising costs for food and other basic needs place a great burden on the poor to survive with limited resources.

FISCAL RESPONSIBILITY

St. Clair County Governance has transparent and responsible management of finances. Formal policies and procedures are known and consistently adhered to by all staff members. Good internal

controls are in place to safeguard the assets. The Community Services Block Grant (CSBG) also provides funding for staff salaries and administration. There is strict compliance to federal and state regulations to ensure that costs are allowable, allocable, and necessary. St. Clair County operates in accordance with generally accepted accounting principles.

ADVISORY COUNCIL

St. Clair County Community Action Agency advised by a fifteen member tri-partite board; one-third of the board is elected public officials or their representatives; one-third is representatives of business, industry, labor, religion, welfare, education, or other major groups and interests in the community; one-third is customers who represent the poor in the area served. The tri-partite composition of membership provides for the actual problems experienced by the poor to be voiced by their representatives and responded to by the representatives of the business and local government.

The Community Services Block Grant's work programs are structured to meet the needs of a diverse County. The SCCAA Advisory Council input is crucial as they represent the targeted population that is served. As a stakeholder in the community, the SCCAA Advisory Council recognizes the significance of coordinating services through linkages with other social service agencies and service-providers to meet the needs of eligible customers. The SCCAA Advisory Council strategic planning and implementation approach for CSBG programs mirror the ultimate goal that is to improve the quality of life by aiding residents to become self-sufficient.

DEMOGRAPHIC DATA

St. Clair County is located in the southwest part of the State of Illinois, adjacent to the Mississippi River. Within view of the City of St. Louis, Missouri, St. Clair County has some of the highest concentrations of low-income households in the state. The northwest part of the county, adjacent to the Mississippi River is part of a geologically distinct area known as the "Great American Bottoms", the flood plain area for the Mississippi River. The municipalities in the lowland part of the county include: Brooklyn, National City, Fairmont City, Washington Park, East St. Louis, Sauget, Alorton, Centreville, Cahokia, East Carondelet, and Dupon. St. Clair County's bluffs, the area on the highlands above the

Mississippi, include the municipalities of: Collinsville, Caseyville, Fairview Heights, O'Fallon, Swansea, Belleville, Millstadt, Smithton, Freeburg, New Athens, Lenzburg, Marissa, St. Libory, Fayetteville, Mascoutah, New Baden, Shiloh, Lebanon, and Summerfield, as well as a large area of unincorporated land.

STATISTICAL DATA

The U.S. Census Bureau reported a St. Clair County population of 270,056 which represents a population percentage change of -1.2% St. Clair County and 0.4% Illinois population percentage change from April 2010 to July 2013. The county covers 674 square miles with a population density of 410 people per square mile, compared with Illinois population density of 231 people per square mile. Statistical data could have changed since this data was documented below. The following statistical information was abstracted from multiple sources to present the dire need for programs that will meet the needs of residents in St. Clair County.

EMPLOYMENT

Even for people making more than the minimum wage, there is a large gap between local wages and the cost of basic needs. "The June 2015 unemployment rate for the Illinois Section of the St. Louis Metropolitan Statistical Area fell to 6.1 percent from 7.9 percent in June 2014. The unemployment rate identifies those who are out of work and seeking employment. A person who exhausts benefits, or is ineligible, still will be reflected in the unemployment rate if they actively seek work. Historically, the Illinois unemployment rate is higher than the national rate. The data is not seasonally adjusted and includes times of both economic expansion and contraction." This data and information was captured from the *Illinois Department of Employment Security's Local Area Unemployment Statistics*. This chart represents the employment condition of St. Clair County compared to the State of Illinois.

[Employment \(heartlandalliance.org\)](http://heartlandalliance.org)

	County Value	IL Value	County Change	IL Change
Number of Unemployed Individuals, Oct 2014 ³	8,186	410,538	-29.5% Oct 2013	-0.3% Oct 2013

	County Value	IL Value	County Change	IL Change
Rank by Unemployment Rate (1=highest, 102=lowest), Oct 2014 ³	41	—	—	—
Unemployment Rate, Oct 2014 ³	6.6%	6.2%	-2.9% Oct 2013	-2.5% Oct 2013
Initial Unemployment Insurance Claims, 2013 ⁹	15,700	686,587	-4.5% 2012	-3.8% 2012
Average Quarterly Net Job Flow, 4 th Qtr 2012 to 4 th Qtr 2013 ¹⁰	-200	28,108	—	—

City-Data.com reported that St. Clair County industries provide the following type of employment: Professional, scientific, management, administration, and waste management services (16.9%); education, health and social services (20.3%); finance, insurance, real estate, and rental and leasing (17.7%). (http://www.city-data.com/county/St_Clair_County-IL.html)

Type of workers:

- Private wage or salary: 72%
- Government: 4%
- Self-employed, not incorporated: 23%
- Unpaid family work: 1%

Action In Place: There is a very small glimpse of economic growth in Southwestern Illinois despite of the slight decrease in unemployment rate. The CSBG's summer youth employment program provides youth ages 18-24 with practical job experiences within a formal work environment that exposes youth to career and educational opportunities. These youth has gone on to further their education and or employment opportunities. The St. Clair County Workforce Development Group offers Workforce Innovation and Opportunity Act (WIOA) programs at the Illinois Department of Employment Security facility in Belleville IL. WIOA provides the framework for unique workforce preparation and an employment system designed to meet both the needs of the job seekers and those who want to further their careers. Job Fairs are hosted by WIOA in partnership with prominent employers in the metro-east region to offer employment opportunities to St. Clair County residents. SCCAA added a new Skills Training work program to meet the need of job seekers to move them toward self-sufficiency.

HOME OWNERSHIP

Beginning in the early 1990's, a market for high interest rate lending to customers with poor credit history emerged in the credit industry. The rapid growth of this subprime market is largely due to competition in the credit industry, new measures of credit risk, securitization of loans, and the Community Reinvestment Act (CRA) (Litan, 2001). (<http://www.eslarp.uiuc.edu>)

In July 2015, the number of properties that received a foreclosure filing in St. Clair County, IL was 25% higher than the previous month and 2% higher than the same time last year. Home sales for June 2015 were down 46% compared with the previous month, and down 63% compared with a year ago. The median sales price of a non-distressed home was \$197,000. The median sales price of a foreclosure home was \$113,500, or 42% lower than non-distressed home sales. (<http://www.realtytrac.com/statsandtrends/il>)

Ongoing Action: The St. Clair County SCCAA and St. Clair County Intergovernmental Grants Department (IGD) have been a part of this movement to empower homeowners by providing supportive services to sustain their dwelling and stability. IGD has certified HUD Counseling staff and has a contract with Clear Point Housing Counseling Services to provide financial counseling, pre-purchase counseling, reverse mortgage counseling, and debt management solutions services for program applicants. St. Clair County SCCAA continues to assist homeowners who are hit hard by the economic and housing market downturn with mortgage assistance. In 2014, St. Clair County SCCAA incorporated an accountability initiative that requires customers to participate in a budget workshop and to contribute a 10% good faith sustainability payment toward their mortgage assistance payment. Customers have learned that having a household budget is not only a good idea, it is imperative. It puts customers in charge of managing their household finances.

EDUCATIONAL ATTAINMENT

Education can help to uplift the economic circumstances of any individual. This chart indicates an improvement between two academic years. We would like to attribute partial success to the CSBG Summer School Tuition program and other CSBG supportive services and linkages. This chart represents the education condition of St. Clair County compared to the State of Illinois.

Education (heartlandalliance.org)

	County Value	IL Value	County Change	IL Change
High School Graduation Rate for Low-Income Students, 2013-2014 academic year ¹	76.5%	78.5%	1% pts 2012-2013	5.7% pts 2012-2013
Funded Head Start Enrollment, 2012 fiscal year ¹¹	1356	36,244	9.4% 2011	-1.8% 2011
Percent Meeting or Exceeding Standards on the ISAT, 2013-2014 academic year ¹²	52.7%	58.2%	-0.8% pts 2012-2013	-0.4% pts 2012-2013
Average ACT Composite Score, 2013-2014 academic year ¹³	18.9	19.8	-0.3 2012-2013	0.1 2012-2013

Ongoing Action: Continue to work with schools, social service providers, and educational entities to promote education and empower residents to become self-sufficient. If applicable, eligible youth are referred to the St. Clair County Workforce Development Group to be assessed for WIOA core and or intensive services for continuing education or job readiness. Students are made aware of the CSBG Scholarship program as a resource.

POVERTY

Inequality is often a measure of relative poverty. The causes are numerous, including a lack of individual responsibility, policies, exploitation by people and businesses with power and influence, or some combination of these and other factors. Job creation in St. Clair County could significantly impact the poverty rate. This chart represents the poverty and income condition of St. Clair County compared to the State of Illinois.

Poverty & Income (heartlandalliance.org)

	County Value	IL Value	County Change	IL Change
Child Poverty Rate, 2013 ⁴	26.6%	20.6%	-2.5% pts 2012	0% pts 2012
Number of People in Poverty, 2013 ⁴	47,870	1,841,996	-3,180 2012	-5,375 2012
Median Household Income, 2013 ⁵	\$48,343	\$56,212	1.6% 2012	0.5% 2012
Bankruptcies per 1,000 People, 2013 ⁶	5.23	5.05	0.86 pts 2012	-0.17 pts 2012
BEST™ Annual Wage for a One Parent Family with a Preschooler and School Age Child, 2013 ⁷	\$64,646	\$73,472	—	—
Average Amount Poor Families' Income Falls Below the Poverty Line (i.e., mean income deficit), 2009-2013 ⁸	\$10,068	\$9,487	—	—

Ongoing Action: St. Clair County Community Action Agency works with internal and external entities to help ameliorate poverty in the St. Clair County area by offering educational programs and linkages to reduce the poverty level in area served. An internal partner Workforce Development Group provides employment resources that create job opportunities and training that leads to employment opportunities or job retention.

HEALTH

Health in the United States is very strongly correlated with income. Poor people are less healthy than those who are better off, whether the benchmark is mortality, the prevalence of acute or chronic diseases, or mental health. As a consequence, study of the physical and mental health of low-income populations has been a component of much Interdisciplinary Research on Poverty. (www.irp.wisc.edu)

All information included in this section has been extrapolated from the 50 Years Later: Report on Illinois Poverty for St. Clair County and the St. Clair County Health Department strategic plan 2012-2017. The Health and Nutrition report indicates that there is a significant high percentage of low-income residents of St. Clair County compared to the State that are not meeting the basic provisions to sustain life (health and nutrition). Adequate employment for low-income residents is a factor as well. Educational opportunities and job training programs will close the gap for low-income persons relying on SNAP benefits to sustain their families. This chart represents the health and nutrition condition of St. Clair County compared to the State of Illinois.

Health & Nutrition (heartlandalliance.org)

	County Value	IL Value	County Change	IL Change
Share of Families Receiving SNAP that have 1 or more Workers in Family, 2009-2013 ⁸	71.1%	78.2%	—	—
Health Uninsured Rate, Non-Seniors, 2012 ¹⁵	12.4%	14.6%	-0.8% pts 2011	-0.2% pts 2011
Percentage of Babies Born Low Birth Weight, 2010 ¹⁶	9.2%	8.3%	—	—
Percent of Children Eligible for Free or Reduced-Price School Lunch, 2013-2014 academic year ¹⁷	51.5%	57.1%	4.2% pts 2012-2013	2.9% pts 2012-2013
Food Insecurity Rate, 2012 ¹⁸	16.9%	14.2%	-0.2% pts 2011	-1% pts 2011
Child Food Insecurity Rate, 2012 ¹⁹	20.6%	21.6%	-0.6% pts 2011	1.1 2011

St. Clair County Health Department

The St. Clair County Health Department strategic plan 2012-2017 reported that “The Health Department is committed to the mission of public health, which is to fulfill society's interest in ensuring conditions in which people can be healthy.” Because of this commitment, the St. Clair County Board of Health (BOH) has adopted this assessment and plan as a guideline to assure that the Health Department is fulfilling the core functions of public health. These are the health problems that have been identified by the St. Clair County Health Department and identified by community assessment:

Top health problems and community issues (not ranked)

- Access to Healthcare
- Inadequate social support

- Obesity
- Mortality rates
- Poor Mental Health Days
- Sexually Transmitted Infections and Prevention
- Alcohol Abuse and Substance Abuse
- Teen Birth Rate and Infant Health
- Diabetes
- Tobacco Prevention
- Suicide
- Teen Pregnancy
- Children in Poverty
- Public Safety and Social Environment
- Violence Crime Rate

The cause-and-effect of health and community issues is clear that the County continues to face enormous challenges and there is a place for human services in this society. Poverty is multidimensional; impoverished people are deprived of services, resources and opportunities, as well as income.

Consensus must be formed to promote inclusive and sustainable human development and work to reduce poverty in all its dimensions. Lack of healthcare programs funding and healthcare health coverage continues to weigh on residents of St. Clair County. Continual investment in Community Action Agencies with adequate funding in education, health care, transportation, and workforce development is a lifeline for low-income persons.

Ongoing Action: Internal partnership with St. Clair County Health Department and St. Clair County Youth Coalition and other CSBG linkages promote collaboration efforts which maximize the resources and ensure that customers, families, and at-risk youth receive health and family services. CSBG program supports healthy lifestyles by providing medical, dental and prescription vouchers and food vouchers, youth programming, emergency services, health and safety, homeless aid, and support local food pantries that assist residents of St. Clair County.

