

DuPage County Department of Community Services

2016 Community Needs Assessment

Prepared by Impact DuPage
July 2016



Driving DuPage Forward

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Executive Summary

DuPage County Department of Community Services (Community Services) works to maintain and strengthen the DuPage County community social service safety net. As an administrator of Community Service Block Grant (CSBG) funds, Community Services and the CSBG Advisory Board assess the unmet social needs of DuPage County residents and design programs to address those needs.

In spring of 2016, Community Services partnered with Impact DuPage to collect qualitative and quantitative data on needs and poverty in the county. A survey of 210 community stakeholders across a variety of sectors highlighted the need for more childcare programs for low-income residents, with needing childcare the most common response for barriers people have getting or keeping a full-time, living wage job. In addition, housing, transportation, and childcare were the top three challenges that stakeholders believe low-income residents are facing, and employment and job training were top responses for what is needed for low-income residents to achieve self-sufficiency.

Feedback from 1,602 clients of DuPage County social service organizations reinforce the need for additional support in these areas. The most common unmet needs for clients over the past 12 months were financial (paying bills, debt, etc.), housing, transportation, and health needs. The categories where clients most frequently selected a need include housing (70%), employment (69%), food & nutrition (67%), and education (66%).

DuPage County has become more diverse in recent years. Between 2000 and 2014, the Hispanic/Latino and Black or African American populations each increased 56 percent. The over 64 age group increased 30 percent during the same time period. Although the median household income for DuPage County is well above the median income for Illinois and the United States, thousands of residents live in poverty. The poverty rate increased 97 percent from 2000 (3.6%) to 2014 (7.1%). Nineteen percent of black or African American, 18 percent of Native Hawaiian/Pacific Islander, and 16 percent of Hispanic/Latino residents live in poverty, compared to six percent of white residents. Female householders with no husband present comprise 43 percent of families in poverty. Housing affordability is also an issue with 47.5 percent of renters in DuPage County spending 30 percent or more of their household income on rent.

The increase of residents in poverty, disproportionately affecting vulnerable populations such as minorities and female householders, reinforces the need for services to increase income, such as education, job training, and support in finding employment, as well as financial assistance in the interim. In addition, residents are most affected by unmet housing, transportation, and health needs. These data will inform the CSBG Community Action Plan, ensuring that funds support the services that DuPage County residents need most.

Introduction

DuPage County Department of Community Services (Community Services) is a designated Community Action Agency that works to empower people with needs in DuPage County to become self-sufficient and lead enriched, productive lives. Community Services' goals include: keeping people safe in their homes, environments, and relationships; connecting those in need to the resources that support them; and providing support to help residents escape poverty, maintain independence, and achieve economic self-sufficiency.

Community Services offers assistance to residents through the following divisions: Client Services, Psychological Services, Family Center, Senior Services, Community Development, and Volunteering. Client Services offers case management, housing and utility assistance, transportation assistance, financial assistance for medical fees, and information referral. Community Services also administrates the Community Services Block Grant (CSBG). This Community Needs Assessment informs the CSBG work plan and administration of CSBG funds.

The Community Service Block Grant Advisory Board is responsible for assessing the unmet social needs of DuPage County residents and designing and funding programs that address these needs. The Advisory Board is comprised of five elected officials, five representatives from the private sector, and five representative from low-income families.

2016 Community Service Block Grant Advisory Board

Member Name	Represents	Sector
Laurel Bowen	Downers Grove Fish	Client
Don Davia	Spectrios	Client
Elizabeth Chaplin	DuPage County Board	Public/Elected Official
LaTanya Gatewood	Outreach Community Ministries	Private
Amy L. Grant	DuPage County Board	Public/Elected Official
"Molly" Mary K. Howieson	Bridge Community, Inc.	Client
Tonia Khouri	DuPage County Board	Public/Elected Official
Robert Larsen	DuPage County Board	Public/Elected Official
Kathleen McNamara	Carol Stream Police Department	Private
Jamie Pacis	Central DuPage Hospital	Private
Millie Rodriguez	Naperville Township	Client
Melissa Travis	People's Resource Center	Client
Sam Tornatore	DuPage County Board	Public/Elected Official
Roger Cave (Alternate)	Parent's Alliance Employment Project	Private
Gary Grasso (Alternate)	DuPage County Board	Public/Elected Official
Kristen Sheffield (Alternate)	Parent's Alliance Employment Project	Private

Qualitative Data from the Community

Community Services partnered with Impact DuPage to administer two surveys regarding community needs. Impact DuPage is a collective impact partnership, primarily comprised of community leaders from health and human service sectors throughout DuPage County, including Community Services, that is committed to creating a common understanding of community needs, gaps, and priorities to advance well-being.

Client Survey

In order to gather feedback from low-income residents on needs related to education, employment, housing, parenting, food, finances, transportation, health, and basic needs, Impact DuPage surveyed clients at health and human agencies throughout the county.

Methodology

Between April 18, 2016 and May 27, 2016, Community Services surveyed clients using the Client Needs Assessment survey provided by the Illinois Department of Commerce & Economic Opportunity (Appendix I). In addition, fourteen other health and human service agencies in DuPage County, including current Community Service Block Grant awardees, distributed the survey to their clients. The survey was available in both English and Spanish, as well as electronically, though the majority of surveys were completed on paper. A total of 1,256 English and 346 Spanish surveys were collected.

Survey Collection Sites

Organization	Location
360 Youth Services	1305 Oswego Road, Naperville
Bridge Communities	505 Crescent Blvd, Glen Ellyn
Catholic Charities	26 St. Charles Rd #2, Lombard
DuPage County Community Services	421 N. County Farm Road, Wheaton
DuPage County Health Department - SEPHC	245 W. Roosevelt Road, West Chicago
DuPage County Health Department - CPHC	111 N. County Farm Road, Wheaton
DuPage County Health Department - NPHC	1111 W. Lake Street, Addison
DuPage County Health Department - EPHC	1111 E. Jackson Street, Lombard
DuPage County Health Department - SEPHC	422 N. Cass Avenue, Westmont
DuPage Homeownership Center	1600 E. Roosevelt Road, Wheaton
DuPagePads	601 West Liberty, Wheaton
Loaves & Fishes Community Services	1871 High Grove Lane, Naperville
Naperville Township	139 Water Street, Naperville
Midwest Shelter for Homeless Veterans	433 S. Carlton Ave, Wheaton
Open Door DuPage Federation on Human Services Reform	146 W. Roosevelt Road, Villa Park
People's Resource Center	201 S. Naperville Road, Wheaton
Repeat Boutique	1825 College Ave, Wheaton

Results

Surveys were collected from 1,602 residents of DuPage County (1,256 English and 346 Spanish). Of respondents to the English survey, 23.2 percent identified as male, 75.9 percent identified as female, and less than one percent each identified as either transgender female (male to female), transgender

male (female to male), genderqueer/gender non-conforming, or other. Twenty-three percent of respondents were age 55 or older, and 34.2 percent reported being married or living with a partner. Most respondents reported income from employment (38.6%) or no income at all (20.3%). Forty percent reported a decrease in income in the past 12 months.

Of respondents to the Spanish survey, 8.5 percent identified as male, 91.8 percent identified as female, and less than 1 percent identified as either transgender female (male to female), transgender male (female to male), genderqueer/gender non-conforming, or other. Three percent of respondents were over age 55, and 77 percent reported being married or living with a partner. Seventy-one percent of respondents who reported on their source of income selected employment as their source of income. Thirty-six percent reported a decrease in income in the past 12 months.

Respondents were asked to select the needs they could use help with regarding employment, education, financial and legal issues, housing, food and nutrition, childcare and child development, parenting and family support, transportation, health, and basic needs. Below are the top needs selected in each category for DuPage County, as well as for zip codes with more than 30 responses. The total number of survey responses is listed. However, the number of respondents that selected a need in each category varies (i.e. not every respondent checked a box in every question), and the percentages listed refer to those that answered that particular question.

English Survey Respondents: Employment, Education, Financial, Housing, and Food Needs

Location	N=	Employment Needs	Education Needs	Financial and/or Legal Needs	Housing Needs	Food & Nutrition Needs
DuPage County	1256	<ul style="list-style-type: none"> • Finding a permanent full-time job that will support me or my family (43.86%) • Knowing what jobs are available (35.25%) • Getting an education for the job that I want (33.64%) 	<ul style="list-style-type: none"> • Financial assistance to complete my education (31.93%) • Obtaining a 4-year college or university degree (29.76%) • Obtaining a 2-year college degree (29.52%) 	<ul style="list-style-type: none"> • Budgeting and managing money (52.99%) • Understanding credit scores (23.90%) • Solving problems with a credit card or loan company (23.77%) 	<ul style="list-style-type: none"> • Affordable housing that fits my family's needs (54.42%) • Financial assistance with rent payments (34.81%) • Financial assistance with a down payment or closing costs to buy a home (33.79%) 	<ul style="list-style-type: none"> • Food from food pantries, food banks, or food shelves (46.20%) • How to shop and cook for healthy eating (37.17%) • How to stretch my food dollar (36.94%)
60187	112	<ul style="list-style-type: none"> • Knowing what jobs are available (45.83%) • Finding a permanent full-time job that will support me or my family (41.67%) • Getting training for the job that I want (36.11%) 	<ul style="list-style-type: none"> • Obtaining a 4-year college or university degree (27.4%) • Financial assistance to complete my education (27.4%) • Obtaining a 2-year college degree (26.0%) 	<ul style="list-style-type: none"> • Budgeting and managing money (49.21%) • Opening a checking or savings account (25.40%) • Solving problems with a credit card or loan company (25.40%) 	<ul style="list-style-type: none"> • Affordable housing that fits my family's needs (51.90%) • Financial assistance with rent payments (44.30%) • Financial assistance with a down payment or closing costs to buy a home (32.91%) 	<ul style="list-style-type: none"> • Food from food pantries, food banks, or food shelves (55.56%) • How to stretch my food dollar (29.17%) • Having enough food at home (27.78%)
60139	88	<ul style="list-style-type: none"> • Finding a permanent full-time job that will support me or my family (34.48%) • Getting an education for the job that I want (32.76%) • Knowing what jobs are available (29.31%) 	<ul style="list-style-type: none"> • Obtaining a 2-year college degree (36.92%) • Obtaining a 4-year college or university degree (30.77%) • Obtaining a high school diploma or GED/HSED (26.15%) 	<ul style="list-style-type: none"> • Budgeting and managing money (46.00%) • Legal assistance when denied services (18.00%) • Filling out tax forms (18.00%) • Solving child custody problems or issues (18.00%) • Solving problems with utility or telephone company (18.00%) 	<ul style="list-style-type: none"> • Affordable housing that fits my family's needs (47.62%) • Financial assistance with a down payment or closing costs to buy a home (38.10%) • Qualifying for a loan to buy a home (33.33%) • Making my home more energy efficient (33.33%) 	<ul style="list-style-type: none"> • How to stretch my food dollar (44.44%) • Food from food pantries, food banks, or food shelves (42.86%) • How to shop and cook for healthy eating (39.68%)
60101	86	<ul style="list-style-type: none"> • Finding a permanent full-time job that will support me or my family (38.46%) • Getting an education for the job that I want (36.92%) • Getting training for the job that I want (33.85%) 	<ul style="list-style-type: none"> • Obtaining a 2-year college degree (28.36%) • Choosing a career (26.87%) • Financial assistance to complete my education (26.87%) 	<ul style="list-style-type: none"> • Budgeting and managing money (66.04%) • Solving problems with a credit card or loan company (28.30%) • Understanding credit scores (22.64%) 	<ul style="list-style-type: none"> • Affordable housing that fits my family's needs (68.97%) • Financial assistance with a down payment or closing costs to buy a home (36.21%) • Qualifying for a loan to buy a home (31.03%) 	<ul style="list-style-type: none"> • How to shop and cook for healthy eating (38.60%) • How to stretch my food dollar (38.60%) • Food from food pantries, food banks, or food shelves (36.84%)
60181	80	<ul style="list-style-type: none"> • Finding a permanent full-time job that will support me or my family (47.46%) • Getting an education for the job that I want (35.59%) • Learning how to write a resume (32.20%) 	<ul style="list-style-type: none"> • Financial assistance to complete my education (31.37%) • Obtaining a 4-year college or university degree (29.41%) • Obtaining a 2-year college degree (27.45%) 	<ul style="list-style-type: none"> • Budgeting and managing money (54.72%) • Understanding credit scores (35.85%) • Solving problems with a credit card or loan company (20.75%) 	<ul style="list-style-type: none"> • Affordable housing that fits my family's needs (41.38%) • Financial assistance with rent payments (36.21%) • Financial assistance with a down payment or closing costs to buy a home (34.48%) 	<ul style="list-style-type: none"> • Food from food pantries, food banks, or food shelves (46.00%) • How to shop and cook for healthy eating (44.00%) • How to stretch my food dollar (40.00%)

English Survey Respondents: Employment, Education, Financial, Housing, and Food Needs (continued)