The following program components, programming, and outcome measures are designed to assist low-income population to become self-sufficient and to evaluate the success of the programs. The Outcome Measure(s) for 8 categories are listed below:

PROGRAM COMPONENTS

1. Community Action Plan Summary

2. **Needs Assessment**
3. **Description of the Service Delivery System**
4. **Description of Linkages**
5. **Coordination**
6. **Description of Innovative Community and Neighborhood-Based Initiatives**
7. **Youth Programming**
8. **Outcomes**

The Needs Assessment provides detailed information regarding community and customer responses to the questionnaire that is a compilation of the major concerns that have been identified during the year. This data collection is important toward addressing the components of the CAP Plan.

Service Delivery System identifies service providers within our network, the types of assistance provided and what area of concern each provider will address.

Linkages are a necessity component for CSBG programs to help provide effective delivery of services to the low-income population. The process allows CSBG staff to connect with internal and external resources to provide customers with a range of service accessibility, such as, case management, referrals, and follow-up services.

Coordination ensures more effective networking and resource allocation both internally and externally. The networking opportunities with other agencies facilitate coordination of customer services to meet multiple needs. CSBG participation with local agencies, through multiple venues, enhances SCCAA's ability to offer wrap-around services as needed to the targeted low-income population.

Innovative Community and Neighborhood-Based Initiatives describes how CSBG funding will be utilized by SCCAA to support community and neighborhood based initiatives to promote self-sufficiency, remove barriers that have impact on the communities we serve. CSBG has bonded with neighborhood and community-based organizations to work collaboratively as partners to address the needs of eligible county residents.

Youth Programming describes how CSBG will form internal and external partnerships to provide youth programming. The emphasis of both programs will enable youth to attain the education and marketable skills needed to secure and retain employment within their chosen profession.

Outcomes detail the monitoring process of each work program component utilizing the Illinois Outcome Measure Directory. The CAP work program includes programs that are strategically aligned to meet the SCCAA's ultimate goal, which is to help customers and families become self-sufficient.

In support of our continued effort to provide needed assistance, the CAP will include the following programs: Economic Development, Education, Emergency Service, Housing, Linkage, Transportation Services, Nutrition, Youth Programs, and Prevention of Drug Abuse or Alcoholism. Each program is tailored to address a need within St. Clair County.

A. Employment: Skills Training

There are many who have lost jobs in this service area and there is less job opportunities for those with limited education/skills and employment barriers. In St. Clair County there is a low-income working population; however, they lack stable affordable housing, livable wages, health insurance, and access to services.

St. Clair County SCCAA Skills Training program will assist low-income residents with obtaining a Commercial Driver's License (CDL) permit. This program consists of an in-depth four-week training course, in which participants will learn operational procedures for driving a Class truck that will include Classroom Instruction and Field Instruction. The Classroom Instruction will cover how to prepare for the written portion of the CDL exam and how to safely and expertly drive a commercial vehicle and the Field Instruction component will consist of one-on-one training in a commercial vehicle. This program will allow residents to compete for employment with a professional training certification in a growth occupation field.

B. Education: Other Education Projects

St. Clair County provides \$1,000.00 scholarships to CSBG eligible residents of St. Clair County who are attending an accredited college or university. Unless the chosen specialized area of

concentration is not offered at an Illinois educational institution. The scholarships can be used for tuition, books, supplies, and related needs. The program is publicized through various sources such as electronic and print media and applications are distributed to high schools, social service agencies, local educational opportunity commission offices, neighborhood resource centers, and local colleges within St. Clair County. The SCCAA Board AD Hoc Scholarship Committee determines participant selection based on eligibility, personal interview, grade point average, and area of concentration.

The Summer School Tuition Assistance Program support 6-12 grade students that do not meet the academic grade level requirements for the school year. The participant eligibility is based on the family's qualification for the free lunch program. A total of 110 students received summer school tuition assistance for 2015 program year and 97.09% successfully met their academic attainment. The Summer School Tuition Program assisted over 333 students to meet their academic attainment over the past four years. The CSBG program is helping students achieve academic success in hopes of reducing the drastic drop-out rate in this service area and to increase graduation rate.

C. Homeless Aid

SCCAA works closely with two organizations that provide *emergency shelter* and *transitional housing*: CDBG Operations Corporation and the Violence Prevention Center of Southwestern Illinois. The CDBG Corporation Operations provides *transitional housing* for homeless families and the average stay has been 9-10 months. This year 71 residents received services (23 adults and 48 children). Many of the families that are served have been driven into homelessness by a range of factors, such as lack of job skills, poor money management, substance abuse, mental depression, domestic violence, evictions, and loss of jobs. These services include individual needs assessments and case management, job search and retention skills, money management and credit repair counseling, interpersonal skill development, and permanent housing search and placement. A total of 13 families exited the program, and 12 of those families obtained permanent housing placement. Five adults were enrolled in school (Beck Nursing Program, SWIC GED Program, SWIC general studies, and Emerson Park GED Program. One resident graduated from Beck Nursing Program as the highest scoring student in her class and she has passed the

state exam to be a Licensed Practical Nurse (LPN). Another resident received her certification to be a Certified Clinical Medical Assistant from St. Louis College of Health Careers. One resident, currently enrolled at SWIC, has set her goals on obtaining a LPN license. Nine residents obtained permanent employment opportunities (Landshire, Aerotek, Securitas, Walmart, Nathan Healthcare Center, REM, St. Louis Bread Company, and Elite Staffing). One resident is working two part- time jobs (Lessie Bates and Senior Services Plus) and just recently obtained permanent housing. To avoid duplication of services, this agency works with other service-providers to prevent duplication of services. All residents continue to receive life skills, pre-employment skills, parenting classes, budgeting and credit repair classes.

Violence Prevention Center of Southwestern Illinois is the only shelter in this region that offers *emergency shelter* for abused women and their children. Domestic violence occurs in homes throughout every community. It knows no color, gender, age or socioeconomic status. The abuse can be physical, mental, sexual, financial or emotional. Violence Prevention Center of Southwestern Illinois (VPC) is a domestic violence agency that serves St. Clair, Monroe and Randolph Counties. VPC is the only domestic violence agency in these three counties and one of three domestic violence shelters in Madison and St. Clair Counties. VPC is able to provide trainings to staff and outside agencies throughout the region being the only certified domestic violence agency south of Springfield, Illinois. VPC offers emergency shelter for abused women and their children as well as individual and group counseling, court and police advocacy, prevention and education in our community. Domestic violence is an issue which permeates our society with no socioeconomic status, age, gender or race left untouched.

Although our society understands that domestic violence includes physical abuse; however other types of abuse may include emotional, economic, sexual or verbal abuse. Last year, VPC provided services to 1,659 customers; 1,293 legal advocacy; 779 counseling for adults and children; 431 groups counseling sessions, 201 art therapy sessions with 250 women and children using emergency shelter services for 5,269 nights of care. A total of 63% of customers left housing opportunities with the other 37% not reporting where they were going when they departed shelter. These customers received safety planning, domestic violence education through individual and group sessions, housing advocacy, legal

advocacy, parental support and life skills during their shelter stay. Any loss of services would be critical to domestic violence victims and their families.

Additionally, there were 2,164 victims provided services by the legal advocacy team that were not opened clients for various reasons. The hotline responded to 10,672 calls. Clients finding housing held steady at 63% due to VPC using community collaborations for client housing since the state dictates that the length of stay should not be more than 45 days for emergency shelter.

D. Cash Assistance/Loans

SCCAA will continue to provide emergency crisis intervention assistance as it is a much needed service. Individuals and families served have various needs that require a flexible short-term response system. It is through the funding of this program that SCCAA can meet emergency needs by offering assistance in the following areas: Rental and mortgage assistance, medical, dental, and prescription vouchers, lice kits, automobile repairs, automobile payment, child care co-payment, youth enrichment and youth employment programming, school supplies, prevention of drug abuse and alcoholism, skills training, other emergency services for veterans, health and safety, home repair/rehabilitation, shelter, information and referral, transportation, emergency food, and emergency hotel assistance for fire and natural disaster victims. These services have assisted customers with maintaining or securing housing, employment, educational attainment, nutrition, medical assistance and health, and safety concerns.

E. Food Nutritional: Surplus Food/Commodities Distribution

SCCAA coordinate emergency food services through two local food pantries: Catholic Urban Food Pantry and Community Interfaith Food Pantry to help promote healthier families. The pantries provide high quality food, basic necessities, and essential support services for hunger relief in the community. We believe that quality food equals dignity, health, and improved function. SCCAA desires to provide quality food products to those experiencing hunger through relationships with local food pantries. Food to us is not just calories; it is an indicator of our commitment to nutrition, well-balanced diets, and respect for those who ask for and need our help.

Catholic Urban Program records indicated that the number of persons served from September 1, 2014 through August 31, 2015 was 7,685 and for households served 4,205 with 5,365 bags of food and quality of life essentials.

Community Interfaith Food Pantry records confirm the number of persons served from September 1, 2014 through August 25, 2015 was 12,486 and these 5,487 households were provided with 19,533 bags of food and quality of life essentials. This reflects another 5% decrease in the number of people and households requesting assistance. However, the amount of assistance provided increased by ten percent. A total of 20,177 customers this year received assistance compared to 11,364 last year that received emergency food through these programs. Both programs serve a large population and meet a need for low-income seniors, veterans, disabled, homeless, families and the unemployed and underemployed by providing hot meals, boxes of groceries, personal necessities and non-perishable items.

Additionally, the Feeding America “Map the Meal Gap 2015” indicates that in St. Clair County, Illinois the “Child Food Insecurity in Illinois by County in 2013” is 23.4% compared to Cook County, Illinois 25.3%. Feed American executive summary reported that, “49 million Americans are at risk of hunger”). (<http://www.feedingamerica.org/hunger>) The staggering percentages reported by Feed America for St. Clair County supports the CSBG data above that the increase of need for emergency food in our communities is increasing considerably.

F. Linkages: Information and Referral

St. Clair County has numerous service agencies that provide a broad range of services and resources for people in need. Coordination and communication between agencies is generally good. Service systems exist for veterans, seniors, homeless, families, youth, alcohol and drug addictions, mental illness, employment and training, developmentally disabled, physically disabled, transportation, economic development and education services. Consensus among service-providers is that the range of services is reasonably comprehensive, but services are limited in capacity and cannot meet demand.

Most service- providers reported reduction of funding, workforce, gaps in services and long waiting lists prevents a timely response to those who are in need.

SCCAA is a partner with a number of agencies, including, but not limited to, Land of Lincoln, United Way of Greater St. Louis, Catholic Urban Program, Comprehensive Behavioral Health Center, and Southwestern Illinois College to ensure coordination of services and to avoid duplication. Assessment of potential applicants could result in direct service, referrals, information distribution or follow-up. The initial assessment allows SCCAA staff to engage in one-on-one dialog with potential applicants concerning their needs. Dialog of this nature often leads to creative exploration of unmet needs. The staff is knowledgeable of obtaining relevant customer demographic information, delivering direct services, collaborating with other agencies, referring customers, inputting and tracking data.

In an effort to increase child support collections, it would be very beneficial if the Illinois Department of Healthcare and Family Services would allow SCCAA access to view applicant information. SCCAA will continue to refer customers to child support services in an effort to increase collections and accountability. Access to agencies that provide federal and state benefits has been a hot topic at CSBG roundtables. Some of these agencies are Illinois Department of Employment and Security, Social Security Administration and Department of Human Services, and Department of Healthcare and Family Services. This access will ensure that income reported by applicants is accurate and documentable. This access will also prevent duplication of services and the potential for fraud would be minimize.

G. Transportation Projects

Transportation services have been provided for the elderly and disable residents in St. Clair County as part of the SCCAA's previous work plan. This service has been provided through a contractual agreement with Southwestern Illinois College (SWIC) Program and Services for Older Person Alternative Transportation System (ATS). This program provides transportation assistance such as bus passes and Metro transit tickets at a discounted price. This year 36 eligible customers received assistance to: Doctor appointments, senior centers, volunteerism opportunities, personal appointments and for employment

purposes. ATS is a sole source provider of transportation service at this level for the elderly and disabled residents of St. Clair County.

H. Other Linkages Projects-Youth Programs

The well-being of children and youth is a growing concern for St. Clair County. Confronting issues facing at-risk youth in low-income communities has been a challenge; however, SCCAA continues to build relations while providing recreational and educational opportunities through youth services that address the following preventive services for the Youth Enrichment Program:

- | | |
|--------------------------------------|---------------------|
| 1. Improving educational performance | 2. Life skills |
| 3. Parental involvement | 4. Recreation |
| 5. Positive adult mentors | 6. Service learning |

Youth Enrichment Program

The SCCAA Youth Enrichment Program provides academic programs and social-recreational opportunities in a safe and nurturing environment designed to support and encourage self-esteem, independence, and social growth among school-aged at-risk youth. In PY 2015, SCCAA awarded three contractual agreements instead of two in an effort to broaden the program reach. The PY15 contracts were awarded to: Jackie Joyner Kersee Foundation, Sinai Family Life Center and Christian Activity Center to provide supportive services to youth. One of the newest youth providers reported that their *Reading Pilot Program* at Sinai Family Life Center has seen significant improvement with its students concerning their reading skills as well as improvement in the areas of student's behavior and confidence level. Another new youth provider, Jackie Joyner Kersee Foundation operates an afterschool programs to improve student's academic attainment, while offering a safe and controlled environment. The students were introduced to a new program called *Science Technology, Engineering, and Math (STEM)*. This youth provider reported that participants are displaying improvement in their academic performance and social skills due to the integration of the STEM program and other programming services. SCCAA youth providers work closely with schools to monitor participant's school progress and attendance records.

The Youth Enrichment Program has shown to be successful and is pertinent to the at-risk youth in this service area.

Summer Youth Employment Program

SCCAA Summer Youth Employment Program employs ages 18-24 with the necessary skills for employment and personal responsibility. The youth employment program has assisted 41 youth-over the past four years. This program has proven to build youth character and job readiness skills for gainful employment and empowerment. The skills and personal responsibilities that the participating youth gained have impacted their lives greatly based on the follow-up surveys that were received. The surveys indicated that this employment opportunity gave them basic job readiness skills, taught them responsibility, and supported their higher educational expenses. SCCAA also collaborates internally with Workforce Innovation and Opportunity Act (WIOA) to refer at-risk youth and their families for educational and core services. Eligible youth may be referred to the WIOA programs to address their training and supportive service's needs.

I. Other Emergency Services

SCCAA is actively supporting veterans through a non-financial agreement with the St. Clair County Veterans Assistance Commission (VAC) and through outreach efforts. This population is emergent, however, SCCAA cannot meet a large number of these veterans needs because the 125% Federal Poverty Income Guidelines that impacts many veterans eligible for services. The income guideline does limit our ability to provide services to a broader veteran population. SCCAA continues to collaborate with St. Clair County Veterans Assistance Commission (VAC) to offer services to eligible veterans and make referrals as needed. These veterans represent a growing population of people with minimal to no healthcare benefits and adequate housing that are in dire need of these resources.

1. NEEDS ASSESSMENT

The needs assessment captures the problems and conditions of poverty in our service area based on objectivity, verifiable data and information gathered through various sources. Identified problems and conditions were supported by soliciting input from staff, board, service-providers and the community at large to provide broader perspectives on the issues impacting the communities. The results of the customer needs assessments indicated that there were various needs among the respondents and positive changes (*See Respondents Data*) below. The St. Clair County staggering unemployment numbers validates how the residents' livelihood is impacted and the greater need for services that will move them to self-sufficiency. This sampling includes 862 needs assessments, 36 professional assessments, 267 follow-up assessments and 60 summer tuition surveys.

RESPONDENTS DATA

Problem Areas

St. Clair County residents were asked if the following services are concerns for their families. The survey sampling represents the following categories:

Employment	47%	Health and Wellness	35%
Education	29%	Transportation	36%
Housing	39%	Money Management	48%

The SCCAA used this data in its planning process as a tool to determine supportive programs that were identified as high priority and to show progress in services rendered. These programs address the economic and social problems faced by people and families in need. The majority of our respondents were single middle aged African American women with children with an annual income of no more than \$20,000. Major issues faced by customers are problems securing employment, housing and maintaining health and wellness within their families. The survey's also encompasses CSBG vendors. A large number of the surveys were collected from the food pantries. Surprisingly, this year a high percentage of food pantry surveys had "No Responses". We equate the "No Responses" to customer's

urgency to complete the needs assessments to receive emergency food. It is evident by the number of persons served this year through the food pantries that *Table 8* chart should reflect more *Yes* than *No* responses.

It takes numerous alliances to unearth, address, and eliminate the causes of poverty. Therefore, directly affecting the economic situation of the area's poor, is a decrease in the number of human services programs. SCCAA will continue to focus on partnerships with other service-providers to bridge the gap to meet unmet needs that have been identified by the customers we serve. This CAP continues to provide the working mechanism that will be used in carrying out its mission and continue to assume the strategic dual role of change broker and alliance maker.

2. SERVICE DELIVERY SYSTEM

The purpose of the service delivery system is to coordinate activities that identify and coordinate services for the targeted low-income population in St. Clair County. As a local conduit of direct social services for a wide variety of state and federal agencies, SCCAA is capable of maximizing its accessibility to low-income customers. Additionally, this delivery system allows SCCAA to network effectively with other anti-poverty programs to best utilize resources.

SCCAA focuses on community services, program operations, partnership development and serves as an advocate to help families to become self-sufficient. Exchanging resources and information with community partners such as the United Way of Greater St. Louis have only increased our capacity to provide services to customers within St. Clair County. The United Way – 211 services provides a wealth of referral opportunities and often provides the link to bridging gaps for requested services.

3. COMMUNITY LINKAGES

SCCAA provides assurances that it provides linkages to other programs and agencies. It is through these linkages that customers become aware of the services available through CSBG and other programs. SCCAA will continue to utilize the intake, information, distribution and referral approaches to

reach eligible services. SCCAA Advisory Council and CSBG staff review the data received through the needs assessment to modify and/or adjust current programs, services and to seek alternate means of addressing customer concerns that are not a part of the CSBG work programs. SCCAA staff is able to appropriately screen, refer, advocate, and obtain information. The customer's information is entered into a database that is an integral component in tracking, analyzing, reporting and referring customers for the appropriate services.

In many cases, when customers are not eligible for CSBG services, the staff refers the customer to an alternative social service organization. SCCAA has active partnerships with the following service providers:

American Red Cross (ARC), services offered by ARC provides 24 hour assistance for disaster victims, military and their families. ARC offers classes in health and safety; recruits and trains volunteers; provides blood to local hospitals; referral source and crisis intervention. The program provides international help for persons not in the military. In addition, rental and food emergency assistance when funding is available.

Call For Help, Inc., services offers counseling for mental illness, suicide and crisis intervention, workshops provided to community on personal crisis and suicide, also Call for Help, Inc, operates a Transitional Living Shelter, which assists young women 16 and older in their pursuit to become independent and self-sufficient citizens within the community. These young women can maintain residence for up to 18 months while pursuing an education or job training skills.

Catholic Urban Program, services offers emergency services such as food, shelter, clothing, transportation, transient assistance and referrals.

Community Interfaith Food Pantry, services offers food, shelter, clothing, to families who are experiencing difficulty in meeting the demands of daily living.

St. Clair County Office on Aging, services older adults in St. Clair County by providing nutritious meals and a variety of activities and supports.

St. Clair County Veterans Assistance Commission, services offers assistance to all veterans, their dependents and survivors in applying for benefits.

Jackie Joyner-Kersee Foundation, provided an after school and summer camp programs on behalf of youth and families in the East St. Louis and Cahokia communities. Jackie Joyner-Kersee Foundation offers comprehensive educational support for students deemed by the school officials to be at risk and in need of this support and assistance.

Sinai Family Life Center, provided an after school and summer camp programs on behalf of youth and families in the East St. Louis community. Sinai Family Living Center offers comprehensive educational support for students deemed by the school officials to be at risk and in need of this support and assistance.

Christian Activity Center, provided an after school and summer camp programs on behalf of youth and families in the East St. Louis community. Christian Activity Center offers comprehensive educational support for students deemed by the school officials to be at risk and in need of this support and assistance.

Employment and Training Group, programs are primarily funded through the Workforce Innovation and Opportunity Act (WIOA). This program provides adults and dislocated workers with services needed to obtain employment. Also, provides youth with meaningful preparation for work and careers.

Living Independently Now Center, (LINC), provides information and referral, individual and systems advocacy, training in independent living skills, peer counseling, home services/personal assistance, home modification, pre-employment skills training, technical assistance/ADA and community education.

Salvation Army, provides emergency services to persons in need of counseling, groceries, meals, travel, job placement, utility and rental assistance when funding is available.

The St. Clair County Regional Office of Education, offers Pre-GED, GED and ABE classes in Belleville and East St. Louis. English as a Second Language classes are held in Fairmont City. Tutoring for adults, one on one is held countywide.

Violence Prevention Center of Southwestern Illinois, services offers victims of domestic violence (women, men, children and elderly) provides: shelter, counseling, support groups, count advocacy and medical services. Children's Center Services: counseling, group education, recreation and health assessments. Non-residential customers have the following services available. The purpose of these services is not to be duplicated or competitive with existing services, but to support and enhance the community services networking system.

CDBG Operations Corporation, provides transitional housing, case management, and linkages with other service providers and other related supportive services for residents in the facility.

Comprehensive Behavioral Health Center, provides services for people in need of emotional, rehabilitative and social support, on a twenty-four (24) hour basis, in the least restrictive environment. Their services are designed to meet the needs of children, adolescents and adults that may include, but are not limited to, therapeutic counseling, psychosocial testing, individual and group therapy, crisis intervention, consultation, community intervention, psychiatric evaluation, case management services, referrals, and outreach services.

St. Clair County Health Department and East St. Louis Health Department, the St. Clair County and East St. Louis Health Department consists of four functional Divisions; Administration , Community Health, Personal Health, and Health Protection that provide a variety of public health services. While these offices utilize specially trained staff and funding sources that are uniquely related to their public health objectives; they share a common goal of working together for the health of all St. Clair County residents.

Land of Lincoln, supported by St. Clair County's Housing Resource Center offers free civil legal services to low-income persons and senior citizens. The type of service provided depends on the legal problem, merits of the case, and staff availability. Their mission is to promote economic security,

adequate shelter and health care to alleviate domestic violence and improve family stability; and to advance the interests of vulnerable populations.

United Way of Greater St. Louis Emergency Food and Shelter Program, offers emergency assistance such as food, shelter, rent and utilities. The program provides information, management and technical resources and identifies critical issues and unmet needs. The program strives to meet the social service needs within the community to help improve lives.

Southwestern Illinois College (SWIC) Program and Services for Older Person Alternative Transportation System (ATS), offers transportation services to the elderly and disable residents in St. Clair County. The Program provides transportation, bus passes, and Metro transit system to eligible customers to transport them to the doctor, senior centers, and appointments.

St. Clair County Mental Health Board, offers services for the mentally and developmentally disabled. The Board also promotes a range of coordinated mental health services to make a positive difference in the mental health of the people in St. Clair County, such as providing crisis intervention services. This Board has a membership over 100 agencies that attend bi-monthly meetings. SCCAA is a member of this committee and it has been very useful in networking, and collaborating to serve a larger population and to avoid duplication of services.

The United Way 2-1-1SWIL 2015 Quarterly Report for January 2015 – July 2015 indicates that St. Clair County Intergovernmental Grants Department total referrals were 1,490 during this reporting period.

4. COORDINATION

The St. Clair County Community Action Agency (SCCAA) cannot fight poverty alone; it will take a collaborative effort. SCCAA has established outcome measures that support each work program. The use of outcome measures is viable in monitoring the outcome of program goals. Internal coordination of services is in place with: Workforce Investment Opportunity Act; Low-income Home Energy Assistance Program; Homeless Resource Center; Weatherization; and Community the Development Block Grant program.

In addition, the SCCAA has formed partnerships with community service-providers in an effort to disseminate information and broaden service delivery with agencies such as: United Way 211; American Red Cross; Call for Help; Catholic Urban Program; Community Interfaith Food Pantry; St. Clair County Office on Aging; St. Clair County Veterans Assistance Commission; Jackie Joyner Kersee Foundation; Sinai Family Life Center; Christian Activity Center; WIOA; LINC, Inc.; Salvation Army; St. Clair County Regional office Of Education; Violence Prevention Center of Southwestern Illinois; CDBG Operations Corporation/Assisting Living Center; Land of Lincoln; United Way of Greater St. Louis; Southwestern Illinois College (ATS); St. Clair County Mental Health Board and other service-providers. The SCCAA participates in local networks to exchange information.

5. INNOVATION COMMUNITY AND NEIGHBORHOOD-BASED INITIATIVES

The St Clair County Community Action Agency (SCCAA) is committed to remaining a visible and viable force in the community. This agency support efforts through interagency contact with the local public housing authorities, homeless shelters, local law enforcement, and other entities. SCCAA provide supportive services through contractual agreements with various communities and neighborhood based organizations that will assist in strengthening the family and providing a greater awareness of the SCCAA's commitment to raising the social and economic standards of life for the population of customers eligible for services.

The Intergovernmental Grants Department representative attends monthly meetings with the St. Clair County Continuum of Care along with other service providers that include, but not limited to:

- | | | |
|----------------------------|------------------------------------|---|
| 1. St. Clair County ROE | 5. Family Living Center | 9. Comprehensive Behavioral Health Ctr. |
| 2. Holy Angels | 6. Salvation Army | 10. Land of Lincoln |
| 3. Housing Resource Center | 7. Beacon of Belleville | 11. Call for Help |
| 4. CDBG Operations | 8. United Way of Greater St. Louis | 12. Hoyleton Social Services |

Emergency shelter for the homeless is a priority of SCCAA, St. Clair County Housing Resource Center, and the St. Clair County Continuum of Care. The St. Clair County Resource Center an internal partner provides central intake and referral to homeless and near homeless residents. This program

also works with local property owners and property management companies to house homeless or near homeless individuals and families.

SCCAA actively participates in providing services to those in need by referring and or collaborating with homeless programs, shelters and transitional housing.