Location	N=	Employment Needs	Education Needs	Financial and/or Legal Needs	Housing Needs	Food & Nutrition Needs
60148	79	<ul style="list-style-type: none"> • Finding a permanent full-time job that will support me or my family (44.44%) • Getting an education for the job that I want (33.33%) • Knowing what jobs are available (33.33%) 	<ul style="list-style-type: none"> • Obtaining a 4-year college or university degree (31.82%) • Financial assistance to complete my education (31.82%) • Obtaining a 2-year college degree (25.00%) 	<ul style="list-style-type: none"> • Budgeting and managing money (37.21%) • Solving problems with a credit card or loan company (25.58%) • Understanding credit scores (23.26%) 	<ul style="list-style-type: none"> • Affordable housing that fits my family's needs (45.61%) • Financial assistance with rent payments (36.84%) • Qualifying for a loan to buy a home (33.33%) 	<ul style="list-style-type: none"> • Having enough food at home (42.00%) • Food from food pantries, food banks, or food shelves (40.00%) • How to shop and cook for healthy eating (32.00%)
60188	69	<ul style="list-style-type: none"> • Finding a permanent full-time job that will support me or my family (50.91%) • Knowing what jobs are available (34.55%) • Getting an education for the job that I want (20.00%) 	<ul style="list-style-type: none"> • Obtaining a 2-year college degree (35.42%) • Obtaining a 4-year college or university degree (27.08%) • Financial assistance to complete my education (25.00%) 	<ul style="list-style-type: none"> • Budgeting and managing money (58.70%) • Solving problems with a credit card or loan company (28.26%) • Understanding credit scores (21.74%) 	<ul style="list-style-type: none"> • Affordable housing that fits my family's needs (60.87%) • Financial assistance with rent payments (36.96%) • Financial assistance with rent deposits (23.91%) 	<ul style="list-style-type: none"> • Food from food pantries, food banks, or food shelves (50.00%) • How to stretch my food dollar (37.50%) • Having enough food at home (35.42%)
60517	46	<ul style="list-style-type: none"> • Finding a permanent full-time job that will support me or my family (57.14%) • Getting an education for the job that I want (39.29%) • Getting training for the job that I want (35.71%) 	<ul style="list-style-type: none"> • Obtaining a 4-year college or university degree (57.14%) • Obtaining a 2-year college degree (42.86%) • Choosing a career (35.71%) 	<ul style="list-style-type: none"> • Budgeting and managing money (51.72%) • Understanding credit scores (34.48%) • Filling out tax forms (20.69%) • Solving problems with a credit card or loan company (20.69%) 	<ul style="list-style-type: none"> • Affordable housing that fits my family's needs (48.48%) • Financial assistance with a down payment or closing costs to buy a home (42.42%) • Learning basic home repair and property maintenance skills (33.33%) 	<ul style="list-style-type: none"> • Food from food pantries, food banks, or food shelves (51.35%) • How to shop and cook for healthy eating (51.35%) • How to stretch my food dollar (37.84%)
60137	45	<ul style="list-style-type: none"> • Finding a permanent full-time job that will support me or my family (56.67%) • Getting an education for the job that I want (46.67%) • Getting training for the job that I want (33.33%) 	<ul style="list-style-type: none"> • Financial assistance to complete my education (40.00%) • Obtaining a 2-year college degree (30.00%) • Choosing a career (30.00%) • Communication or language skills (30.00%) 	<ul style="list-style-type: none"> • Budgeting and managing money (43.48%) • Filling out tax forms (34.78%) • Solving problems with a credit card or loan company (26.09%) • 	<ul style="list-style-type: none"> • Affordable housing that fits my family's needs (68.97%) • Financial assistance with rent payments (31.03%) • Financial assistance with a down payment or closing costs to buy a home (24.14%) 	<ul style="list-style-type: none"> • Food from food pantries, food banks, or food shelves (64.29%) • How to shop and cook for healthy eating (50.00%) • Having enough food at home (42.86%)
60185	44	<ul style="list-style-type: none"> • Knowing what jobs are available (51.85%) • Finding a permanent full-time job that will support me or my family (40.74%) • Getting an education for the job that I want (33.33%) 	<ul style="list-style-type: none"> • Obtaining a 2-year college degree (50.00%) • Financial assistance to complete my education (35.71%) • Choosing a career (28.57%) 	<ul style="list-style-type: none"> • Budgeting and managing money (57.69%) • Solving problems with a credit card or loan company (46.15%) • Understanding credit scores (30.77%) 	<ul style="list-style-type: none"> • Affordable housing that fits my family's needs (62.50%) • Learning basic home repair and property maintenance skills (43.75%) • Financial assistance with a down payment or closing costs to buy a home (40.63%) 	<ul style="list-style-type: none"> • Food from food pantries, food banks, or food shelves (51.61%) • How to shop and cook for healthy eating (38.71%) • Having enough food at home (25.81%) • How to stretch my food dollar (25.81%)

English Survey Respondents: Employment, Education, Financial, Housing, and Food Needs (continued)

Location	N=	Employment Needs	Education Needs	Financial and/or Legal Needs	Housing Needs	Food & Nutrition Needs
60106	43	<ul style="list-style-type: none"> • Finding a permanent full-time job that will support me or my family (46.15%) • Knowing what jobs are available (46.15%) • Getting training for the job that I want (38.46%) 	<ul style="list-style-type: none"> • Choosing a career (35.48%) • Obtaining a high school diploma or GED/HSED (29.03%) • Obtaining a 2-year college degree (29.03%) 	<ul style="list-style-type: none"> • Budgeting and managing money (43.48%) • Understanding credit scores (34.78%) • Solving problems with payday loans (26.09%) • Solving problems with utility or telephone company (26.09%) 	<ul style="list-style-type: none"> • Affordable housing that fits my family's needs (68.18%) • Financial assistance with rent payments (45.45%) • Financial assistance with a down payment or closing costs to buy a home (40.91%) 	<ul style="list-style-type: none"> • How to shop and cook for healthy eating (56.52%) • Having enough food at home (52.17%) • Food from food pantries, food banks, or food shelves (47.83%)
60563	43	<ul style="list-style-type: none"> • Knowing what jobs are available (37.93%) • Getting training for the job that I want (31.03%) • Getting an education for the job that I want (31.03%) 	<ul style="list-style-type: none"> • Obtaining a 4-year college or university degree (46.43%) • Financial assistance to complete my education (35.71%) • Obtaining a 2-year college degree (32.14%) • Choosing a career (32.14%) 	<ul style="list-style-type: none"> • Budgeting and managing money (61.29%) • Understanding credit scores (29.03%) • Solving problems with a credit card or loan company (16.13%) • Getting legal assistance when denied services (16.13%) 	<ul style="list-style-type: none"> • Financial assistance with rent payments (59.26%) • Affordable housing that fits my family's needs (55.56%) • Qualifying for a loan to buy a home (40.74%) • Getting financial assistance with a down payment or closing costs to buy a home (40.74%) 	<ul style="list-style-type: none"> • Having enough food at home (48.28%) • How to stretch my food dollar (44.83%) • Food from food pantries, food banks, or food shelves (41.38%)
60559	37	<ul style="list-style-type: none"> • Knowing what jobs are available (48.00%) • Getting training for the job that I want (36.00%) • How to write a resume (36.00%) 	<ul style="list-style-type: none"> • Financial assistance to complete my education (41.67%) • Obtaining a 2-year college degree (33.33%) • Obtaining a 4-year college or university degree (25.00%) • How to use a computer (25.00%) 	<ul style="list-style-type: none"> • Budgeting and managing money (55.56%) • Understanding credit scores (37.04%) • Filling out tax forms (22.22%) • Solving problems with a credit card or loan company (22.22%) 	<ul style="list-style-type: none"> • Affordable housing that fits my family's needs (64.52%) • Financial assistance with rent payments (51.61%) • Qualifying for a loan to buy a home (32.26%) 	<ul style="list-style-type: none"> • Food from food pantries, food banks, or food shelves (55.56%) • Having enough food at home (40.74%) • How to shop and cook for healthy eating (40.74%) • How to stretch my food dollar (40.74%)
60540	35	<ul style="list-style-type: none"> • Getting an education for the job that I want (52.17%) • Getting training for the job that I want (47.83%) • Finding a permanent full-time job that will support me or my family (43.48%) 	<ul style="list-style-type: none"> • Financial assistance to complete my education (56.00%) • Choosing a career (32.00%) • Obtaining a 4-year college or university degree (28.00%) • Completing college aid forms (28.00%) 	<ul style="list-style-type: none"> • Budgeting and managing money (59.09%) • Understanding credit scores (36.36%) • Solving child support problems or issues (27.27%) • Solving problems with a credit card or loan company (27.27%) 	<ul style="list-style-type: none"> • Affordable housing that fits my family's needs (78.57%) • Learning basic home repair and property maintenance skills (39.29%) • Qualifying for a loan to buy a home (28.57%) • Getting financial assistance with a down payment or closing costs to buy a home (28.57%) • Financial assistance with rent payments (28.57%) 	<ul style="list-style-type: none"> • Food from food pantries, food banks, or food shelves (45.83%) • Having enough food at home (45.83%) • How to stretch my food dollar (37.50%)

English Survey Respondents: Employment, Education, Financial, Housing, and Food Needs (continued)

Location	N=	Employment Needs	Education Needs	Financial and/or Legal Needs	Housing Needs	Food & Nutrition Needs
60527	34	<ul style="list-style-type: none"> Knowing what jobs are available (59.26%) Getting training for the job that I want (48.15%) Finding a permanent full-time job that will support me or my family (44.44%) 	<ul style="list-style-type: none"> Obtaining a 4-year college or university degree (46.15%) Choosing a career (38.46%) Financial assistance to complete my education (38.46%) 	<ul style="list-style-type: none"> Budgeting and managing money (52.00%) Understanding credit scores (24.00%) Solving child support problems or issues (24.00%) 	<ul style="list-style-type: none"> Affordable housing that fits my family's needs (62.50%) Financial assistance with a down payment or closing costs to buy a home (62.50%) Qualifying for a loan to buy a home (37.50%) Financial assistance with rent payments (37.50%) 	<ul style="list-style-type: none"> Food from food pantries, food banks, or food shelves (45.45%) How to shop and cook for healthy eating (45.45%) How to stretch my food dollar (45.45%)
60532	32	<ul style="list-style-type: none"> Getting training for the job that I want (30.43%) Finding a permanent full-time job that will support me or my family (30.43%) 	<ul style="list-style-type: none"> Financial assistance to complete my education (38.89%) Obtaining a 2-year college degree (33.33%) Learning how to use a computer (27.78%) 	<ul style="list-style-type: none"> Budgeting and managing money (33.33%) Getting legal assistance when denied services (27.78%) 	<ul style="list-style-type: none"> Affordable housing that fits my family's needs (54.17%) Financial assistance with rent payments (41.67%) 	<ul style="list-style-type: none"> How to stretch my food dollar (39.13%) How to shop and cook for healthy eating (30.43%) Food from food pantries, food banks, or food shelves (26.09%)
60189	30	<ul style="list-style-type: none"> Finding a permanent full-time job that will support me or my family (42.86%) Knowing what jobs are available (38.10%) Getting training for the job that I want (33.33%) 	<ul style="list-style-type: none"> Obtaining a 4-year college or university degree (36.84%) Choosing a career (31.58%) 	<ul style="list-style-type: none"> Understanding credit scores (42.11%) Budgeting and managing money (36.84%) Solving problems with a credit card or loan company (36.84%) 	<ul style="list-style-type: none"> Affordable housing that fits my family's needs (45.45%) Qualifying for a loan to buy a home (31.82%) Financial assistance with a down payment or closing costs to buy a home (31.82%) 	<ul style="list-style-type: none"> How to shop and cook for healthy eating (41.18%) How to stretch my food dollar (41.18%)

English Survey Respondents: Child Care, Parenting, Transportation, Health, and Basic Needs