YOUTH PROGRAMMING

The St. Clair County Community Action Agency (SCCAA) has implemented two youth programs; Youth Enrichment and Youth Employment. SCCAA Youth Enrichment Program (YEP) offers at-risk youth prevention services that includes, but not limited to, educational performance resources, life skills, parental involvement, recreation, positive adult mentors, and service learning. The Summer Youth Employment Program (SYEP) offers at-risk youth skill development for potential career opportunities in a professional environment. This program has been a success over the years by preparing youth for job readiness and employment opportunities over the past years and it has met a community need for at-risk youth employment opportunities. As previously stated, the follow-up surveys shows growth in job skills, support higher education, employment opportunities and empowerment of youth.

SCCAA is a partner with the WIOA and both programs addresses the needs of at-risk youth. The Employment and Training programs are primarily funded through the Workforce Innovation and Opportunity Act (WIOA). WIOA funded youth programs provide leadership by serving as a method to connect youth with quality secondary and postsecondary educational, training and job opportunities. Services include occupational skill training, summer employment opportunities, leadership development, supportive services, follow-up services, and case management. These programs and services are offered to low-income youth under the Workforce Innovation and Opportunity Act (WIOA) and are age developmental appropriate based on each youth assessed needs and goals. SCCAA recognizes the advantages of this partnership and will continue to work closely with WIOA to address the issues confronting youth in low-income communities.

6. OUTCOME MEASURES

The St. Clair County Community Action Agency (SCCAA) has selected outcome measures to monitor each work program. Specific goals were developed for each work program in accordance with the National CSGB Goals, and Outcome Measure Dictionary. All of the programs offered by SCCAA are essential to the support of families. The programs are structured to measure customer's performance by utilizing the self-sufficiency scale. SCCAA is not merely concerned with providing a helping hand to move the customer toward self-sufficient, but rather, is focused on what the outcome will be after the customer's needs are addressed.

- Emergency Temporary Shelter
- Youth improve social/emotion development
- Obtain health care services for themselves or family member
- Obtained access to reliable transportation and/or driver's license
- Obtain and/or maintained safe and affordable housing
- Made progress toward post-secondary degree or certificate
- Youth have reduced involvement with criminal justice system
- Youth increase academic athletic and social skills for school success

CSBG WORK PROGRAMS

The following programs were developed after review of the needs assessments and other interactions:

- | | |
|---|--|
| (a) Employment Generating Projects | (b) Other Education Projects |
| (c) Homeless Aid | (d) Cash Assistance/Loans |
| (e) Surplus Food/Commodities Distribution | (f) Information and Referral |
| (g) Transportation Projects | (h) Other Linkages Projects |
| (i) Other Emergency Services | (j) Prevention of Drug Abuse or Alcoholism |
| (k) School Supplies | (l) Prepared Meals |
| (m) Home Repair/Rehabilitation | (n) Medical or Dental Programs |
| (o) Other Employment Projects | (p) Training and Technical Assistance |
| (q) Skills Training | |

CSBG WORK PROGRAMS

Program Glossary Number **S-1.5-1**

CSBG Work Program **Employment Generating Projects**

Problem Statement- There is a number of low-income people that are unemployed and or lack the skill-set for employment.

Illinois CSGB Goal- The conditions in which low-income people lives is improved.

Outcome Measure- 1.1.A – Unemployed and obtained a job

Program Glossary Number **S-1.6**

CSBG Work Program **Skills Training**

Problem Statement- There is a number of low-income people that lack the resources for skills training to obtain employment.

Illinois CSGB Goal- The conditions in which low-income people lives improved.

Outcome Measure- 1.2.A – Obtained skills/competencies required for employment

Program Glossary Number **S-1.7-5**

CSBG Work Program **Other Employment Projects**

Problem Statement- There is a number of low-income people that are unemployed and or lack the skill-set for employment.

Illinois CSGB Goal- The conditions in which low-income people lives is improved.

Outcome Measure- 1.2.A – Obtained skills/competencies required for employment

Program Glossary Number **S-2.7-1**

CSBG Work Program **Other Education Projects**

Problems Statement- Low- income persons cannot afford tuition to attend post-secondary institutions and to remediate or improve their academic capacities for 6 – 12 grades at risk students.

Illinois CSGB Goal- The conditions in which low-income people lives are improved.

Outcome Measure- 1.2.M – Make progress towards post or secondary degree or certificate.

Program Glossary Number **S-2.9**

CSBG Work Program **School Supplies**

Problem Statement – Prevent at-risk youth from becoming truant and to stay in school.

Illinois CSBG Goal – Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.

Outcome Measure- 6.3.5 – Youth increase academic athletic and social skills for school success.

Program Glossary Number S-4.3-1

CSBG Work Program Home Repair/Rehabilitation

Problem Statement- To provide emergency assistance to CSBG eligible customers that lack the resources to make necessary health and safety repairs.

Illinois CSBG Goal- Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other support system.

Outcome Measure- 6.2.D –Emergency car or home repair (i.e. structural, appliance, heating system, etc.

Program Glossary Number S-5.2-3

CSBG Work Program Cash Assistance/Loans

Problem Statement- To provide emergency rental assistance to CSBG eligible customers that has experienced unforeseen circumstances.

Illinois CSBG Goal- Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other support system.

Outcome Measure- 6.2.C – Emergency rent and mortgage assistance.

Program Glossary Number S-5.2-5

CSBG Work Program Cash Assistance/Loans

Problem Statement- To provide emergency mortgage assistance to CSBG eligible customers that has experienced unforeseen circumstances.

Illinois CSBG Goal- Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other support system.

Outcome Measure- 6.2.C – Emergency rent and mortgage assistance.

Program Glossary Number S-5.2-17

CSBG Work Program Cash Assistance/Loans

Problem Statement- To provide other emergency assistance to CSBG eligible customers that has experienced unforeseen circumstances.

Illinois CSBG Goal- Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other support system.

Outcome Measure- 6.2.L – Other Emergency Assistance

Program Glossary Number S-5.2-13

CSBG Work Program Cash Assistance/Loans

Problem Statement- To provide emergency car repair assistance to CSBG eligible customers that has a chronic medical condition that requires frequent doctor visits.

Illinois CSBG Goal- Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other support system.

Outcome Measure- 6.2.I – Emergency Transportation

Program Glossary Number S-5.6-1
CSBG Work Program Other Emergency Services

Problem Statement- CSBG use funds to provide emergency assistance to veterans.

Illinois CSBG Goal- Low-income people become more self-sufficient.

Outcome Measure- 6.2.L – Other Emergency Assistance.

Program Glossary Number S-5.7-1

CSBG Work Program Homeless Aid

Problem Statement- To assist customers and families that are living in an unsafe environment by providing a safe and stable environment.

Illinois CSBG Goal- Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other support system.

Outcome Measure- 6.2.E – Emergency Temporary Shelter.

Program Glossary Number S-5.7-2

CSBG Work Program Homeless Aid

Problem Statement- To assist customers and families that are living in a unsafe environment by providing a safe and stable environment.

Illinois CSBG Goal- Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other support system.

Outcome Measure- 6.4.E – Obtained safe and affordable housing

Program Glossary Number S-6.2-1

CSBG Work Program Surplus Food/Commodities Distribution

Problem Statement- Proper nutrition for people living in poverty.

Illinois CSBG Goal- Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems.

Outcome Measure- 6.2.A – Emergency Food.

Program Glossary Number S-6.3

CSBG Work Program Food Pantries/Shelves

Problem Statement- Proper food voucher to seniors and disabled who experience lack of food due to financial restraints

Illinois CSBG Goal- Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems.

Outcome Measure- 6.2.A – Emergency Food.

Program Glossary Number S-6.4

CSBG Work Program Prepared Meals

Problem Statement- Proper nutrition for people living in poverty

Illinois CSBG Goal- Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems.

Outcome Measure- 6.4.F – Obtained food assistance.

Program Glossary Number S-7.1-1

CSBG Work Program Information and Referral

Problem Statement- Provide comprehensive information, referral, and advocacy to eligible individual

Illinois CSBG Goal- Low-income people become more self-sufficient.

Outcome Measure- 6.5.E – Information and referral calls.

Program Glossary Number S-7.4-2

CSBG Work Program Transportation Projects

Problem Statement- Provide transportation services to customers who lack reliable transportation for doctor appointments, employment and to meet basic nutritional and health needs.

Illinois CSBG Goal- Low-income people become more self-sufficient.

Outcome Measure- 6.4.C – Obtained access to reliable transportation and/or driver's license.

Program Glossary Number S-7.8-2

CSBG Work Program Other Linkages Projects

Problem Statement- CSBG use funds and network with agencies to provide services and educational programs for disadvantaged at risk students or youths.

Illinois CSBG Goal- Low-income people become more self-sufficient.

Outcome Measure- 6.3.B.5 – Youth increase academic, athletic, or social skills for school success.

Program Glossary Number S-9.2-1

CSBG Work Program Medical or Dental Programs

Problem Statement- To provide emergency *Dental* assistance to CSBG eligible customers that are without health insurance or lack of health insurance.

Illinois CSBG Goal- Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other support system.

Outcome Measure- 6.2.F – Emergency Medical Care.

Program Glossary Number **S-9.2-2**

CSBG Work Program **Medical or Dental Programs**

Problem Statement- To provide emergency *Prescription* assistance to CSBG eligible customers that are without health insurance or lack of health insurance.

Illinois CSBG Goal- Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other support system.

Outcome Measure- 6.2.F – Emergency Medical Care.

Program Glossary Number **S-9.4**

CSBG Work Program **Prevention of Drug Abuse or Alcoholism**

Problem Statement-To prevent at-risk youth criminal behavior.

Illinois CSBG Goal- Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.

Outcome Measure- 6.3.B.4 – Youth have reduced involvement with criminal justice system.

Program Glossary Number **S-10.1**

CSBG Work Program **Training and Technical Assistance provided for Agency Development**

Problem Statement- To assist staff with technical assistance to increase the agency capacity.

Illinois CSBG Goal- Agencies increase their capacity to achieve results.

Outcome Measure- 5.1.I – Agency activities that increase the agencies capacity. Such as Community Needs Assessment, Annual Reports, and Strategic Planning.



ST. CLAIR COUNTY COMMUNITY ACTION AGENCY

Attachment A

19 Public Square • Suite 200 • Belleville, Illinois 62220-1624 • 618.277.6790 • 618.825.3269 Fax

Needs Assessment

The St. Clair County SCCAA is committed to providing the highest quality of services to the residents of St. Clair County. Your response to the questions on this survey will help us to understand if we are meeting the needs in your community. Thank you for your participation.

Demographic Information: (Circle number)

Your Age:	Education:	Gender:	Disabled:	Veteran:	Race/Ethnicity:	Household Type:	Annual Household Income:
1. 18-23	1. 0-8	1. Male	1. Yes	1. Yes	1. Black	1. Single	1. Less than \$10,000
2. 24-44	2. 9-12	2. Female	2. No	2. No	2. White	2. Single Parent	2. \$10,000-\$19,999
3. 45-54	3. 12+				3. Hispanic	3. Two Adults	3. \$20,000-\$34,999
4. 55-69	4. College				4. Other	4. Two Parent	4. \$35,000 or more
5. 70+	Graduate					Household	

How did you hear about us? _____

✓ Check all that apply to the following questions listed below.

1. Is **Employment** an issue for your family? (Yes/No)

- ☐ Lack of skills/education to obtain job
- ☐ Unable to find jobs in area
- ☐ Lack of transportation
- ☐ Cost of child care
- ☐ Felony record
- ☐ Other, specify _____

2. Is **Education** an issue for your family? (Yes/No)

- ☐ No high school diploma/GED
- ☐ Inconvenient class hours/ locations
- ☐ Lack funds to support self/family while in school
- ☐ Lack knowledge of financial aid/ how to apply
- ☐ Cannot afford uniforms, books, etc.
- ☐ Lack of job skills/degree
- ☐ Need computer access
- ☐ Lack of transportation
- ☐ Lack of child care
- ☐ Other, specify _____

3. Is **Housing** an issue for your family? (Yes/No)

- ☐ Cost of rent/mortgage payment
- ☐ Knowledge of tenant rights
- ☐ Lack of affordable housing
- ☐ Cost of utilities
- ☐ Lack of temporary housing/shelters
- ☐ Homeless
- ☐ Credit problems
- ☐ Need mortgage modification/foreclosure assistance
- ☐ Need knowledge on home buying
- ☐ Other, specify _____

4. Is **Health and Wellness** an issue for your family? (Yes/No)

- ☐ Lack of food pantries available
- ☐ Lack appliances (stove, refrigerator, and microwave)
- ☐ Lack of exercise programs/fitness centers
- ☐ Not eligible for Food Stamps
- ☐ No insurance or minimum coverage
- ☐ Cannot afford healthy food
- ☐ Lack knowledge of community resources
- ☐ Other, specify _____

5. Is **Transportation** an issue for your family? (Yes/No)

- ☐ Cannot afford to purchase vehicle
- ☐ Cannot afford bus passes
- ☐ Inconvenient public transportation hours/locations
- ☐ Other, specify: _____

6. Is **Money Management** an issue for your family? (Yes/No)

- ☐ Bills exceed monthly income
- ☐ Live beyond your means
- ☐ No savings
- ☐ Difficulty creating budget
- ☐ No problem with money management
- ☐ Other, specify _____

7. Please check any of these **Emergency Situations** that has been the most difficult for your family to overcome:

- | | |
|--|---|
| <input type="checkbox"/> Job loss | <input type="checkbox"/> Reduced work hours |
| <input type="checkbox"/> Lack of food | <input type="checkbox"/> Job related injury |
| <input type="checkbox"/> Lack of health care | <input type="checkbox"/> Lack of income |
| <input type="checkbox"/> Medical expenses | <input type="checkbox"/> Other, specify _____ |
| <input type="checkbox"/> Lack of emergency shelter | |

Revised: 9/11/2013



ST. CLAIR COUNTY COMMUNITY ACTION AGENCY

19 Public Square • Suite 200 • Belleville, Illinois 62220-1624 • 618.277.6790 • 618.825.3269 Fax

8. What services does your community need?

9. What specific community projects would benefit your community?

10. What is the best way to inform your community of current and new program offered by our organization?

11. If you have received services through the CSBG program, how has it benefitted you? What year did you receive service? _____

Additional Comments:

"An Equal Opportunity Employer" and Auxiliary aids and services are available upon request to customers



ST. CLAIR COUNTY COMMUNITY ACTION AGENCY

Attachment B

19 Public Square • Suite 200 • Belleville, Illinois 62220-1624 • 618.277.6790 • 618.825.3269 Fax

FOLLOW-UP SURVEY

Dear Applicant:

You recently applied for service(s) through the Community Services Division. We value your feedback. The information you provide below will be used by Community Services Block Grant (CSBG) program to continuously improve services to the community.