Location	N=	Child Care and/or Child Development Needs	Parenting and/or Family Support Needs	Transportation Needs	Health Needs	Basic Needs
DuPage County	1256	<ul style="list-style-type: none"> Affordable child care (43.32%) Financial assistance with child care costs (36.64%) Child care in a convenient location (34.56%) 	<ul style="list-style-type: none"> How to discipline my children more effectively (49.05%) How to set goals and plan for my family (42.23%) How to help my children cope with stress, depression, or emotional issues (34.33%) 	<ul style="list-style-type: none"> Financial assistance for car repairs (40.66%) Financial assistance to buy a dependable car (40.09%) Financial assistance to buy car insurance (31.10%) 	<ul style="list-style-type: none"> Affordable dental insurance (51.56%) Affordable health insurance (48.44%) Financial assistance for items such as glasses, hearing aids, wheelchairs, etc. (28.96%) 	<ul style="list-style-type: none"> Utility bills (46.81%) Personal care items (44.68%) Basic furniture, appliances, or house wares (44.41%)
60187	112	<ul style="list-style-type: none"> Financial assistance with school/club activities (53.85%) Financial assistance with school supplies (46.15%) Financial assistance with school fees (38.46%) Financial assistance with child care costs (38.46%) 	<ul style="list-style-type: none"> How to discipline my children more effectively (46.67%) How to communicate and deal with my teenage children (26.67%) How to help my children cope with stress, depression, or emotional issues (26.67%) 	<ul style="list-style-type: none"> Access to public transportation (51.90%) Financial assistance for car repairs (39.24%) Financial assistance to buy car insurance (39.24%) 	<ul style="list-style-type: none"> Affordable dental insurance (46.27%) Affordable health insurance (37.31%) Financial assistance for items such as glasses, hearing aids, wheelchairs, etc. (34.33%) 	<ul style="list-style-type: none"> Basic furniture, appliances, or house wares (51.39%) Clothing and shoes (50.00%) Personal care items (44.44%)
60139	88	<ul style="list-style-type: none"> Affordable child care (51.43%) Financial assistance with child care costs (48.57%) Child care in a convenient location (34.29%) 	<ul style="list-style-type: none"> How to discipline my children more effectively (51.85%) How to help my children cope with stress, depression, or emotional issues (40.74%) How to communicate and deal with my teenage children (29.63%) 	<ul style="list-style-type: none"> Financial assistance for car repairs (35.56%) Financial assistance to buy a dependable car (31.11%) Access to public transportation (26.67%) 	<ul style="list-style-type: none"> Affordable dental insurance (62.00%) Affordable health insurance (42.00%) Financial assistance for items such as glasses, hearing aids, wheelchairs, etc. (36.00%) Financial assistance for regular dental checkups (36.00%) 	<ul style="list-style-type: none"> Utility bills (55.10%) Personal care items (53.06%) Basic furniture, appliances, or house wares (42.86%)
60101	86	<ul style="list-style-type: none"> Child care in a convenient location (42.11%) Affordable child care (39.47%) Financial assistance with school/club activities (34.21%) 	<ul style="list-style-type: none"> How to discipline my children more effectively (33.33%) How to set goals and plan for my family (33.33%) How to communicate and deal with my teenage children (30.00%) 	<ul style="list-style-type: none"> Access to public transportation (30.43%) Financial assistance to buy a dependable car (30.43%) Financial assistance for car repairs (26.09%) Dependable transportation to and from work (26.09%) 	<ul style="list-style-type: none"> Affordable health insurance (61.70%) Affordable dental insurance (42.55%) Financial assistance for items such as glasses, hearing aids, wheelchairs, etc. (25.53%) 	<ul style="list-style-type: none"> Personal care items (46.55%) Basic furniture, appliances, or house wares (44.83%) Utility bills (41.38%)

English Survey Respondents: Child Care, Parenting, Transportation, Health, and Basic Needs (continued)

Location	N=	Child Care and/or Child Development Needs	Parenting and/or Family Support Needs	Transportation Needs	Health Needs	Basic Needs
60181	80	<ul style="list-style-type: none"> Affordable child care (51.61%) Financial assistance with child care costs (35.48%) Financial assistance with school/club activities (29.03%) Financial assistance with school fees (29.03%) Finding before/after school program (29.03%) 	<ul style="list-style-type: none"> How to discipline my children more effectively (50.00%) How to set goals and plan for my family (40.91%) How to help my children cope with stress, depression, or emotional issues (22.73%) 	<ul style="list-style-type: none"> Financial assistance for car repairs (47.62%) Financial assistance to buy car insurance (45.24%) Financial assistance to pay car registration or license fees (35.71%) 	<ul style="list-style-type: none"> Affordable dental insurance (59.62%) Affordable health insurance (48.08%) Financial assistance for regular dental checkups (23.08%) 	<ul style="list-style-type: none"> Basic furniture, appliances, or house wares (42.86%) Having access to the internet (42.86%) Personal care items (40.82%)
60148	79	<ul style="list-style-type: none"> Child care in a convenient location (40.00%) Financial assistance with child care costs (40.00%) Financial assistance with school fees (37.14%) 	<ul style="list-style-type: none"> How to discipline my children more effectively (46.15%) How to help my children cope with stress, depression, or emotional issues (30.77%) How to set goals and plan for my family (26.92%) 	<ul style="list-style-type: none"> Financial assistance for car repairs (50.00%) Financial assistance to buy a dependable car (29.41%) Financial assistance to buy car insurance (26.47%) Financial assistance to pay car registration or license fees (26.47%) 	<ul style="list-style-type: none"> Affordable dental insurance (65.91%) Affordable health insurance (61.36%) Financial assistance for items such as glasses, hearing aids, wheelchairs, etc. (25.00%) 	<ul style="list-style-type: none"> Utility bills (52.38%) Basic furniture, appliances, or house wares (35.71%) Personal care items (35.71%)
60188	69	<ul style="list-style-type: none"> Child care in a convenient location (47.37%) Financial assistance with child care costs (42.11%) Affordable child care (31.58%) 	<ul style="list-style-type: none"> How to help my children cope with stress, depression, or emotional issues (57.89%) How to set goals and plan for my family (47.37%) How to communicate and deal with my teenage children (42.11%) 	<ul style="list-style-type: none"> Financial assistance to buy a dependable car (51.43%) Financial assistance for car repairs (40.00%) Access to public transportation (34.29%) 	<ul style="list-style-type: none"> Affordable dental insurance (57.14%) Affordable health insurance (54.76%) Financial assistance for items such as glasses, hearing aids, wheelchairs, etc. (26.19%) Financial assistance for medicine and prescriptions (26.19%) Financial assistance for regular dental checkups (26.19%) 	<ul style="list-style-type: none"> Utility bills (54.55%) Basic furniture, appliances, or house wares (52.27%) Personal care items (34.09%)
60517	46	<ul style="list-style-type: none"> Affordable child care (54.17%) Financial assistance with school/club activities (45.83%) Financial assistance with child care costs (41.67%) 	<ul style="list-style-type: none"> How to help my children cope with stress, depression, or emotional issues (64.71%) How to discipline my children more effectively (58.82%) How to set goals and plan for my family (35.29%) 	<ul style="list-style-type: none"> Financial assistance for car repairs (56.00%) Financial assistance to buy car insurance (36.00%) Financial assistance to buy a dependable car (32.00%) 	<ul style="list-style-type: none"> Affordable health insurance (58.62%) Affordable dental insurance (48.28%) Financial assistance for items such as glasses, hearing aids, wheelchairs, etc. (31.03%) 	<ul style="list-style-type: none"> Utility bills (53.57%) Personal care items (46.43%) Clothing and shoes (42.86%)

English Survey Respondents: Child Care, Parenting, Transportation, Health, and Basic Needs (continued)

Location	N=	Child Care and/or Child Development Needs	Parenting and/or Family Support Needs	Transportation Needs	Health Needs	Basic Needs
60137	45	<ul style="list-style-type: none"> Child care in a convenient location (46.15%) Financial assistance with school/club activities (46.15%) Financial assistance with child care costs (46.15%) 	<ul style="list-style-type: none"> How to discipline my children more effectively (70.00%) How to set goals and plan for my family (70.00%) How to communicate and deal with my teenage children (60.00%) 	<ul style="list-style-type: none"> Financial assistance to buy a dependable car (40.74%) Access to public transportation (37.04%) Dependable transportation to and from work (33.33%) 	<ul style="list-style-type: none"> Affordable dental insurance (52.38%) Affordable health insurance (38.10%) Financial assistance for regular dental checkups (38.10%) 	<ul style="list-style-type: none"> Personal care items (40.74%) Utility bills (40.74%) Basic furniture, appliances, or house wares (37.04%) Clothing and shoes (37.04%)
60185	44	<ul style="list-style-type: none"> Affordable child care (35.29%) Child care in a convenient location (29.41%) Child care for babies (23.53%) Financial assistance with school fees (23.53%) Quality licensed child care (23.53%) 	<ul style="list-style-type: none"> How to discipline my children more effectively (68.75%) How to set goals and plan for my family (37.50%) How to help my children cope with stress, depression, or emotional issues (25.00%) 	<ul style="list-style-type: none"> Financial assistance to buy a dependable car (39.13%) Financial assistance to make car repairs (34.78%) Access to public transportation (30.43%) 	<ul style="list-style-type: none"> Affordable health insurance (64.00%) Affordable dental insurance (44.00%) Dealing with stress, depression, anxiety (28.00%) 	<ul style="list-style-type: none"> Basic furniture, appliances, or house wares (54.17%) Utility bills (50.00%) Personal care items (41.67%) Clothing and shoes (41.67%)
60106	43	<ul style="list-style-type: none"> Child care in a convenient location (40.00%) Child care for toddlers (40.00%) Financial assistance with child care costs (30.00%) Child care for babies (30.00%) Financial assistance with school/club activities (30.00%) 	<ul style="list-style-type: none"> How to set goals and plan for my family (50.00%) How to discipline my children more effectively (41.67%) How to communicate and deal with my teenage children (33.33%) 	<ul style="list-style-type: none"> Financial assistance to buy a dependable car (73.33%) Financial assistance to make car repairs (53.33%) Financial assistance to buy car insurance (46.67%) Financial assistance to pay car registration or license fees (46.67%) Dependable transportation to and from work (46.67%) 	<ul style="list-style-type: none"> Affordable health insurance (50.00%) Affordable dental insurance (40.00%) Dealing with stress, depression, anxiety (35.00%) 	<ul style="list-style-type: none"> Utility bills (75.00%) Personal care items (60.00%) Basic furniture, appliances, or house wares (45.00%) Clothing and shoes (45.00%)
60563	43	<ul style="list-style-type: none"> Financial assistance with school/club activities (38.46%) Affordable child care (38.46%) Financial assistance with school fees (30.77%) 	<ul style="list-style-type: none"> How to communicate and deal with my teenage children (57.14%) How to set goals and plan for my family (57.14%) How to discipline my children more effectively (50.00%) 	<ul style="list-style-type: none"> Financial assistance to buy a dependable car (44.00%) Financial assistance to make car repairs (40.00%) Financial assistance to buy car insurance (36.00%) 	<ul style="list-style-type: none"> Dealing with stress, depression, anxiety (57.14%) Affordable dental insurance (46.43%) Affordable health insurance (42.86%) Finding a doctor willing to accept Medicaid (42.86%) 	<ul style="list-style-type: none"> Personal care items (46.15%) Utility bills (46.15%) Basic furniture, appliances, or house wares (38.46%) Clothing and shoes (38.46%)

English Survey Respondents: Child Care, Parenting, Transportation, Health, and Basic Needs (continued)

Location	N=	Child Care and/or Child Development Needs	Parenting and/or Family Support Needs	Transportation Needs	Health Needs	Basic Needs
60559	37	<ul style="list-style-type: none"> Financial assistance with school/club activities (58.33%) Affordable child care (50.00%) Financial assistance with school fees (41.67%) Evening or nighttime child care (41.67%) 	<ul style="list-style-type: none"> How to discipline my children more effectively (55.56%) How to set goals and plan for my family (33.33%) 	<ul style="list-style-type: none"> Financial assistance to buy a dependable car (62.50%) Financial assistance to pay car registration or license fees (45.83%) Financial assistance to make car repairs (37.50%) 	<ul style="list-style-type: none"> Affordable dental insurance (65.22%) Affordable health insurance (47.83%) Financial assistance for items such as glasses, hearing aids, wheelchairs, etc. (34.78%) Dental care availability in my community (34.78%) 	<ul style="list-style-type: none"> Utility bills (45.83%) Personal care items (41.67%) Basic furniture, appliances, or house wares (37.50%) Clothing and shoes (37.50%)
60540	35	<ul style="list-style-type: none"> Affordable child care (84.62%) Financial assistance with child care costs (61.54%) Financial assistance with school/club activities (53.85%) 	<ul style="list-style-type: none"> How to discipline my children more effectively (38.46%) How to talk to my children about sex, AIDS, STDs, etc. (38.46%) How to help my children cope with stress, depression, or emotional issues (38.46%) How to set goals and plan for my family (38.46%) 	<ul style="list-style-type: none"> Financial assistance to buy a dependable car (54.55%) Financial assistance to make car repairs (50.00%) Access to public transportation (40.91%) 	<ul style="list-style-type: none"> Finding a doctor willing to accept Medicaid (57.89%) Affordable dental insurance (47.37%) Financial assistance for regular dental checkups (47.37%) 	<ul style="list-style-type: none"> Personal care items (63.64%) Clothing and shoes (54.55%) Basic furniture, appliances, or house wares (40.91%)
60527	34	<ul style="list-style-type: none"> Child care in a convenient location (52.63%) Financial assistance with school/club activities (42.11%) Affordable child care (36.84%) Financial assistance with child care costs (36.84%) 	<ul style="list-style-type: none"> How to discipline my children more effectively (46.67%) How to set goals and plan for my family (40.00%) 	<ul style="list-style-type: none"> Financial assistance to buy a dependable car (50.00%) Financial assistance to make car repairs (40.00%) Financial assistance to buy car insurance (35.00%) Financial assistance to pay car registration or license fees (35.00%) 	<ul style="list-style-type: none"> Affordable dental insurance (55.00%) Affordable health insurance (45.00%) Finding a dentist willing to accept Medicaid (35.00%) 	<ul style="list-style-type: none"> Personal care items (66.67%) Basic furniture, appliances, or house wares (52.38%) Utility bills (42.86%)
60532	32	<ul style="list-style-type: none"> Affordable child care (55.56%) Financial assistance with child care costs (55.56%) 	<ul style="list-style-type: none"> How to set goals and plan for my family (57.14%) How to discipline my children more effectively (42.86%) 	<ul style="list-style-type: none"> Financial assistance to buy a dependable car (31.58%) Dependable transportation to and from work (31.58%) 	<ul style="list-style-type: none"> Affordable dental insurance (50.00%) Affordable health insurance (44.44%) Finding a dentist willing to accept Medicaid (38.89%) 	<ul style="list-style-type: none"> Utility bills (61.11%) Basic furniture, appliances, or house wares (38.89%) Personal care items (33.33%)
60189	30	<ul style="list-style-type: none"> Affordable child care (45.45%) 	<ul style="list-style-type: none"> How to set goals and plan for my family (53.33%) How to discipline my children more effectively (46.67%) How to communicate and deal with my teenage children (40.00%) 	<ul style="list-style-type: none"> Financial assistance to buy a dependable car (52.94%) Financial assistance to make car repairs (41.18%) Access to public transportation (35.29%) 	<ul style="list-style-type: none"> Having affordable dental insurance (55.55%) Financial assistance for items such as glasses, hearing aids, wheelchairs, etc. (38.89%) Dental care availability in my community (38.89%) 	<ul style="list-style-type: none"> Clothes and shoes (44.44%) Basic furniture, appliances, or house wares (38.89%)