- | | | | | | |
|---|----------------------------------|--------------------------------------|--------------------------------------|---------------------------------------|---------------------------------------|
| 1) The overall quality of care and service received: | Poor
<input type="checkbox"/> | Fair
<input type="checkbox"/> | Good
<input type="checkbox"/> | Very Good
<input type="checkbox"/> | Excellent
<input type="checkbox"/> |
| 2) Getting through the office by telephone: | Poor
<input type="checkbox"/> | Fair
<input type="checkbox"/> | Good
<input type="checkbox"/> | Very Good
<input type="checkbox"/> | Excellent
<input type="checkbox"/> |
| 3) The personal manner of the person handling
your case: | Poor
<input type="checkbox"/> | Fair
<input type="checkbox"/> | Good
<input type="checkbox"/> | Very Good
<input type="checkbox"/> | Excellent
<input type="checkbox"/> |
| 4) The quality of signage and personnel available
to assist you in finding your way: | Poor
<input type="checkbox"/> | Fair
<input type="checkbox"/> | Good
<input type="checkbox"/> | Very Good
<input type="checkbox"/> | Excellent
<input type="checkbox"/> |
| 5) The availability of appointment times to meet
your needs: | Poor
<input type="checkbox"/> | Fair
<input type="checkbox"/> | Good
<input type="checkbox"/> | Very Good
<input type="checkbox"/> | Excellent
<input type="checkbox"/> |
| 6) Service provided in a timely manner: | Poor
<input type="checkbox"/> | Fair
<input type="checkbox"/> | Good
<input type="checkbox"/> | Very Good
<input type="checkbox"/> | Excellent
<input type="checkbox"/> |
| 7) Referrals suggested for additional services: | Poor
<input type="checkbox"/> | Fair
<input type="checkbox"/> | Good
<input type="checkbox"/> | Very Good
<input type="checkbox"/> | Excellent
<input type="checkbox"/> |
| 8) Did the service(s) or information provided
to you assist you and your family to become
more self-sufficient: | No
<input type="checkbox"/> | Unlikely
<input type="checkbox"/> | Probably
<input type="checkbox"/> | Yes
<input type="checkbox"/> | |
| 9) Likelihood of you recommending the
St. Clair County SCCAA to family or friends: | No
<input type="checkbox"/> | Unlikely
<input type="checkbox"/> | Probably
<input type="checkbox"/> | Yes
<input type="checkbox"/> | |

Any additional comments:

The administration of St. Clair County SCCAA would like to thank you for taking the time to complete and return the survey.
Please return this form in the self-addressed envelope.

(Optional)

Name: _____ Date: _____

"An Equal Opportunity Employer" and Auxiliary aids and services are available upon request to customers



ST. CLAIR COUNTY COMMUNITY ACTION AGENCY

Attachment C

19 Public Square • Suite 200 • Belleville, Illinois 62220-1624 • 618.277.6790 • 618.825.3269 Fax

Professional Needs Assessment

The St. Clair County SCCAA would like your professional opinion concerning the needs of the communities you serve. The information gathered will help us determine future programs. The comments section is provided for additional information. **Please mail your response to: 19 Public Square Suite 200, Belleville, IL 62220 or fax to 618.825.3269.**

Agency Information:

Agency Name: _____ Agency Address: _____ Phone #: _____
Area(s) Served: _____

1. Is **Employment** an issue for the community(ies) you serve? (Yes/No) If Yes, please ☒ Check all that apply

- | | | |
|--|---|--|
| <input type="checkbox"/> Lack of skills/education to obtain jobs | <input type="checkbox"/> Lack of transportation | <input type="checkbox"/> Cost of child care |
| <input type="checkbox"/> Unable to find jobs in area | <input type="checkbox"/> Jobs leaving area | <input type="checkbox"/> Felony record |
| <input type="checkbox"/> Lack of benefits | <input type="checkbox"/> Long commute to work | <input type="checkbox"/> Other, specify: _____ |

2. Is **Education** an issue for the community(ies) you serve? (Yes/No) If Yes, please

- | | | |
|---|--|--|
| <input type="checkbox"/> No high school diploma/GED | <input type="checkbox"/> Lack knowledge of financial aid/how to apply | <input type="checkbox"/> Felony record |
| <input type="checkbox"/> Inconvenient class hours/locations | <input type="checkbox"/> Cannot afford uniforms, books, etc. | <input type="checkbox"/> Other, specify: _____ |
| <input type="checkbox"/> Lack of computer skills | <input type="checkbox"/> Lack funds to support self/family while in school | |
| <input type="checkbox"/> Cost of transportation | <input type="checkbox"/> Cost of child care | |

3. Is **Housing** an issue for the community(ies) you serve? (Yes/No) If Yes, please

- | | | |
|--|--|--|
| <input type="checkbox"/> Cost of rent/mortgage payment | <input type="checkbox"/> Lack of temporary housing/shelters | <input type="checkbox"/> Need knowledge on home buying |
| <input type="checkbox"/> Knowledge of tenant rights | <input type="checkbox"/> Homeless | <input type="checkbox"/> Living beyond their means |
| <input type="checkbox"/> Lack of affordable housing | <input type="checkbox"/> Credit problems | <input type="checkbox"/> Other, specify: _____ |
| <input type="checkbox"/> Cost of utilities | <input type="checkbox"/> Need mortgage modification/foreclosure assistance | |

4. Is **Health and Wellness** an issue for the community(ies) you serve? (Yes/No) If Yes, please

- | | | |
|---|--|--|
| <input type="checkbox"/> No insurance or minimum coverage | <input type="checkbox"/> Lack of exercise programs/fitness centers | <input type="checkbox"/> Lack knowledge of community resources |
| <input type="checkbox"/> Lack of transportation | <input type="checkbox"/> Need nutrition education | <input type="checkbox"/> Other, specify: _____ |
| <input type="checkbox"/> Lack of food banks available | <input type="checkbox"/> Cannot afford healthy food | |

5. What are some unmet needs in the community that have not been mentioned above?

6. What is the best way to inform your customers/community of current and new programs offered by our organization?

Additional Comments:

Thank You!

Revised: 6/29/2012

"An Equal Opportunity Employer" and Auxiliary aids and services are available upon request to customers



SCCAA Advisory Council Demographic Survey

Name: _____ **Date:** _____

Profession: _____ **Organization:** _____

1. What is your gender?

☐ Male

☐ Female

2. What is your age range?

☐ 18-23

☐ 24-44

☐ 45-54

☐ 55-69

☐ 70+

3. What is your race?

☐ White/Caucasian

☐ Black/African American

☐ Other (Please Specify) _____

☐ Native American/American Indian

☐ Asian /Pacific Islander

4. What is your ethnic origin?

☐ Hispanic

☐ Non-Hispanic

5. Are you a Veteran?

☐ Yes

☐ No

6. Are you disabled?

☐ Yes

☐ No

7. Do you need reasonable accommodation?

☐ Yes

☐ No

☐ If yes, please
specify: _____

8. What is the highest level of education that you have completed?

☐ Some High School

☐ High School Graduate

☐ Other (Please
Specify): _____

☐ Some College

☐ Associate's Degree

☐ Bachelor's Degree

☐ Graduate Study

9. What is your employment status?

☐ Not Employed

☐ Self-Employed

☐ Other (Please
Specify): _____

☐ Employed Part-time

☐ Employed Full-time

☐ Work more than one job

Revised: 8/15

"An Equal Opportunity Employer" and Auxiliary aids and services are available upon request to customers.



SCCAA Advisory Council Programmatic Questionnaire

NAME: _____ DATE: _____

Which sector do you represent: ☐ Private ☐ Client ☐ Public

1. What experience and resources do you bring to this board?

(Please explain in detail and use a separate sheet of paper, if needed)

2. How can the council more effectively reach the target population? *(Please explain)*

3. What service(s) are most needed by the sector that you represent?

(Please list service(s) and give an explanation for each one)

4. How can outreach to the Hispanic population be improved? *(Please explain)*

5. How can outreach to the disabled population be improved? *(Please explain)*

6. How can outreach to the veteran population be improved? *(Please explain)*

Revised: 8/15

"An Equal Opportunity Employer" and Auxiliary aids and services are available upon request to customers

Application Date: _____
Household Size: _____

St. Clair County Community Action Agency
Community Services Block Grant Program
Intake Form-PY2016

Attachment F

Head of Household Demographic Information:

Name: _____ SSN: _____
Relationship: Self _____ D.O.B.: _____
Income Source: _____ Race: _____
Income Amount: \$ _____ Education Level: _____

Family Members:

For additional family members, use additional intake form.

Name: _____	Name: _____
Relationship: _____	Relationship: _____
D.O.B.: _____	D.O.B.: _____
Race: _____	Race: _____
Income Source: _____	Income Source: _____
Income Amount: \$ _____	Income Amount: \$ _____

Household Information:

Address: _____
City: _____
Zip: _____
Phone: () _____

Is Family Homeless? Yes _____ No _____
Does Family Receive Food Stamps? Yes _____ No _____
Does Family Have Health Insurance? Yes _____ No _____
If Yes, List Insurance Source: _____

Housing Type (Check One) **Marital Status** (Check One)
Rent _____ Amt.\$ _____ Single _____ Married _____
Own _____ Divorced _____
Other _____ Widow(er) _____

Family Type (Check One) **Other** (Check One)
Single Person _____ Veteran _____
Single Parent/Female _____ Farmer _____
Single Parent/Male _____ Seasonal Farmer _____
Two Parent Household _____ Migrant Farm Worker _____
Two Adults/No Children _____

Demographic Key

RACE: <ul style="list-style-type: none">• Black• White• Hispanic• American Indian or Alaska Indian• Asian• Other (specify) _____	INCOME SOURCE: <ul style="list-style-type: none">• SSA• SSDI• SSI• TANF• Employment• Unemployment• General Assistance• Pension• Other(specify) _____	EDUCATION LEVEL: <ul style="list-style-type: none">• 0-8• 9-12• High School Graduate• 12+• College Graduate• Other(specify) _____
--	---	---

125% Federal Poverty Income Guidelines

Famil y Size	30 Day Income	90 Day Income
1	\$1,196.88	\$3,590.63
2	\$1,615.63	\$4,846.88
3	\$2,034.38	\$6,103.13
4	\$2,453.13	\$7,359.38
5	\$2,871.88	\$8,615.63
6	\$3,290.63	\$9,871.88
7	\$3,709.38	\$11,128.13
8	\$4,128.13	\$12,384.38

APPLICATION AFFIRMATION AND AUTHORIZATION TO VERIFY INFORMATION

APPLICANT STATEMENT: I certify that the above information is an accurate and complete disclosure of the requested information. I hereby acknowledge that the information relating to determination of my eligibility requires verification and/or documentation and by my signature, I authorize others to release such information as may be required for the determination of my eligibility. **perjure myself in order to obtain assistance is a fraudulent offense for which I can be prosecuted.**

Applicant Signature: _____ Date: _____ Staff Signature: _____ Date: _____
Aug. 2015

Attachment G

A list of selected informational, emergency, and 24-hour numbers of public and voluntary health and human service agencies compiled by 2-1-1.

This free, confidential service is available by calling 2-1-1 or (800)427-4626.

Note: Inclusion does not indicate United Way membership or endorsement; it is solely to provide community information.

*** - Indicates service is available at all times or gives/takes recorded messages after hours.**

Area code is (618) unless otherwise indicated.

Abuse:

Call for Help (Admin.) 397-0968
Sexual Assault Victims Care Unit
397-0975
Sexual Assault Unit 397-0975
Violence Prevention Center of
Southwestern Illinois 236-2531
*Hotline 235-0892

Aging:

Aging Resources/Information:
Hotline, State 800-252-8966
or 217-524-6911
Programs and Services for Older
Persons 234-4410
Southwestern Illinois Area Agency
on Aging 222-2561
Lessie Bates Davis Neighborhood House
874-0777
SWIC – Senior Programs
234-4410
American Cancer Society 288-2320
American Heart Association 217-698-3838
American Lung Association of Illinois,
217-787-5864
American Red Cross, St. Clair County
Fairview Heights 397-4600
Scott Air Force Base 256-1855
ATS (Alternatives Transportation System)
239-0749
Belleville Parks & Recreation Department
233-1416
Belleville Public Library 234-0441
Cahokia Public Library 332-1491
Cerebral Palsy of Southwestern Illinois
233-0210
Chamber of Commerce:
Belleville 233-2015
East St. Louis 271-2855
Fairview Heights 397-3127

Children:

Big Brothers/Big Sisters 398-3162
Boy Scouts of America – Lewis & Clark
Council 234-9111
Catholic Day Care Center 874-7178
Catholic Urban Programs 398-5616
*Child Abuse Hotline, State 800-252-2873
Out of State 217-785-4020
Child & Family Connection (Special
Children, Inc.) 257-0445
Children's Center for Behavioral
Development 398-1152

Children cont:

Children's Home & Aid Society
Belleville 398-6700
East St. Louis 874-0216
Child Care Resource & Referral
800-467-9200
Discovery School 632-3688
Griffin Center 874-2500
Hoyleton Youth & Family Services
875-0673
Jackie Joyner-Kersee Foundation
274-5437
Lessie Bates Davis Neighborhood House
874-0777
Lutheran Child & Family Services
Belleville 234-8904
Office of Youth Ministry Diocesan of
Belleville 235-9601
Scott Youth Activities 744-9862
S.I.U.E. Head Start 482-6955
University of Illinois Extension 236-4172
Parent Readiness Education Program
397-4973
WIC (Women, Infants & Children) Food
Program 233-6170 xt. 4428

Disabled:

Belleville Area Special Services
Cooperative 355-4700
Developmental Disabilities Services of
Metro East 236-7957
East St. Louis Joint Agreement for Special
Education 646-3000 or 646-3160
Hazel Bland Promise Center
(developmentally disabled) 274-3500
LINC, Inc. (Living Independently Now
Center) 235-9988
Mamie O. Stookey School
(developmentally disabled) 234-6876
MERS/ Missouri Goodwill Industries
332-3623 or 257-1080
mindsEYE Information Service 397-6700
Ext. 6221
SAVE, Inc. (St. Clair County Associated
Vocational Enterprises) 234-1992
East Side Health District 874-4713
East St. Louis Community College
874-8700
East St. Louis Public Library 397-1149
or 397-0991

East St. Louis School District #189
646-3000
Educational Opportunity Centers
Belleville 235-1776
East St. Louis 482-6987
Epilepsy Foundation 236-2181
Fairview Heights Public Library 489-2070
Family Hospice of Belleville Area 277-1800
Federal Citizen Information Center
800-688-9889

Financial Assistance (Utility, rent, etc.)

Belleville Township Office of General
Assistance 233-0206 / 233-0208
Canteen Township Office of General
Assistance 874-8350
Caseyville Township Office of General
Assistance 398-6248
East St. Louis Township Office of General
Assistance 874-3650
O'Fallon Township Office 632-3517

Salvation Army
Belleville 235-7378
East St. Louis 874-3136
Urban League of Metropolitan St. Louis,
St. Clair County Operations 274-1150

Food

Cahokia Community Basket 337-1580
Food Stamps:
Illinois Department of Human Services
East St. Louis 583-2300
Fairview Heights Area Food Pantry
398-0292
Lessie Bates Davis Neighborhood House
874-0777

Salvation Army
Belleville 235-7378
East St. Louis 874-3136
Urban League of Metropolitan St. Louis,
St. Clair County Operations 274-1150
WIC (Women, Infants & Children) Food
Program 233-6170 xt. 4428
Historical Society, St. Clair County
234-0600

HIV/AIDS:

AIDS Services – Bethany Place 234-0291
Hospice of Southern Illinois, Inc. 235-1703

Hospitals:

Memorial 233-7750
 St. Elizabeth's 234-2120
 Kenneth Hall Regional 274-1900
 Touchette Regional 332-3060

Housing/Shelter:

Cahokia Community Basket 337-1580
 Call for Help (Admin.) 397-0968
 Transitional Living Program 397-3076
 CDBG Operations Corporation 482-6635
 Dorris' Helping Hand 271-1466
 East St. Louis Housing Authority 271-0498
 Holy Angels Shelter 874-4079

Salvation Army

Emergency Lodge 236-2167
 Second Chance Shelter (American Red Cross) 482-5662
 Illinois Center for Autism 398-7500

Illinois State:

Aging, Dept. of – Hotline 800-252-8966
 Child Abuse Hotline 800-252-2873
 Dept. of Children & Family Services
 Belleville 394-2150
 East St. Louis 583-2100
 Dept. of Human Services 257-7400
 Office of Rehabilitation Services (DORS) 235-5300
 Employment & Training Center
 Belleville 277-5678
 East St. Louis 271-7750
 Jewish Federation 235-1614

Job Search/Employment:

Job Service (IL Employment & Training Center)
 Belleville 277-5678
 East St. Louis 271-7750
 Lessie Bates Davis Neighborhood House 874-0777
 Urban League of Metropolitan St. Louis, St. Clair County Operations 274-1150
 Land of Lincoln Legal Assistance Foundation 398-0958 (East St. Louis)
 Leu Civic Center, Inc. 566-2175
 McKendree University 537-4481
 Medicare Information
 800-633-4227

Mental Health:

Call for Help (Admin.) 397-0968
 Information & Referral 397-0996
 *Suicide/Crisis 397-0963
 Catholic Social Service 394-5900
 Chestnut Health Systems 877-4420
 Christian Family Services, Inc. 397-7678
 Comprehensive Mental Health Center of St. Clair County 482-7330
 *After Hours 397-0963
 LINC, Inc. (Living Independently Now Center) 235-9988

Metro Information 271-2345
 TDD 875-1200
 Arts in Transit 314-982-1412
 Information 314-231-2345

Mothers Against Drunk Driving (MADD)

800-438-6233
 877-623-3435 24 hour helpline
 Social Security Administration
 800-772-1213
 Southern Illinois Healthcare Foundation
 397-3303
 Southwestern Illinois College (formerly Belleville Area College) 235-2700

St. Clair County:

Community Action Agency 277-6790
 Community Mental Health Board 277-6022
 Emergency Services & Disaster 277-3012
 Health Department 233-7703
 Housing Authority 277-3290
 Intergovernmental Grants 277-6790
 Medical Society 397-8390
 Sheriff's Office 277-3500
 Township Office of General Assistance 233-3437
 Veterans Assistance Commission 277-0040

Substance Abuse:

Chestnut Health Systems 877-4420
 Gateway's Foundation Belleville Outpatient Program (chemical dependency) 234-9002 or 234-9005
 United Way
 2-1-1 or 800-427-4626
 Illinois Division 233-8441
 U.S. Government: USAF Family Support Center 256-8668
 Visiting Nurse Association of St. Clair County 236-5800
 Volunteers of America of Illinois 312-564-2300

Women:

*Birthright Counseling 314-962-5300
 Call for Help (Admin.) 397-0968
 Transitional Living Program 397-3076
 Planned Parenthood, Belleville 277-6668
 Pregnancy Care Center 233-2273
 Reproductive Health Services of Planned Parenthood 314-531-7526
 WIC (Women, Infants & Children) Food Program 233-6170 ext. 4428

YMCA of Southwest Illinois 233-1243

2-1-1

www.211missouri.org
www.211southwestillinois.org

United Way
910 North 11th
St. Louis, MO 63101
Administration (314) 421-0700

Volunteer Center (314) 539-4063
or (800) VOLUNTEER
www.stl.unitedway.org

United Way, Illinois Division
1717 N. Illinois,
Swansea, IL 62226
(618) 233-8441

ST. CLAIR COUNTY COMMUNITY ACTION PLAN

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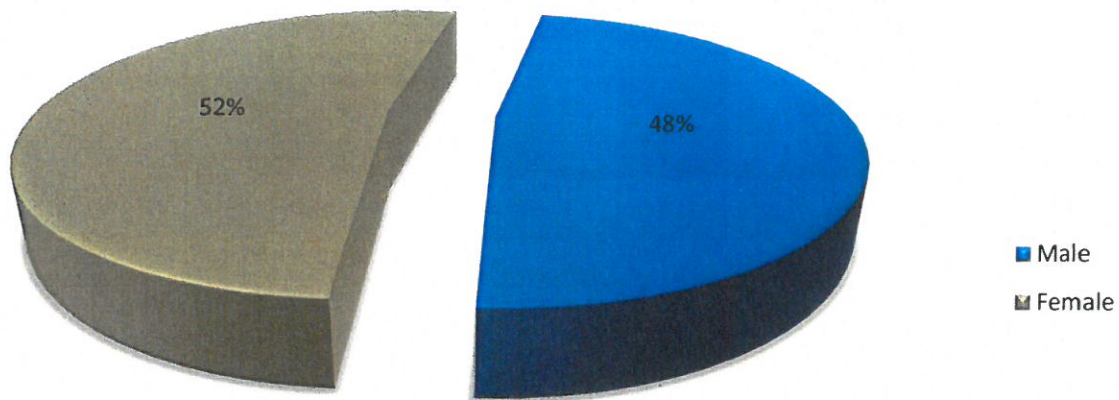


2014/2015
ST. CLAIR COUNTY, ILLINOIS
DEMOGRAPHICS AND CUSTOMER DATA

ST. CLAIR COUNTY 2015 POPULATION BY GENDER

Table 1

Male	129,976
Female	140,080
TOTAL POPULATION =	270,056



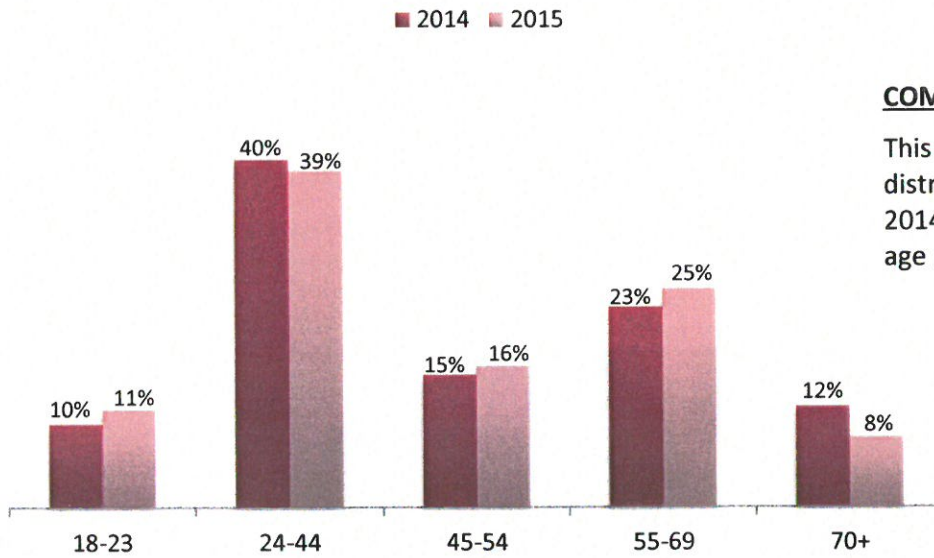
ANALYSIS OF TABLE 1

Based on the *Suburban Stats* St. Clair County has a total population of 270,056. Table 1 shows the male population at 129,976 (48%) and the female population at 140,080 (52%).

Resource: (<https://suburbanstats.org/population/illinois/how-many-people-live-in-st-clair-county>)

AGE RANGE

Table 2



COMPARISON ANALYSIS OF TABLE 2

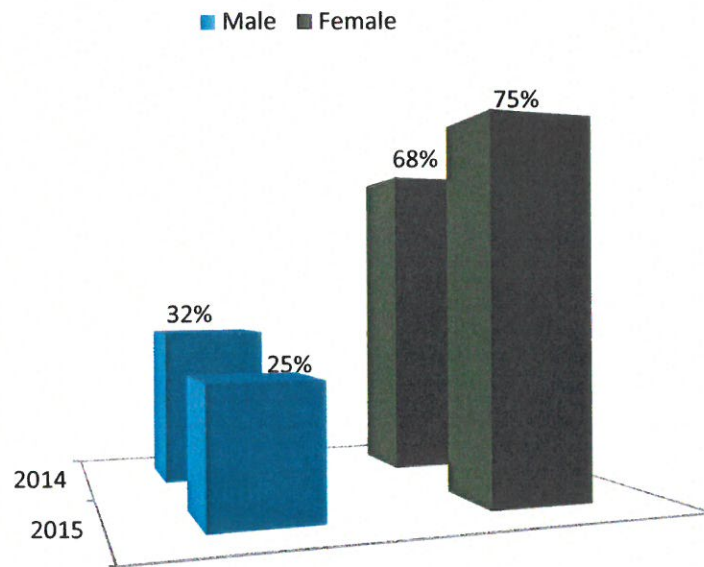
This table illustrates the age distributions of customers served in 2014-2015. The majority were in the age range of 24-44.