Spanish Survey Respondents: Employment, Education, Financial, Housing, and Food Needs

Location	N=	Employment Needs	Education Needs	Financial and/or Legal Needs	Housing Needs	Food & Nutrition Needs
DuPage County	346	<ul style="list-style-type: none"> Finding a permanent full-time job that will support me or my family (44.60%) Knowing what jobs are available (39.44%) Getting an education for the job that I want (28.17%) 	<ul style="list-style-type: none"> Learning English (78.06%) Communication or language skills (38.49%) Learning how to use a computer (37.41%) 	<ul style="list-style-type: none"> Budgeting and managing money (51.52%) Legal assistance with deportation or immigration issues (35.20%) Understanding credit scores (30.17%) 	<ul style="list-style-type: none"> Affordable housing that fits my family's needs (59.22%) Financial assistance with rent payments (27.18%) Financial assistance with a down payment or closing costs to buy a home (24.76%) 	<ul style="list-style-type: none"> How to shop and cook for healthy eating (55.00%) Having enough food at home (44.09%) How to model healthy eating for my children (42.27%)
60101	71	<ul style="list-style-type: none"> Finding a permanent full-time job that will support me or my family (44.23%) Knowing what jobs are available (34.62%) Getting an education for the job that I want (30.77%) 	<ul style="list-style-type: none"> Learning English (77.05%) Obtaining a high school diploma or GED/HSED (32.79%) Learning how to use a computer (32.79%) 	<ul style="list-style-type: none"> Budgeting and managing money (51.52%) Legal assistance with deportation or immigration issues (33.33%) Legal assistance when denied services (30.30%) 	<ul style="list-style-type: none"> Affordable housing that fits my family's needs (64.29%) Making my home more energy efficient (28.57%) Financial assistance with rent payments (26.19%) Financial assistance with a down payment or closing costs to buy a home (26.19%) 	<ul style="list-style-type: none"> How to shop and cook for healthy eating (55.77%) How to stretch my food dollar (46.15%) How to model healthy eating for my children (46.15%)
60106	55	<ul style="list-style-type: none"> Knowing what jobs are available (57.14%) Finding a permanent full-time job that will support me or my family (46.43%) Getting an education for the job that I want (39.29%) How to interview for a job (39.29%) 	<ul style="list-style-type: none"> Learning English (82.50%) Communication or language skills (40.00%) Obtaining a high school diploma or GED/HSED (37.50%) 	<ul style="list-style-type: none"> Budgeting and managing money (46.15%) Legal assistance with deportation or immigration issues (42.31%) Understanding credit scores (42.31%) 	<ul style="list-style-type: none"> Affordable housing that fits my family's needs (66.67%) Financial assistance with rent payments (30.00%) 	<ul style="list-style-type: none"> Having enough food at home (51.72%) How to shop and cook for healthy eating (48.28%) How to model healthy eating for my children (37.93%)
60185	42	<ul style="list-style-type: none"> Finding a permanent full-time job that will support me or my family (51.61%) How to interview for a job (45.16%) Knowing what jobs are available (41.94%) How to write a resume (41.94%) 	<ul style="list-style-type: none"> Learning English (80.56%) Learning how to use a computer (58.33%) Communication or language skills (41.67%) 	<ul style="list-style-type: none"> Budgeting and managing money (52.38%) Understanding credit scores (42.86%) Filling out tax forms (33.33%) 	<ul style="list-style-type: none"> Affordable housing that fits my family's needs (52.00%) Financial assistance with rent payments (36.00%) 	<ul style="list-style-type: none"> How to shop and cook for healthy eating (62.07%) Having enough food at home (55.17%) How to model healthy eating for my children (48.28%)
60181	32	<ul style="list-style-type: none"> Knowing what jobs are available (50.00%) Finding a permanent full-time job that will support me or my family (42.86%) 	<ul style="list-style-type: none"> Learning English (86.36%) Learning how to use a computer (50.00%) Communication or language skills (31.82%) 	<ul style="list-style-type: none"> Understanding credit scores (45.45%) Budgeting and managing money (36.36%) 	<ul style="list-style-type: none"> Affordable housing that fits my family's needs (50.00%) Qualifying for a loan to buy a home (28.57%) 	<ul style="list-style-type: none"> How to shop and cook for healthy eating (52.94%) Having enough food at home (41.18%) How to model healthy eating for my children (35.29%)

Spanish Survey Respondents: Employment, Education, Financial, Housing, and Food Needs (continued)

Location	N=	Employment Needs	Education Needs	Financial and/or Legal Needs	Housing Needs	Food & Nutrition Needs
60139	31	<ul style="list-style-type: none"> • Getting an education for the job that I want (45.00%) • Knowing what jobs are available (40.00%) • Getting training for the job that I want (30.00%) 	<ul style="list-style-type: none"> • Learning English (74.07%) • Communication or language skills (40.74%) • Obtaining a high school diploma or GED/HSED (29.63%) 	<ul style="list-style-type: none"> • Budgeting and managing money (38.89%) • Understanding credit scores (38.89%) 	<ul style="list-style-type: none"> • Affordable housing that fits my family's needs (76.19%) • Financial assistance with a down payment or closing costs to buy a home (42.86%) 	<ul style="list-style-type: none"> • How to stretch my food dollar (57.14%) • How to shop and cook for healthy eating (52.38%) • Having enough food at home (47.62%)

Spanish Survey Respondents: Child Care, Parenting, Transportation, Health and Basic Needs

Location	N=	Child Care and/or Child Development Needs	Parenting and/or Family Support Needs	Transportation Needs	Health Needs	Basic Needs
DuPage County		<ul style="list-style-type: none"> Child care in a convenient location (44.38%) Affordable child care (31.95%) Finding a before/after school program (30.18%) 	<ul style="list-style-type: none"> How to discipline my children more effectively (67.84%) How to communicate and deal with my teenage children (49.12%) How to help my children cope with stress, depression, or emotional issues (40.94%) 	<ul style="list-style-type: none"> Access to public transportation (35.71%) Dependable transportation to and from work (33.57%) Financial assistance to buy a dependable car (30.00%) 	<ul style="list-style-type: none"> Affordable health insurance (66.34%) Affordable dental insurance (59.02%) Dental care availability in my community (35.12%) 	<ul style="list-style-type: none"> Personal care items (61.45%) Basic furniture, appliances, or house wares (41.90%) Utility bills (36.31%)
60101	71	<ul style="list-style-type: none"> Child care in a convenient location (46.51%) Quality licensed child care (34.88%) Finding a before/after school program (27.91%) 	<ul style="list-style-type: none"> How to discipline my children more effectively (70.73%) How to communicate and deal with my teenage children (39.02%) How to set goals and plan for my family (34.15%) 	<ul style="list-style-type: none"> Access to public transportation (40.00%) Financial assistance to buy a dependable car (37.14%) Dependable transportation to and from work (37.14%) 	<ul style="list-style-type: none"> Affordable health insurance (68.09%) Affordable dental insurance (59.57%) Dental care availability in my community (40.43%) 	<ul style="list-style-type: none"> Personal care items (63.64%) Basic furniture, appliances, or house wares (46.51%) Utility bills (34.88%)
60106	55	<ul style="list-style-type: none"> Child care in a convenient location (60.00%) Quality licensed child care (30.00%) 	<ul style="list-style-type: none"> How to discipline my children more effectively (77.78%) How to set goals and plan for my family (44.44%) 	<ul style="list-style-type: none"> Dependable transportation to and from work (39.13%) Access to public transportation (34.78%) Getting a driver's license (30.43%) 	<ul style="list-style-type: none"> Affordable health insurance (70.97%) Affordable dental insurance (58.06%) 	<ul style="list-style-type: none"> Personal care items (80.00%) Basic furniture, appliances, or house wares (48.00%) Clothing and shoes (44.00%)
60185	42	<ul style="list-style-type: none"> Finding a before/after school program (52.63%) 	<ul style="list-style-type: none"> How to discipline my children more effectively (79.17%) How to talk to my children about drugs and alcohol (62.50%) How to communicate and deal with my teenage children (58.33%) 	<ul style="list-style-type: none"> Access to public transportation (46.67%) Dependable transportation to and from work (40.00%) 	<ul style="list-style-type: none"> Affordable dental insurance (58.33%) Affordable health insurance (54.17%) Dental care availability in my community (33.33%) 	<ul style="list-style-type: none"> Personal care items (62.50%) Utility bills (50.00%)
60181	32	<ul style="list-style-type: none"> Child care in a convenient location (46.67%) Affordable child care (40.00%) 	<ul style="list-style-type: none"> How to discipline my children more effectively (66.67%) How to communicate and deal with my teenage children (46.67%) 	<ul style="list-style-type: none"> Getting my children to and from school (33.33%) Dependable transportation to and from work (33.33%) 	<ul style="list-style-type: none"> Affordable dental insurance (53.33%) Affordable health insurance (46.67%) 	<ul style="list-style-type: none"> Personal care items (60.00%) Basic furniture, appliances, or house wares (53.33%)
60139	31	<ul style="list-style-type: none"> Quality preschool (41.18%) Finding a before/after school program (41.18%) 	<ul style="list-style-type: none"> How to discipline my children more effectively (64.29%) Communicating better with my children's care provider/teacher (64.29%) 	<ul style="list-style-type: none"> Access to public transportation (45.45%) Financial assistance to buy a dependable car (45.45%) 	<ul style="list-style-type: none"> Affordable health insurance (76.46%) Affordable dental insurance (70.59%) Dental care availability in my community (29.41%) 	<ul style="list-style-type: none"> Personal care items (62.50%)

Unmet Needs – Last 12 Months

Respondents were asked, “Are there any problems or needs that you or your family faced within the last 12 months that you were unable to get help with? If Yes, please list those problems or needs.” The major themes of these unmet needs for respondents to the English survey (n=636) are:

- Financial Needs – paying bills (particularly medical or dental bills), loans/debt, etc. (77 responses)
- Housing Needs – rental assistance, affordable housing (74 responses)
- Transportation Needs – car repairs, car payments/gas (54 responses)
- Health Needs – unable to work, illness of family members, dental care and expenses (44 responses)

For respondents to the Spanish survey (n=23):

- Housing Needs – ownership, maintenance (8 responses)
- Health Needs – insurance, dental care (5 responses)

Improving the Neighborhood

Respondents were asked, “What is one thing you would like to see improved in your neighborhood?” For respondents to the English survey (n=445), major themes included:

- Safety/Reduce Crime – reduce violence and gangs, increase security and police presence (56 responses)
- Transportation – better access to public transit, parking (54 responses)
- Housing – affordable housing (41 responses)
- Community Infrastructure - potholes, streets, lights (33 responses)
- Activities for Children - affordable, after school activities, parks (27 responses)
- Clean – less litter/garbage etc. (27 responses)

For respondents to the Spanish survey (n=72):

- Safety/Reduce Crime – reduce violence, loitering (19 responses)
- Community Infrastructure

Moving Out of DuPage

Respondents were asked, “How likely is it that you will move out of DuPage County in the next five years?” with response options from 1 (I will not move out) to 5 (I will certainly move out). The majority of those that answered the question selected 1 – I will not move out (61.9%). When asked why they might move out of DuPage County, respondents to the English survey (n=406) provided the following themes:

- Housing – cost, larger housing, downsize, desire to own, more opportunity to use housing voucher (121 responses)
- Cost of Living/Taxes – (79 responses)
- Job – shorten commute, find a better job, higher wage (62 responses)

The majority of respondents to the Spanish survey also selected 1 – I will not move out (83.8%). For those that provided feedback on why they would move out (n=29), the primary response was more affordable rent (14 responses).

Needs of Incarcerated Adults

Respondents were asked, “If you know anyone with an incarcerated adult in their family, do they ever talk about particular concerns that could be addressed through...” The three most common responses of those answering the question on the English survey (n=248) were:

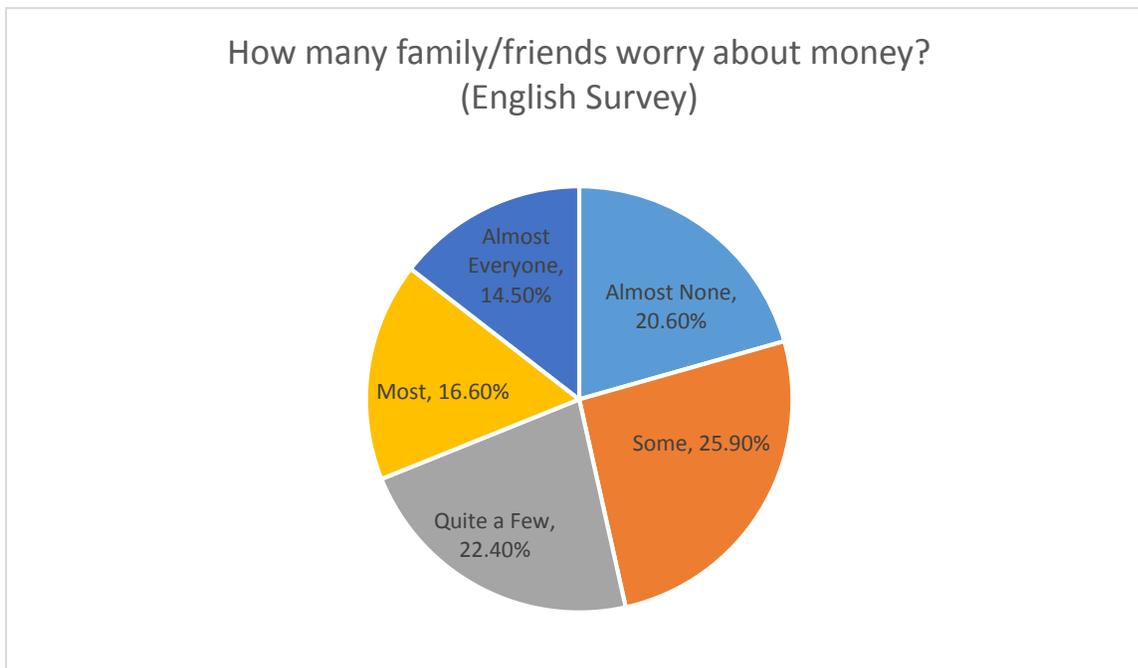
- Financial assistance (39.1%)
- Transportation assistance (37.5%)
- Job skills training (29.4%)

For respondents of the Spanish survey (n=18):

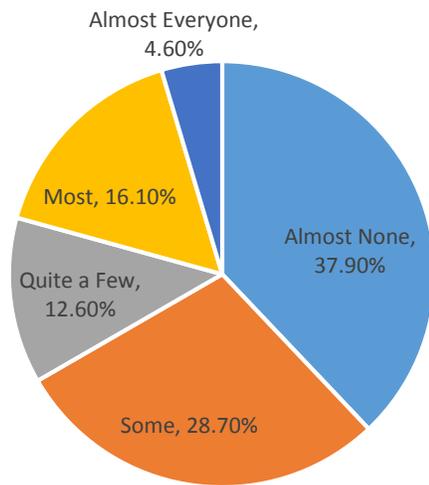
- Other (27.8%)
- Transportation Assistance (22.2%)
- Childcare Assistance (22.2%)

Worrying about Money or Food

Respondents were asked, “When you think about your adult family, friends, and neighbors, how many of them might say something like ‘where am I going to find money to pay for that?’”

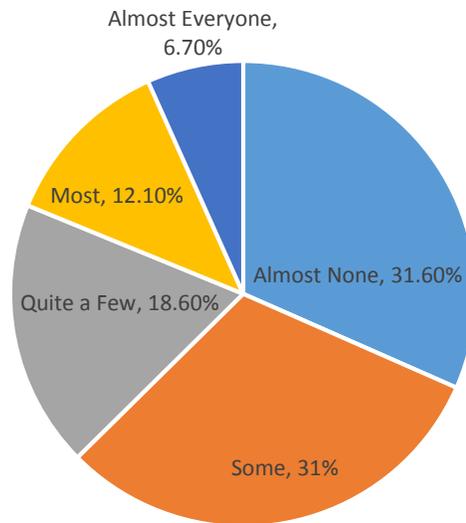


How many friends/family worry about money? (Spanish Survey)

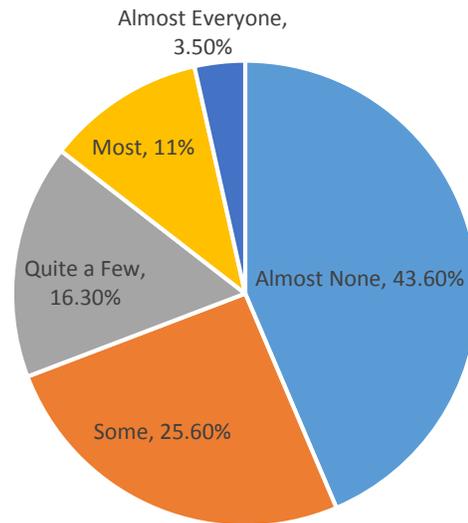


“When you think about your family, friends, and neighbors, how many of them may have difficulties finding or buying enough quality food to provide at least three meals per day?”

Family/friends with Food Insecurity (English Survey)



Friends/Family with Food Insecurity (Spanish Survey)



Issues Causing Worry

Respondents were asked, “When you have time to rest or are ready to sleep, what kind of issues in your family or neighborhood keep you up?” Top themes for responses to the English survey (n=600) included:

- Finances – being able to pay rent or bills (180 responses)
- Health – worrying about health of self or family member (40 responses)
- Housing – finding stable housing, housing condition (39 responses)
- Employment/Job – finding employment, increased pay (38 responses)

For respondents to the Spanish survey (n=88):

- Finances – being able to pay rent or bills (18 responses)
- Children – caring for children, children’s education (12 responses)

Stakeholder Survey

In addition to surveying low-income residents, feedback was collected from stakeholders in the following sectors: Community Services staff, government, Board members, education, healthcare, faith-based organization, service organization, public/private housing, neighborhood association, police, judicial, private business, and other.

Methodology

The Stakeholder Survey (Appendix II) was distributed electronically during April and May 2016 through a variety of networks, yielding 210 responses. The distribution included community coalitions, chambers of commerce, and local government groups, among others (Appendix III). Responses came from stakeholders across all sectors:

Sector	Response Percent
Government	10.5%
DuPage County Community Services Staff	5.7%
Board Member	7.7%
Educational Institution	13.4%
Healthcare Provider	10.0%
Faith-based Organization	2.4%
Service Organization	23.9%
Public/Private Housing	2.9%
Neighborhood Association	1.0%
Police	1.4%
Judicial	0.5%
Private Business	9.1%
Other	11.5%

Results

Stakeholders were asked to provide feedback on the needs of and availability of services to low-income residents in their community.

Employment and Child Care

When survey respondents were asked about barriers people have getting or keeping a full-time, living wage (\$15 per hour or higher) job, the most common response was Need child care (60.9%). In addition, more than half of respondents believe lack of education (58.5%), transportation (55.6%), and job availability (52.7%) cause people to have problems getting or keeping full-time, living wage jobs.

The below table shows responses to questions about the number of opportunities available for employment and childcare. More than fifty percent of respondents answered that there is are either insufficient or no opportunities for childcare for low-income residents.

	Unsure	Excessive Number	Sufficient Number	Insufficient Number	Not Any Opportunities
Full-time living wage employment opportunities	25.5%	2.4%	24.5%	43.8%	3.8%
Childcare programs (daytime M-F) for low-income residents	34.2%	0.5%	14.4%	47.0%	4.0%
Childcare programs (evenings, nights, weekends) for low-income residents	44.4%	0.5%	2.4%	33.7%	19.0%
Pre-school programs (including Head Start programs) for low-income residents	28.3%	2.4%	30.7%	34.1%	4.4%
Affordable child and youth (ages 5-17) activities or after school programs	20.3%	1.9%	37.2%	29.1%	1.4%

Respondents were asked “which areas do you believe youth (ages 12 to 17) need information, education, guidance, and/or assistance?” The top five responses were mentoring/leadership/volunteering (62.3%), affordable school/community activities (56.4%), after school supervision (55.9%), finding employment (54.9%), and substance abuse/tobacco (52.9%). The majority of respondents believe schools in their community meet the education needs of the children they serve “in most cases” (68.4%), followed by “in some cases” (16.0%).

Emergency Services, Health, and Transportation

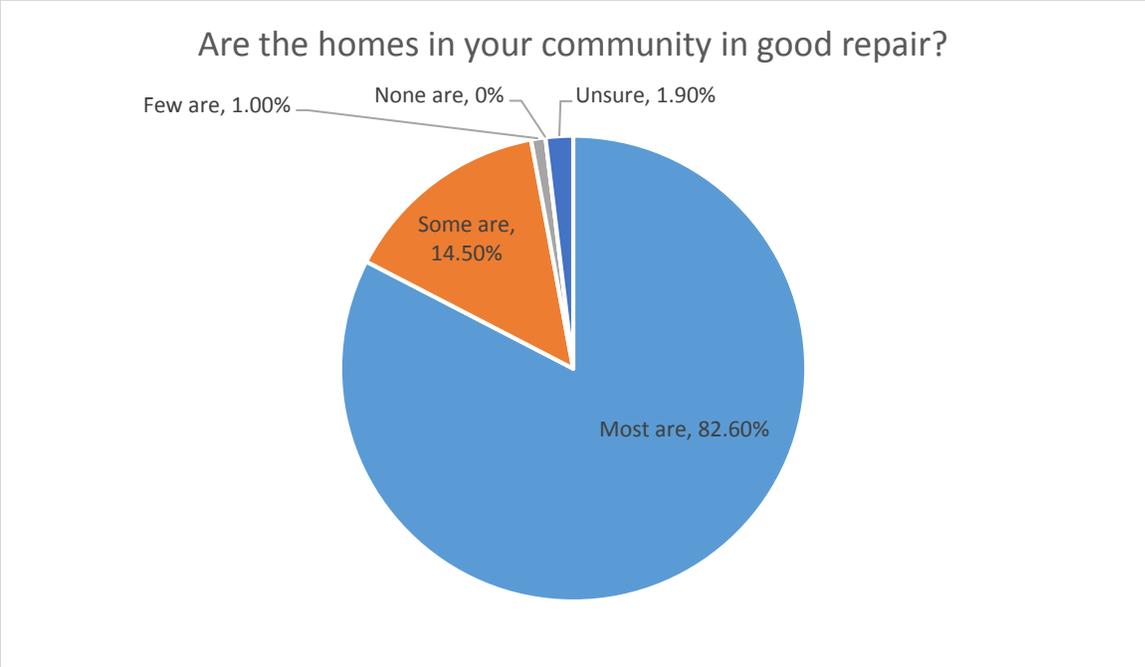
Stakeholders were asked whether the number of emergency services and medical/dental services in their community was adequate or sufficient.

Levels are adequate/sufficient?	Yes	No	Unsure
Non-medical emergency services	55.6%	16.6%	27.8%
Emergency shelters	18.0%	38.5%	43.4%
Medical services for low-income people	29.5%	33.8%	36.7%
Dental services for low-income people	14.1%	44.4%	41.5%
Wellness programs (nutrition, exercise) for low-income people*	21.7%	34.8%	43.5%
Public transportation options	29.3%	62.5%	8.2%

*question asked if programs are available, rather than is the level adequate

Housing

Stakeholders were asked about the state of repair of homes in their community. In addition, to inform affordable housing assessment efforts, they were asked about the type of housing they live in and whether they were likely to move out of DuPage County. Seventy-eight percent of respondents reported living in a single-family home, 14.6 percent live in a condominium/townhome, 3.9 percent live in multifamily housing, and 3.4 percent selected Other.



How likely is it that you will move out of DuPage County in the next five years?

	Response Percent
1- I will not move out	45.8%
2-	19.4%
3-	19.9%
4-	8.0%
5- I will certainly move out	7.0%

When asked why they would move out, the most common responses were related to property or other taxes (33), the cost of living (20), job changes or opportunities (14), and dissatisfaction with Illinois politics/economy (14).

Where does the community need assistance?

The question "Which of the following issues do you believe are the greatest challenges low-income families and individuals are currently facing?" yielded the following top five responses:

- Housing (72.6%)
- Transportation (66.3%)
- Childcare (65.4%)
- Living wage employment (63.9%)
- Job training (61.1%)

The question "Which of the following areas do you believe low-income families and individuals need assistance with in order to achieve or maintain self-sufficiency?" yielded the following top five responses:

- Employment (86.5%)
- Job training (71.6%)
- Childcare (68.3%)
- Transportation (67.3%)
- Housing (66.8%)

The question “Which of the following areas do you believe the elderly (seniors) in your community need assistance with in order to remain in their home?” yielded the following top five responses:

- Home repairs (77.7%)
- Yard work/snow removal (74.3%)
- Access to transportation (62.9%)
- Managing medications (61.4%)
- Housework (56.9%)

What do you believe causes poverty?

- Lack of education (85 responses)
- Lack of job opportunities, low wages (63 responses)
- Cycle of poverty (25 responses)

What community improvement issue would you like your community to address?

- Housing (41 responses)
- Transportation (32 responses)
- Job training (14 responses)

If you had \$1,000,000 to solve a community issue, what would you solve?