GENDER

Table 3

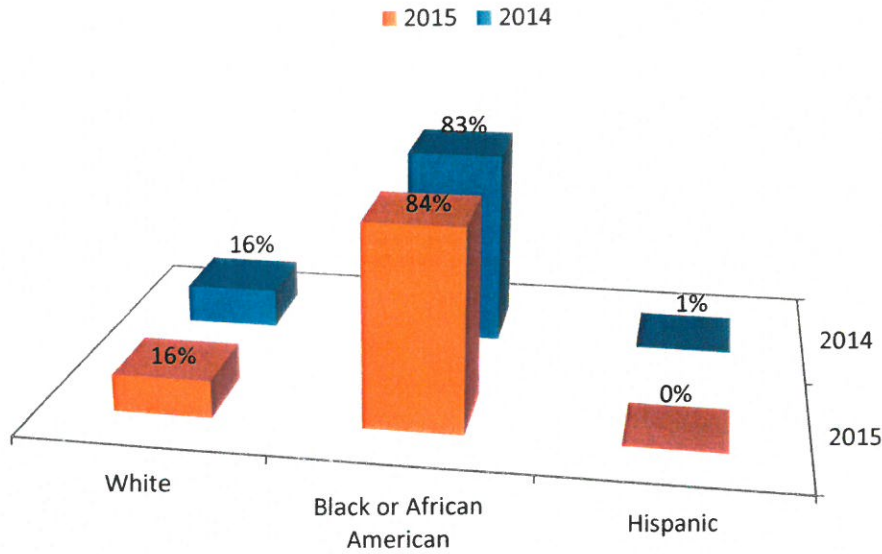
COMPARISON ANALYSIS TABLE 3

This table illustrates the demographics of customers served in 2014 and 2015.



RACE/ETHNICITY

Table 4



COMPARISON ANALYSIS TABLE 4

This table illustrates the race/ethnicity of customers served in 2014 and 2015.

Note¹: Five (5) Hispanic families were served for PY 2014.

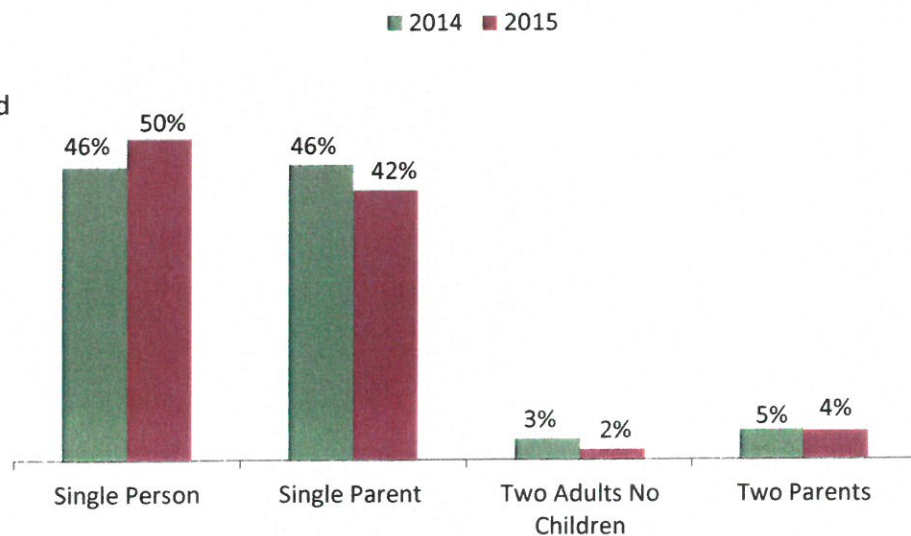
Note²: Three (3) Hispanic families were served for PY 2015. Unfortunately, this table doesn't account for any count under 4.

FAMILY TYPE

Table 5

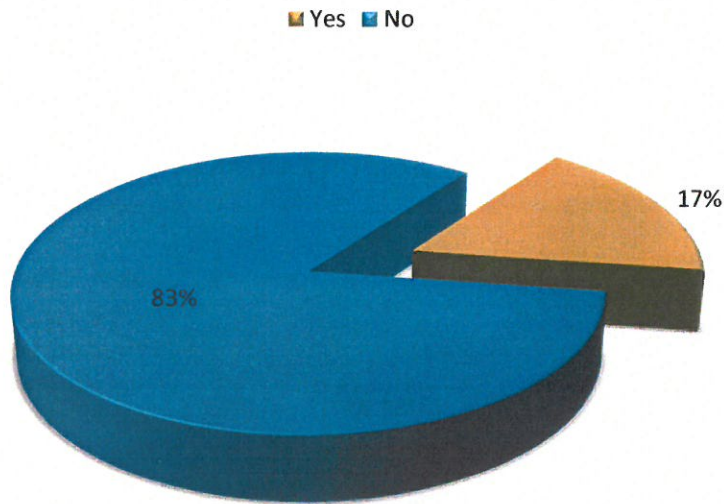
COMPARISON ANALYSIS TABLE 5

This table illustrates the family demographics of customers served in 2014 and 2015.



DISABLED

Table 6



PY15 ANALYSIS TABLE 6

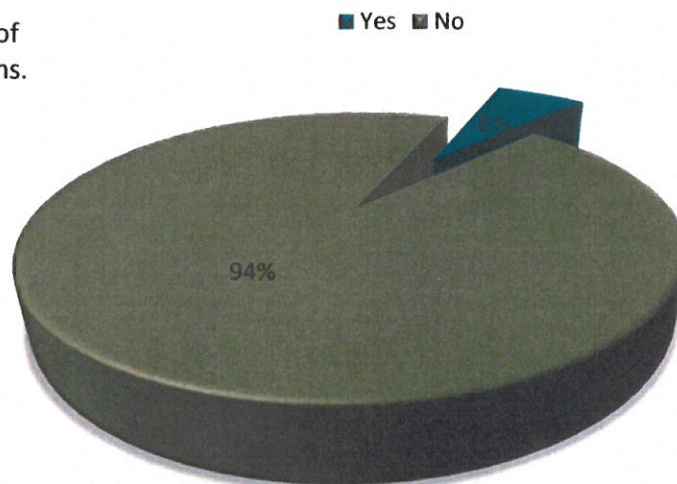
This table illustrates that (17%) of customers served were disabled.

VETERANS

Table 7

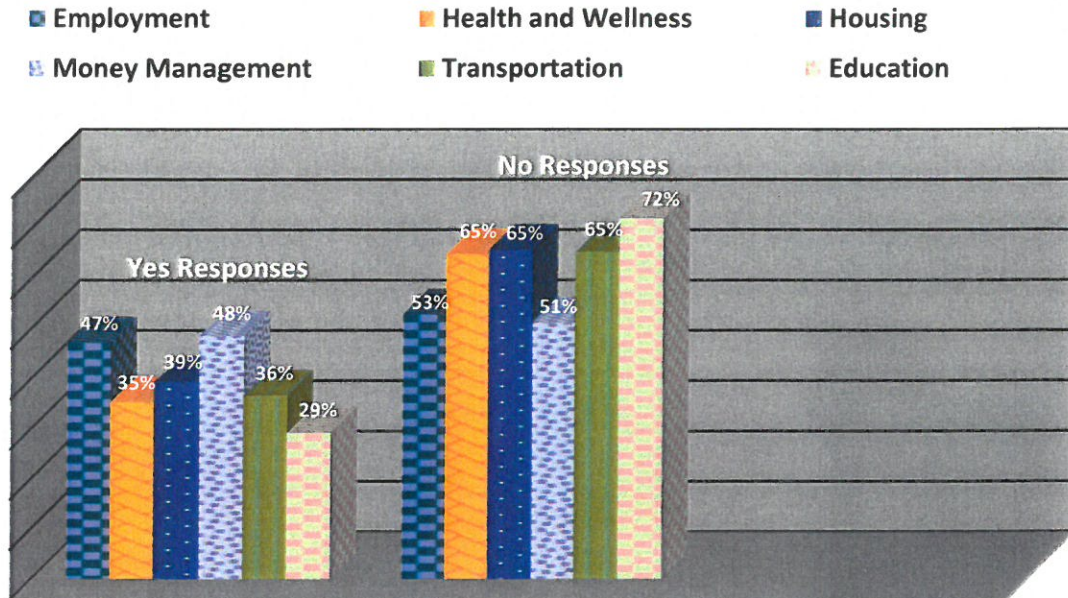
PY 15 ANALYSIS TABLE 7

This table illustrates that (6%) of customers served were veterans.



NEEDS ASSESSMENT RESPONSES

Table 8



ANALYSIS TABLE 8

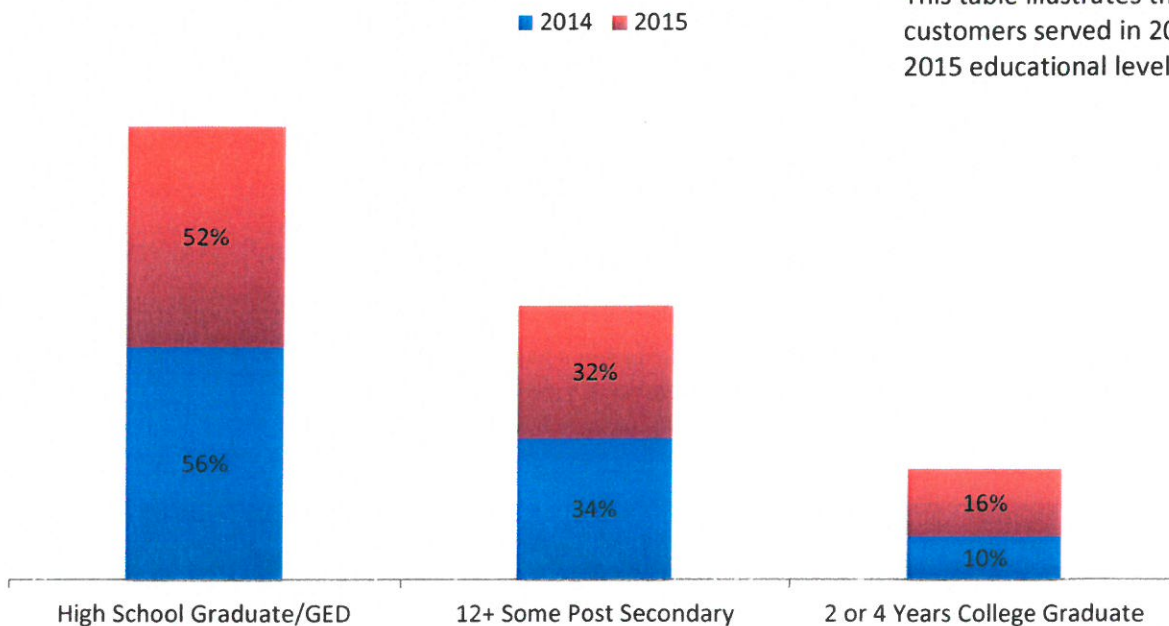
Data captured from 2014-2015. Tabulation based on 862 respondents.

EDUCATIONAL ATTAINMENT

Table 9

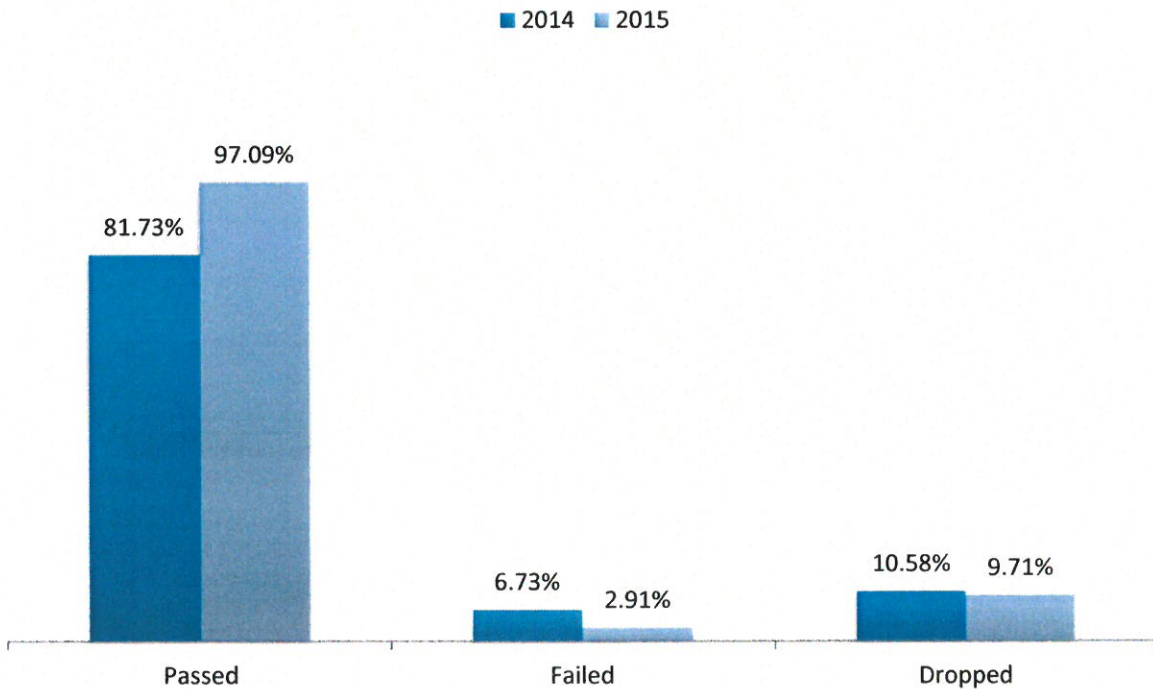
COMPARISON ANALYSIS TABLE 9

This table illustrates the customers served in 2014 and 2015 educational level.