- Housing and Homelessness (40 responses)
- Transportation (21 responses)
- Job training (19 responses)

Qualitative Data Summary

The stakeholder and client surveys yield valuable information about the unmet needs of low-income residents in DuPage County. Of significance in the stakeholder survey, needing childcare was the most common response for barriers people have getting or keeping a full-time, living wage job. In addition, housing, transportation, and childcare were the top three challenges that stakeholders believe low-income residents are facing, and employment and job training were top responses for what is needed for low-income residents to achieve self-sufficiency.

The most common unmet needs for clients over the past 12 months were financial (paying bills, debt, etc.), housing, transportation, and health needs. The categories where clients most frequently selected a need include housing (70%), employment (69%), food & nutrition (67%), and education (66%). The 2014 Impact DuPage community needs assessment also highlights the need for addressing housing and health access needs.

Impact DuPage Assessment

In 2014, Impact DuPage conducted a county-wide community needs assessment that also identified housing and access to health services as top needs in DuPage County. The assessment included brainstorming sessions with community leaders on external forces affecting health, a survey of 2,000 residents, and a compilation of quantitative health data on topics such as maternal child health, mental health, infectious disease, causes of death, and social determinants of health. As a result of this assessment, Impact DuPage identified mental health, substance abuse, healthy lifestyles, access to health services, and affordable housing as priority areas for the next three years.

Affordable Housing

Impact DuPage identified affordable housing as an important issue based on feedback from the community and housing data. Data from the National Low Income Housing Coalition show the gap between income and housing costs in DuPage. These 2015 data show the cost of a two bedroom unit at fair market rent to be \$1,093, requiring an hourly wage of \$21.01. However, the estimated hourly mean renter wage for DuPage County is \$16.53.¹ Groups like the DuPage Housing Authority, the Continuum of Care, the DuPage Housing Action Council, DuPage Homeownership Center, the DuPage County Community Development Department, and HOPE Fair Housing have all focused on affordable housing over the years. Impact DuPage seeks to create a common agenda around this issue to enhance local advocacy efforts and raise awareness of this important issue. Moreover, data from the Impact DuPage Assessment highlight housing issues in DuPage County.

2014 Community Profile

- 62,913 (6.9%) of residents are living below the Federal Poverty Level, and there are racial and ethnic disparities with regard to income (American Community Survey, 2009-2013).
- 15 percent of DuPage County households have severe housing problems (County Health Rankings, 2006-2010).
- 48.1 percent of renters are spending 30% or more of household income on rent (American Community Survey, 2009-2013).

Landscape Review: Impact DuPage 2014 Community Survey

- #2 area where the community should focus its attention -Affordable Housing (28%)
- #4 health concern - Housing that is Safe and Affordable (25%)

Forces of Change – Trends, Factors, and Events that Affect Our Community

Forces of change were discussed at brainstorming sessions with community leaders in 2014.

- Property taxes are high, which leads to people leaving the county and housing being difficult to afford.
- Poverty is an issue in DuPage, despite perceptions of it being a county without needs or low-income populations.

Local System Assessment: Strengths, Weaknesses, and Opportunities of the Local System

- Coordinate services and resources by creating a central directory.

¹ National Low Income Housing Coalition. (2015). Out of Reach 2015. Retrieved from http://nlihc.org/sites/default/files/oor/OOR_2015_FULL.pdf on January 11, 2016.

- Provide active marketing and outreach to target populations in order to improve awareness of what is available.
- Improve follow-up in addressing individuals' unmet needs and guide individuals in managing public benefits.
- Improve communication between organizations working on the same issues.

Impact DuPage has a 2016-2018 action plan for addressing affordable housing, which focuses initially on more in-depth data collection.

2016 Affordable Housing Focus Groups

Impact DuPage received a Roadmaps to Health Action Award, comprised of community coaching and funding. The Impact DuPage Coaching Team elected to spend some funds on focus groups related to affordable housing. In June and July 2016, staff from Northern Illinois University conducted focus groups with clients of DuPagePads, case managers of social service agencies in DuPage County, and clients of the County's Family Self-Sufficiency Program.

DuPagePads Clients Focus Group

Sixteen clients of DuPagePads' Permanent Supportive Housing Program and Interim Housing Program participated in a focus group on housing issues. Themes from this group included the stigma of homelessness, credit ratings and employment criteria, and issues in applying for housing choice vouchers as challenges. Participants voiced a need for a greater number of affordable housing units and incentives for owners/landlords to provide affordable housing.

Social Service Front Line Staff Focus Group

Staff from different social service organizations in DuPage County spoke of the needs and barriers their clients experience in obtaining housing. These included: affording rent while making minimum wage, bad credit and/or recent evictions, transportation challenges, housing for large families, housing for single individuals, availability of affordable housing units (e.g. long wait lists), and access to technology needed to complete applications or access resources. Populations such as chronically homeless/mentally ill, refugees, and veterans have additional challenges. Participants discussed the following strategies to prevent homelessness: financial literacy courses, affordable and accessible mental health and substance abuse counseling, counseling on breaking the cycle of homelessness, rent payment grace period, and re-evaluating crime-free housing ordinances.

Family Self-Sufficiency Program Focus Group

Twenty-one current or prospective participants of the DuPage County Family Self-Sufficiency Program discussed the difficulties seeking affordable housing. Themes included reluctance of landlords to accept housing choice vouchers and how individuals are seemingly penalized as their income increases because they either lose eligibility for the voucher program or have to contribute that money towards the voucher, rather than save it to purchase a home. Participants also noted that housing is often poor quality, landlords are unresponsive, and that they are treated differently than other renters when using a voucher. The need for more education, particularly on how to become homeowners instead of renters, was also highlighted.

Access to Health Services

Access to health services was also identified as a priority area. Data from the community assessment revealed that there are residents who lack health insurance coverage, and changes in the health care landscape continue to make access to care an area of focus.

Community Profile

- In 2013, an estimated 88.4 percent of the DuPage County adult population had health insurance coverage, leaving 11.6 percent uninsured.²
- Only 79 percent of adults in DuPage County ages 25 to 34 have health insurance, the lowest percentage by age group.³
- Medicaid enrollment in DuPage increased by 14,924 individuals between 2010 and 2013.⁴
- In 2013, an estimated 86.4 percent of DuPage County residents, and 69.2 percent of residents had their last routine checkup within one year. However, 12.1 percent of DuPage County residents could not see a doctor due to cost.¹

Landscape Review: Community Survey

- When asked, “What are the three greatest strengths of DuPage County?” 20 percent of respondents selected Access to Healthcare.
- When asked, “Where should the community focus its attention to make things better in DuPage County?” 23 percent of respondents selected Access to Mental Health Treatment, 18 percent selected Access to Alcohol/Drug Abuse Treatment, and 13 percent selected Access to Healthcare.

Forces of Change – Trends, Factors, and Events that Affect Our Community

- New legislation has changed the way healthcare is delivered.
- The cost of medical care is rising, and advances in technology may not be available to all.
- More conversations are needed about advanced directives, given the emphasis on medical intervention which impacts quality of life and healthcare costs.

Local System Assessment: Strengths, Weaknesses, and Opportunities of the Local System

- Strengths
 - Work has been done to integrate physical and behavioral health care.
 - The system is overall doing well in connecting people to public benefits.
- Weaknesses
 - Healthcare is fragmented, and not all sectors understand their role.
 - Access to specialty care is limited, particularly for those with disabilities and those enrolled in Medicaid.
 - There is not enough awareness of shared goals and progress related to population-based health services.

² Illinois Department of Public Health. Illinois Behavioral Risk Factor Surveillance System. Illinois Center for Health Statistics. Unpublished Data.

³ U.S. Census Bureau. Factfinder: Illinois 2013 American Community Survey 1-Year Estimates. Washington DC: U.S. Census Bureau. Table B27001.

⁴ Illinois Department of Healthcare and Family Services. Number of Persons Enrolled in DuPage County: Five Year Enrollment History.

- Evaluations of personal health services are conducted in silos and not as a system.
- Opportunities
 - Support better access to care by increasing participation in programs serving low-income families
 - Coordinate services and resources by creating a central directory.
 - Provide active marketing and outreach to target populations in order to improve awareness of what is available.
 - Improve follow-up and guide individuals in managing benefits and coordinating care.

The DuPage Health Coalition, whose mission is to develop and sustain in DuPage County a system for effectively and efficiently managing the health of low-income populations across the continuum of care, has taken the lead on Impact DuPage’s Access to Health Services priority area. DHC’s 2016-2018 Action Plan includes a focus on comprehensive enrollment in available benefits and services, timely access to essential health services, and a focus on the social determinants of health.

Previous CSBG Assessments

Between 2008 and 2012, DuPage County Community Services conducted four client surveys regarding needs. Below are the highest ranking needs for each survey.

2008 Needs Ranking (122 Respondents)

1. Basic Needs (93%)
2. Tie: Affordable Housing and Health Care (88%)
3. Education (86%)
4. Employment (84%)
5. Transportation (83%)
6. Tie: Youth Programs and Job Training (80%)
7. Day Care (71%)
8. Legal Services (60%)
9. Mental Health Issues (56%)
10. Substance Abuse (48%)

2009 Needs Ranking (711 Respondents)

1. Basic Needs/Financial Assistance (94%)
2. Health Care (88%)
3. Employment (86%)
4. Tie: Affordable Housing & Education (85%)
5. Tie: Transportation & Job Training (81%)
6. Legal Services (79%)
7. Youth Programs (73%)
8. Child Day Care (69%)
9. Mental Health Issues (68%)
10. Substance Abuse (60%)

2010 Needs Ranking (762 Respondents)

1. Basic Needs/Financial Assistance (83%)

2. Employment (77%)
3. Affordable Housing (75%)
4. Healthcare (73%)
5. Education (65%)
6. Tie: Legal Assistance & Transportation (58%)
7. Youth Programs (56%)
8. Mental Health (50%)
9. Child Care (48%)
10. Job Training (42%)
11. Substance Abuse (39%)

2012 Needs Ranking (600 Respondents)

1. Financial Assistance (68%)
2. Employment/Jobs (65%)
3. Tie: Affordable Housing & Health/Medical Care
4. Information and Referral/Assistance (55%)
5. Food/Clothing/Basic Needs (54%)
6. Senior Citizen Services/Assistance (53%)
7. Job Training (47%)
8. Tie: Education and Transportation (46%)
9. Mental Health Services/Issues (38%)
10. Youth Programs (37%)
11. Legal Services (36%)
12. Child Care/Day Care (32%)
13. Substance Abuse (27%)

In addition, Community Services conducted a CSBG Social Service Needs Survey, collecting feedback from 16 partner agencies. Below are the results, ranked by highest need.

2012 Partner Survey – Rank by Highest Need

1. Tie: Affordable Housing, Financial Assistance, Health/Medical Needs, Transportation (100%)
2. Tie: Basic Needs & Employment (94%)
3. Information and Referral/Assistance (93%)
4. Tie: Child Care/Day Care & Mental Health Services/Issues (88%)
5. Substance Abuse (81%)
6. Legal Services (73%)
7. Job Training (67%)
8. Education (56%)
9. Youth Programs (50%)
10. Senior Programs (44%)

2015 Intake & Referral Follow-up Call Survey

In 2015, Community Services Intake & Referral conducted a follow-up call survey (n=568), asking about client satisfaction as well as whether clients had any unmet needs. Seventy-eight percent (444) of clients responded that they did not have any unmet needs at the time of the call. For those that did have

unmet needs, the most common needs included rental assistance (5.3%), energy assistance (4.9%), financial assistance (4.2%), housing (3.9%), and other (3.9%).

The CSBG surveys, as well as other data such as the Impact DuPage assessment, DuPage County Strategic Plan, Metropolitan Family Services DuPage Head Start Needs Assessment, and Homelessness Prevention Satisfaction Survey, informed selection of 2016 funding priorities. Based on the results of these surveys, the CSBG Advisory Board and Community Services staff determined in 2015 that resources should continue to be allocated to rent/mortgage assistance, information and referral, homeless programs, and health programs. In addition, case management, budgeting, and job assistance programs were expanded.

Quantitative Data on Poverty

Quantitative data on poverty in DuPage County is provided courtesy of Community Commons, via the Community Needs Assessment Online Tool in the Community Action Partnership Hub, supplemented by additional data from the American Community Survey and other sources.



Community Action Partnership

Population Profile

Population Change

Population change within DuPage County from 2000 to 2014 is shown below. During the fourteen year period, total population estimates for DuPage County grew by 2.47 percent, increasing from 904,161 persons in 2000 to 926,485 persons in 2014.

Report Area	Total Population, 2014 ACS	Total Population, 2000 Census	Population Change from 2000-2014 Census/ACS	Percent Change from 2000-2014 Census/ACS
DuPage County	926,485	904,161	22,324	2.47%
Illinois	12,868,747	12,419,293	449,454	3.62%
United States	314,107,083	281,421,906	32,685,177	11.61%

Data Source: US Census Bureau, American Community Survey. US Census Bureau, Decennial Census. 2010-14. Source geography: County

Demographic Changes 2000-2014

Demographic changes in DuPage County show that between 2000 and 2014, the population of individuals aged 65 and over grew by 30.4 percent. All races except for White and Other increased significantly within this time period, while the Hispanic population grew by 56.3 percent.