SUMMER SCHOOL TUITION PROGRAM

Table 10



COMPARISON ANALYSIS TABLE 10

This table illustrates the comparison results of PY2014 and PY2015 Summer School Tuition Program.

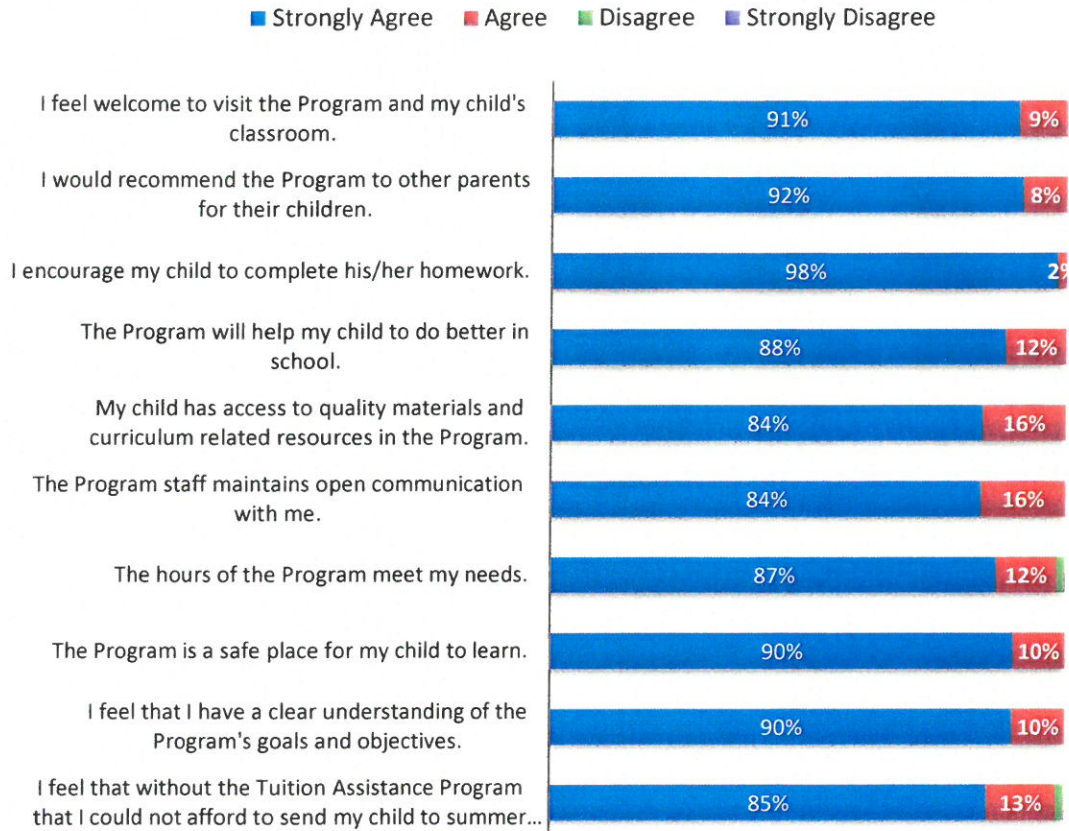
Note¹: For program year 2014, one hundred and four (104) students participated.

Note²: For program year 2015, one hundred and ten (110) students participated.

Note³: A total of 333 students have participated in this program for the past four years with 96% success rate.

PY 15 SUMMER SCHOOL TUITION ASSISTANCE PROGRAM PARENT RESPONSES

Table 11

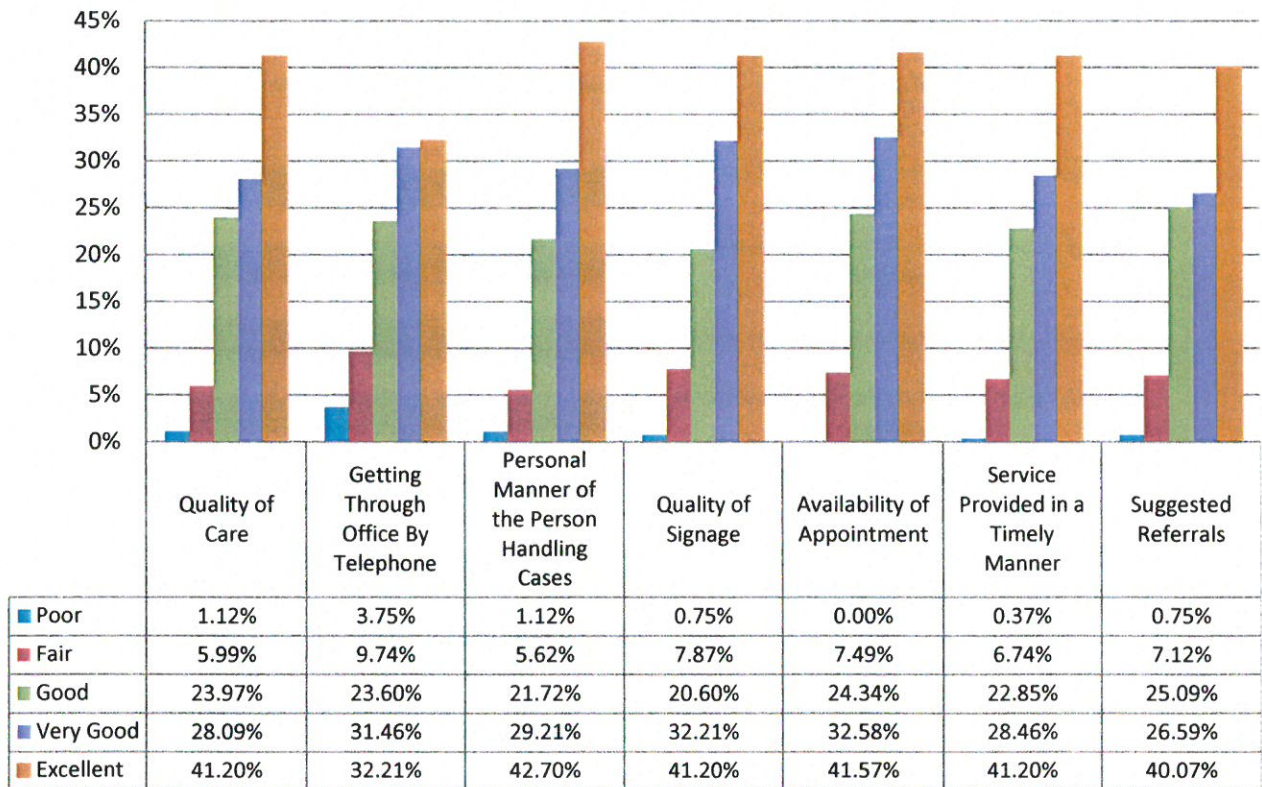


ANALYSIS TABLE 11

Tabulation based on 60 respondents.

PY 15 FOLLOW-UP SURVEY RESPONSES

Table 12

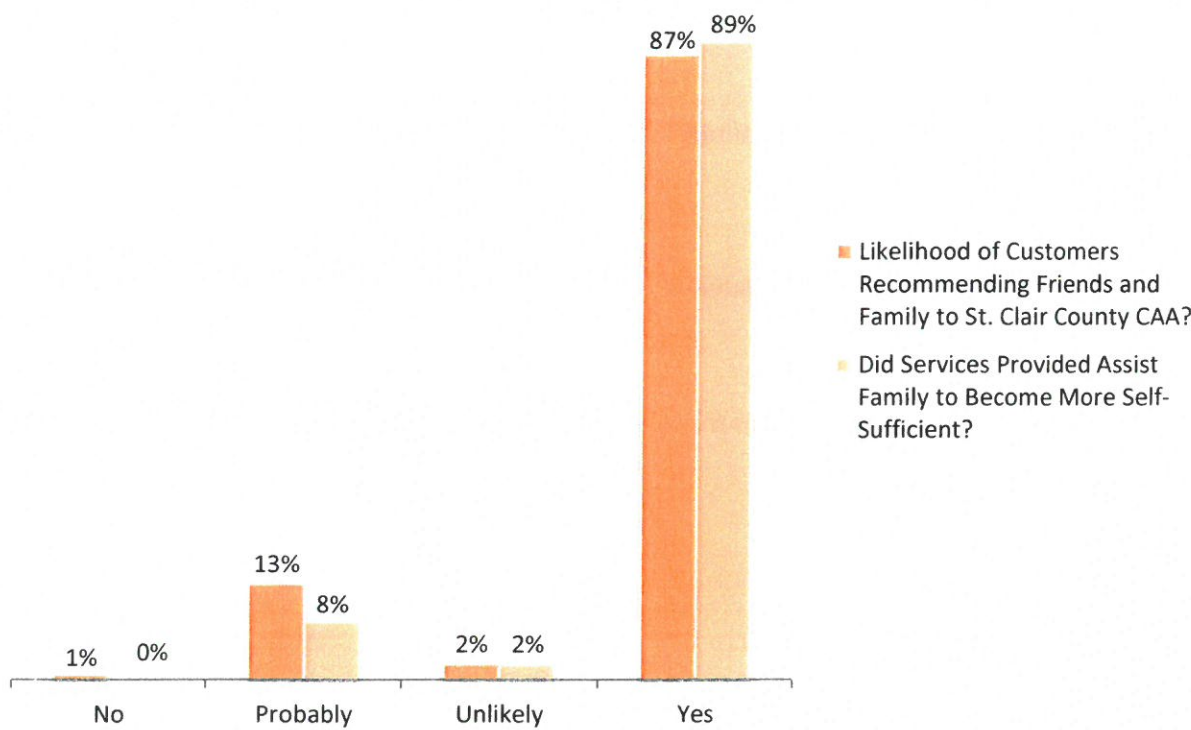


ANALYSIS TABLE 12 and TABLE 13

Tabulation based on 267 respondents.

PY 15 FOLLOW-UP SURVEY RESPONSES (CONT.)

Table 13

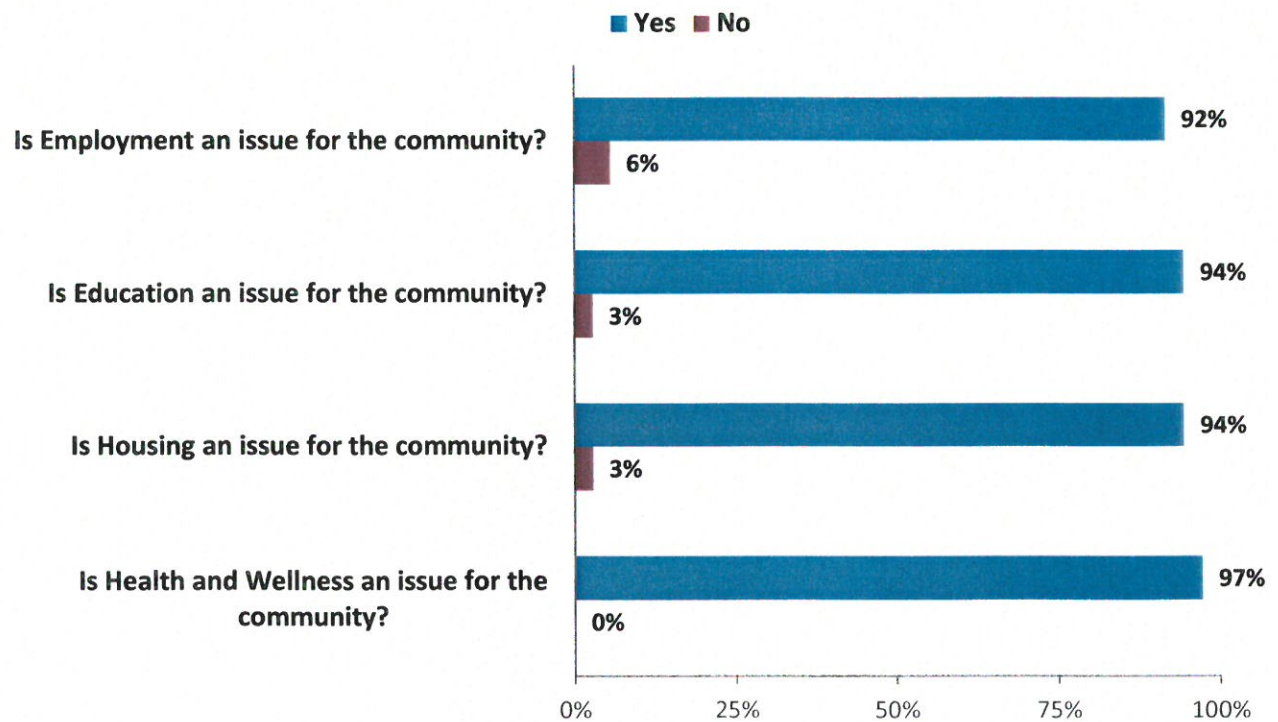


ANALYSIS TABLE 12 and TABLE 13

Tabulation based on 267 respondents.

PY 15 PROFESSIONAL NEEDS ASSESSMENTS

Table 14



ANALYSIS TABLE 14

Tabulation based on 36 respondents.

ST. CLAIR COUNTY COMMUNITY ACTION PLAN

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