DuPage County Population	2000	Percent of Population 2000	2014	Percent of Population 2014	Percent Change 2000-2014
Age 0-4	65,849	7.3%	55,661	6.0%	-15.5%
Age 5-17	175,983	19.5%	167,408	18.1%	-4.9%
Age 18-64	573,535	63.4%	587,425	63.4%	2.4%
Age 64+	88,794	9.8%	115,811	12.5%	30.4%
White	759,924	84.0%	741,208	80.0%	-2.5%
Black	27,600	3.1%	43,163	4.7%	56.4%
Asian	71,252	7.9%	98,008	10.6%	37.6%
American Indian	*		1,699	0.2%	

Native Hawaiian/Pacific Islander	217	0.0%	353	0.04%	62.7%
Two or More Races	15,482	1.7%	20,961	2.3%	35.4%
Other	28,166	3.1%	21,093	2.3%	-25.1%
Non-Hispanic	822,795	91.0%	799,343	86.3%	-2.9%
Hispanic	81,366	9.0%	127,142	13.7%	56.3%

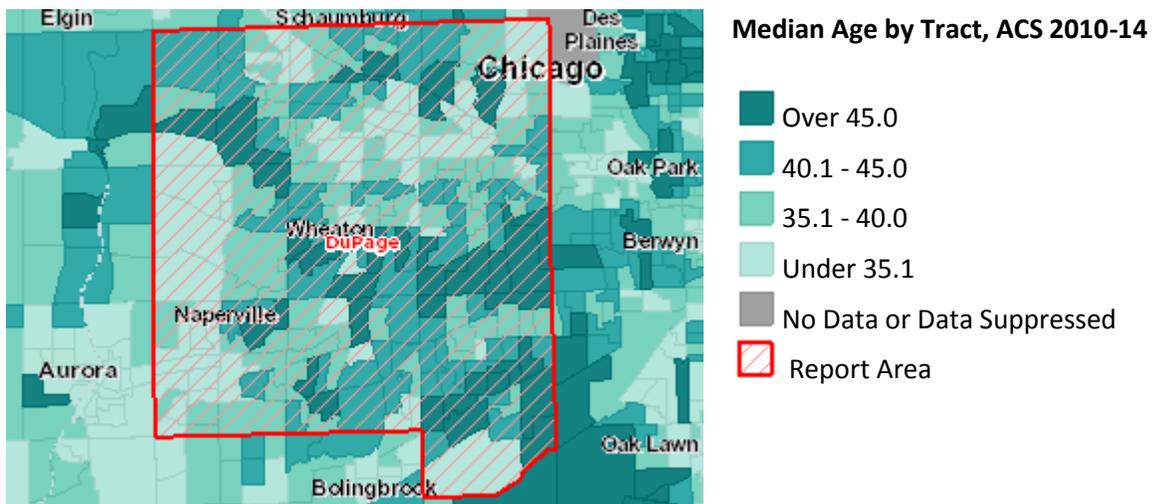
*No sample observations of this race in this year or too few observations to compute a margin of error.
 Data Source: US Census Bureau, American Community Survey. US Census Bureau, Decennial Census. 2010-14.

Age and Gender Demographics

Population by gender within DuPage County is shown below. According to ACS 2010-2014 5 year population estimates for DuPage County, the female population comprised 51.3 percent of the report area, while the male population represented 48.7 percent.

Report Area	0 to 4 Male	0 to 4 Female	5 to 17 Male	5 to 17 Female	18 to 64 Male	18 to 64 Female	Over 64 Male	Over 64 Female
DuPage County, IL	28,484	27,177	85,417	81,991	290,396	297,029	44,288	66,073
Illinois	413,259	397,412	1,145,752	1,098,543	4,031,684	4,085,814	645,147	973,654
United States	10,205,881	9,767,830	27,510,156	26,293,790	97,973,928	99,177,536	16,888,374	24,352,764

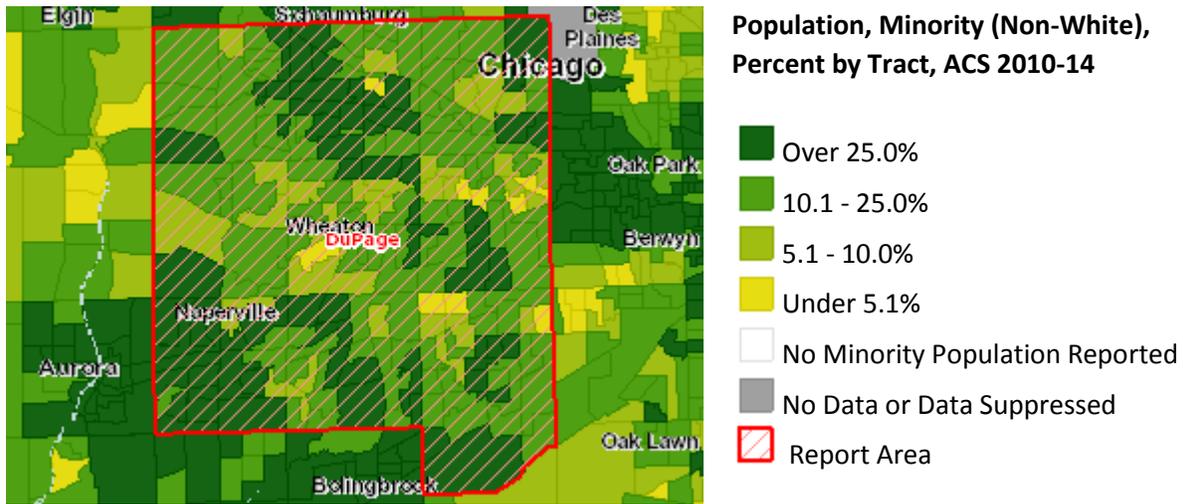
Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County



Race and Ethnicity Demographics

Report Area	White	Black	American Indian/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Two or More Races	Other
DuPage County, IL	741,208	43,163	1,699	98,008	353	20,961	21,093
Illinois	9,331,376	1,849,054	28,535	627,402	3,240	277,862	751,248
United States	231,849,713	39,564,785	2,565,520	15,710,659	535,761	9,125,751	14,754,895

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County



Report Area	Total Hispanic/Latino	Total Non-Hispanic/Latino	Percent Hispanic/Latino	Percent Non-Hispanic/Latino
DuPage County, IL	127,142	799,343	13.7%	86.3%
Illinois	2,095,495	10,773,252	16.3%	83.7%
United States	53,070,096	261,036,988	16.9%	83.1%

Data Source: US Census Bureau, American Community Survey. 2010-14.

Race Demographics – Male

Report Area	White	Black	American Indian/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Two or More Races
DuPage County, IL	364,263	20,266	904	47,026	202	10,874	10,680
Illinois	4,601,969	867,212	14,173	300,949	1,727	388,747	138,547
United States	114,486,930	18,890,321	1,276,077	7,452,023	268,974	7,599,873	4,540,961

Data Source: US Census Bureau, American Community Survey. 2010-14.

Ethnicity Demographics - Male

Report Area	Total Males Hispanic/Latino	Percent of Males who are Hispanic/Latino
DuPage County, IL	65,419	14.4%
Illinois	1,077,893	17.1%
United States	26,877,496	17.4%

Data Source: US Census Bureau, American Community Survey. 2010-14.

Race Demographics – Female

Report Area	White	Black	American Indian	Asian	Native Hawaiian	Some Other Race	Two or More Races
DuPage County, IL	376,945	22,897	795	50,982	151	10,219	10,281
Illinois	4,729,407	981,842	14,362	326,453	1,513	362,501	139,345
United States	117,362,783	20,674,464	1,289,443	8,258,636	266,787	7,155,022	4,584,790

Data Source: US Census Bureau, American Community Survey. 2010-14.

Ethnicity Demographics - Female

Report Area	Total Females Hispanic/Latino	Percent of Females who are Hispanic/Latino
DuPage County, IL	61,723	13.1%
Illinois	1,017,602	15.5%
United States	26,192,600	16.4%

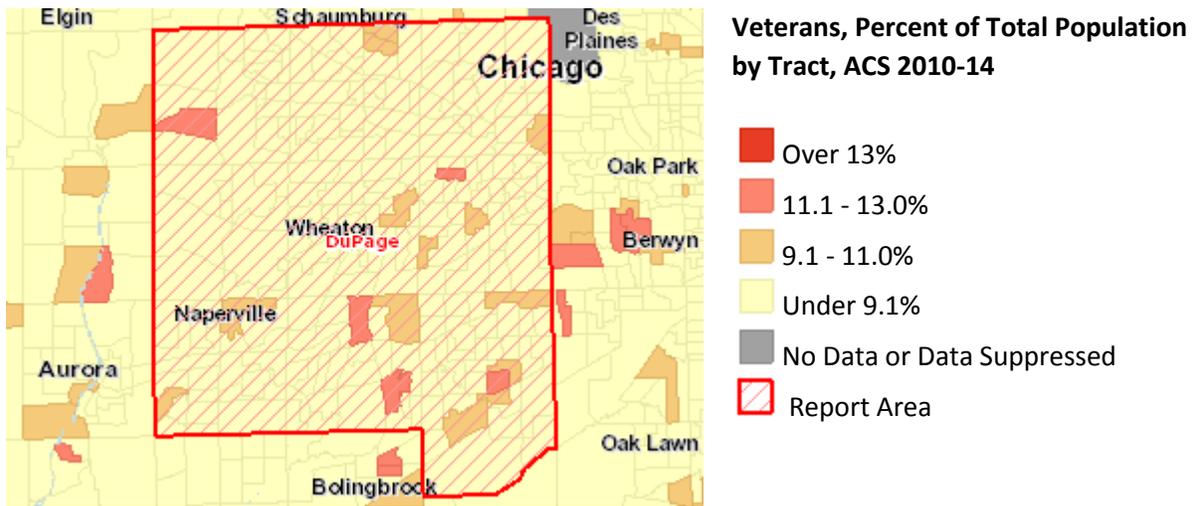
Data Source: US Census Bureau, American Community Survey. 2010-14.

Veterans, Age and Gender Demographics

This section shows the number of veterans living in DuPage County. Approximately six percent of the adult population in DuPage County are veterans, which is less than the national value of 8.65 percent.

Report Area	Veterans Total	Veterans Male	Veterans Female	% Pop Over 18 Total	% Pop Over 18 Males	% Pop Over 18 Females
DuPage County, IL	40,184	38,106	2,078	5.72%	11.21%	0.57%
Illinois	699,522	657,620	41,902	7.14%	13.87%	0.83%
United States	20,700,711	19,125,266	1,575,445	8.65%	16.5%	1.28%

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County



Veterans by Age

The largest age group for male veterans in DuPage County, and in Illinois and the United States, is the over 65 age group. The largest age group for female veterans is the 35-54 age group.

Report Area	Veterans Males Age 18-34	Veteran Females Age 18-34	Veteran Males Age 35-54	Veteran Females Age 35-54	Veteran Males Age 55-64	Veteran Females Age 55-64	Veteran Males Age Over 65	Veteran Females Age Over 65
DuPage County, IL	2,373	468	6,755	820	7,691	250	21,287	540
Illinois	47,072	9,142	138,704	18,163	144,169	7,117	327,675	7,480
United States	1,401,694	327,201	4,417,596	701,648	4,240,307	282,898	9,065,669	263,698

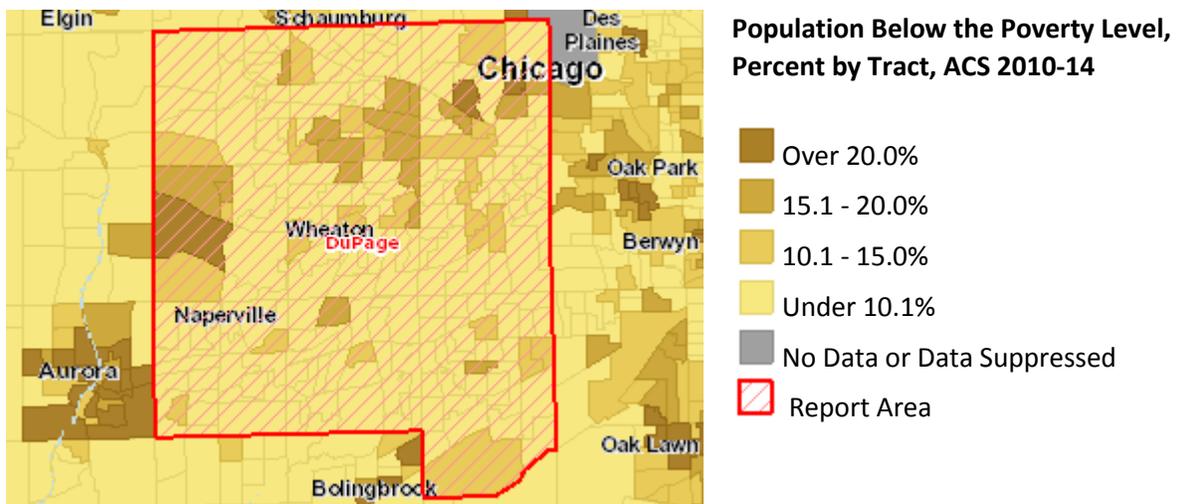
Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Poverty

The following report section shows population estimates for all persons in poverty for DuPage County. According to the American Community Survey 5 year estimates, 7.1 percent of the DuPage County population lived in a state of poverty during the 2010 - 2014 period. This is less than the national value of 15.6 percent. In 2016, the federal poverty level for individuals was \$11,880, and \$24,300 for a family of four (United States Department of Health and Human Services).

Report Area	Total Population	Population in Poverty	Percent Population in Poverty
DuPage County, IL	913,575	65,317	7.1%
Illinois	12,566,139	1,810,470	14.4%
United States	306,226,394	47,755,606	15.6%

Data Source: US Census Bureau, American Community Survey. 2010-14.



Poverty Rate Change

The poverty rate in DuPage County increased by 97.2 percent between 2000 and 2014. This is a much larger increase than the increases seen at the state and national level.

Report Area	Persons in Poverty 2000	Poverty Rate 2000	Persons in Poverty 2014	Poverty Rate 2014	Percent Change in Poverty Rate 2000-2014
DuPage County, IL	32,163	3.6%	65,317	7.1%	97.2%
Illinois	1,291,958	10.7%	1,810,470	14.4%	34.6%
United States	33,899,812	12.4%	47,755,606	15.6%	25.8%

Data Source: US Census Bureau, American Community Survey. US Census Bureau, Decennial Census. 2010-14.

Population in Poverty by Gender

The percent of female living in poverty (7.8%) residing in DuPage County is slightly higher than the percent males in poverty (6.5%) residing in DuPage County.

Report Area	Total Male in Poverty	Total Female in Poverty	Percent Male in Poverty	Percent Female in Poverty
DuPage County, IL	29,074	36,243	6.5%	7.8%
Illinois	808,431	1,002,039	13.2%	15.6%
United States	21,461,752	26,293,854	14.3%	16.8%

Data Source: US Census Bureau, American Community Survey. 2010-14.

Population in Poverty by Ethnicity Alone

In DuPage County, the percent of Hispanics or Latinos living in poverty (15.9%) is more than double the percent of non-Hispanics or Latinos living in poverty (5.7%).

Report Area	Total Hispanic/Latino in Poverty	Total Non Hispanic/Latino in Poverty	Percent Hispanic/Latino in Poverty	Percent Non Hispanic or Latino in Poverty
DuPage County, IL	20,050	45,267	15.9%	5.7%
Illinois	429,457	1,381,013	20.8%	12.8%
United States	12,880,559	34,875,047	24.8%	13.4%

Data Source: US Census Bureau, American Community Survey. 2010-14.

Population in Poverty Race Alone, Percent

In DuPage County, the Black or African Americans and Native Hawaiian/Pacific Islanders have the highest rates of poverty when compared to other races.

Report Area	White	Black or African American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Two or more races
DuPage County, IL	6.0%	18.9%	6.0%	7.5%	18.1%	15.9%	12.4%
Illinois	10.6%	30.7%	21.8%	12.3%	11.4%	22.7%	19.0%
United States	12.8%	27.3%	28.8%	12.7%	20.7%	27.1%	20.3%

Data Source: US Census Bureau, American Community Survey. 2010-14.

Families in Poverty by Family Type

The total number and percent of families in poverty by type for DuPage County are shown in the tables below. The percent of families in poverty in DuPage County are below state and national rates, but the same disparities are seen. Sixteen percent of female householders with no husband present live below the poverty level, and 24.8 percent of female householders with no husband present and related children under 18 years live below the poverty level.

Families in Poverty by Family Type - Total

Report Area	Total Families	Families in Poverty Total	Families in Poverty Married Couples	Families in Poverty Male Householder	Families in Poverty Female Householder
DuPage County, IL	239,227	11,933	5,908	956	5,069
Illinois	3,131,125	330,070	111,295	35,089	183,686
United States	76,958,064	8,824,660	3,200,772	948,419	4,675,469

Data Source: US Census Bureau, American Community Survey. 2010-14.

Families in Poverty by Family Type - Percent

Report Area	Total Families	Percent of Families Below Poverty Level	Percent of Families Below Poverty Level with related children under 18 years	Percent of Married Couples Below Poverty Level	Percent of Married Couples Below Poverty Level with related children under 18 years	Percent of Female Householders, No Husband Present Below Poverty Level	Percent of Female Householders, No Husband Present Below Poverty Level with related children under 18 years
DuPage County, IL	239,227	5.0%	7.9%	3.0%	4.3%	16.1%	24.8%
Illinois	3,131,125	10.5%	16.8%	4.8%	7.3%	30.2%	40.3%
United States	76,958,064	11.5%	18.1%	5.7%	8.4%	30.9%	40.5%

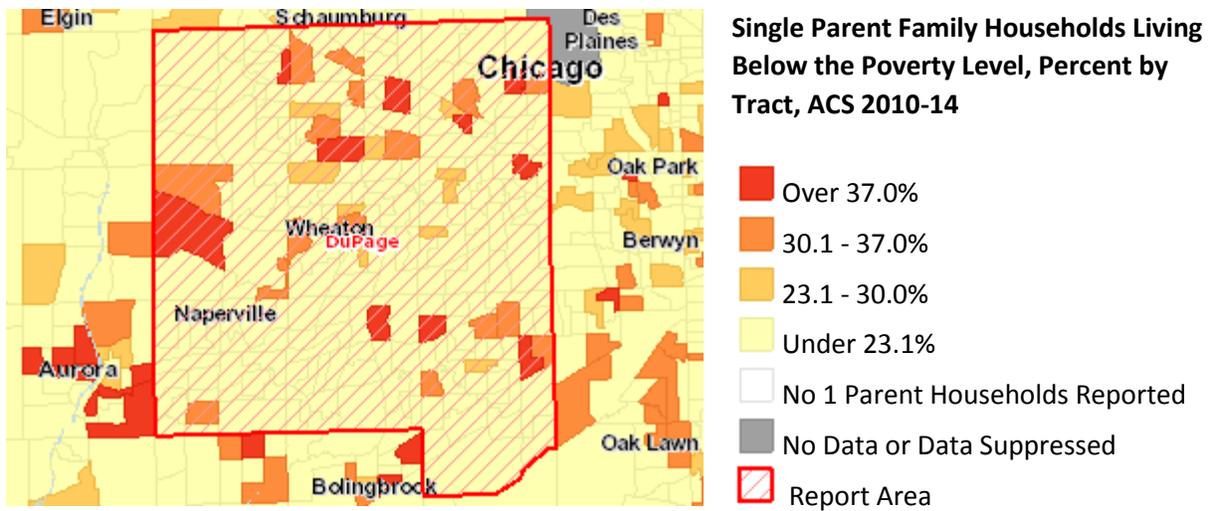
Data Source: US Census Bureau, American Community Survey. 2010-14.

It is estimated that five percent of all households were living in poverty in DuPage County, compared to the national average of 11.5 percent. Female headed households represented 42.5 percent of all households in poverty, compared to 49.5 percent and eight percent of households headed by married couples and males, respectively.

Percent of Families in Poverty by Family Type

Report Area	Poverty Rate All Types	Percent of Families in Poverty - Married Couples	Percent of Families in Poverty - Male Householder	Percent of Families in Poverty - Female Householder
DuPage County IL	5%	49.5%	8.0%	42.5%
Illinois	10.5%	33.7%	10.6%	55.7%
United States	11.5%	36.3%	10.7%	53.0%

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County



Poverty Rate (Age 0 to 17)

Population and poverty estimates for children age 0-17 are shown for DuPage County. According to the American Community Survey 5 year data, an average of 9.7 percent of children lived in a state of poverty during the survey calendar year. The poverty rate for children living in DuPage County is less than the national average of 21.9 percent.

Report Area	Ages 0 - 17 Total Population	Ages 0 - 17 in Poverty	Ages 0 – 17 Poverty Rate
DuPage County, IL	221,481	21,556	9.7%
Illinois	3,011,614	612,922	20.4%
United States	72,637,885	15,907,395	21.9%

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Children in Poverty by Gender: Age 0 – 17

Report Area	Male Children in Poverty	Female Children in Poverty	Percent of Male Children in Poverty	Percent of Female Children in Poverty
DuPage County, IL	10,916	10,640	9.6%	9.7%
Illinois	310,261	302,661	19.9%	20.2%
United States	8,084,329	7,823,066	21.4%	21.7%

Data Source: US Census Bureau, American Community Survey. 2010-14.

Children in Poverty by Ethnicity Alone: Age 0 – 17

The percent of children in poverty by ethnicity are shown below. Of the total Hispanic or Latino children in DuPage County, 21.0 percent are living in poverty, as compared to 6.81 percent of non-Hispanic or Latino children.

Report Area	Hispanic or Latino	Not Hispanic or Latino	Percent of Hispanic or Latino Children in Poverty	Percent of Not Hispanic or Latino Children in Poverty
DuPage County, IL	9,567	11,989	21.0%	6.81%
Illinois	197,532	415,390	27.2%	18.1%
United States	5,652,576	10,254,819	32.2%	18.53%

Data Source: US Census Bureau, American Community Survey. 2010-14.

Children in Poverty by Race Alone, Percent: Age 0 – 17

Of the children in poverty in DuPage County, Black or African Americans, Native Hawaiian/Pacific Islanders, and individuals who identified as some other race had the highest rates of poverty when compared to other races.

Report Area	Non-Hispanic White	Black or African American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	4.2%	26.97%	0.59%	8.60%	18.57%	22.01%	11.4%
Illinois	10.7%	42.35%	25.02%	11.80%	8.54%	30.21%	21.2%
United States	13.0%	37.83%	35.53%	13.11%	27.02%	35.74%	22.4%

Data Source: US Census Bureau, American Community Survey. 2010-14.

Children in Poverty by Race Alone, Total: Age 0 – 17

Report Area	Non-Hispanic White	Black or African American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	5,595	3,612	3	2,027	13	1,307	1,219
Illinois	170,941	209,203	1,835	16,024	54	77,036	29,694
United States	5,035,863	3,984,673	258,035	436,368	40,257	1,650,817	960,264

Data Source: US Census Bureau, American Community Survey. 2010-14.

Child Poverty Rate: Ages 0 – 4

The percent of children in poverty aged 0-4 is 10.3 percent in DuPage County, which is less than half the state and national percentages.

Report Area	Ages 0-4 Population	Ages 0-4 in Poverty	Ages 0-4 Poverty Rate
DuPage County, IL	55,661	5,738	10.3%
Illinois	810,671	182,092	22.5%
United States	19,973,711	4,892,716	24.5%

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Children in Poverty by Gender: Age 0 – 4

Report Area	Male	Female	Percent Male	Percent Female
DuPage County, IL	2,787	2,951	9.9%	10.9%
Illinois	91,697	90,395	22.2%	22.7%
United States	2,490,954	2,401,762	24.4%	24.6%

Data Source: US Census Bureau, American Community Survey. 2010-14.

Children in Poverty by Ethnicity Alone: Age 0 – 4

Of the total Hispanic or Latino children aged 0-4 in DuPage County, 23.3 percent are living in poverty, as compared to 6.41 percent of non-Hispanic or Latino children.

Report Area	Hispanic or Latino	Not Hispanic or Latino	Percent of Hispanic or Latino Children 0-4 in Poverty	Percent Not Hispanic or Latino Children 0-4 in Poverty
DuPage County, IL	3,023	2,715	23.3%	6.41%
Illinois	59,423	122,669	29.1%	20.55%
United States	1,780,728	3,111,988	34.7%	21.27%

Data Source: US Census Bureau, American Community Survey. 2010-14.

Children in Poverty by Race Alone, Percent: Age 0 – 4

Approximately 25 percent of black or African American children age 0 to 4 in DuPage County are in poverty, followed by 15.9 percent of children age 0 to 4 identifying as some other race.

Report Area	Non-Hispanic White	Black or African American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	4.2%	24.71%	0%	7.53%	0%	15.86%	10.26%
Illinois	12.5%	47.56%	24.68%	11.52%	19.05%	32.17%	23.63%
United States	15.0%	43.34%	40.07%	12.28%	29.58%	37.91%	25.27%

Data Source: US Census Bureau, American Community Survey. 2010-14.

Children in Poverty by Race Alone, Total: Age 0 – 4

Report Area	Non-Hispanic White	Black or African American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	1,296	763	0	476	0	222	316
Illinois	51,054	60,044	430	4,404	20	22,408	10,766
United States	1,499,870	1,225,144	76,678	110,546	11,931	503,499	355,403

Data Source: US Census Bureau, American Community Survey. 2010-14.

Child Poverty Rate Ages 5- 17

The child poverty rate for children ages 5 to 17 is 6.7 percent in DuPage County, which is well below the state and national percentages.

Report Area	Ages 5 – 17 Total Population	Ages 5 – 17 In Poverty	Ages 5 – 17 Poverty Rate
DuPage County, IL	167,408	11,288	6.7%
Illinois	2,244,295	430,830	19.2%
United States	53,803,947	11,014,679	20.5%

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Children in Poverty by Gender: Age 5 – 17

Report Area	Male	Female	Percent of Males Age 5-17 in Poverty	Percent of Females Age 5-17 in Poverty
DuPage County, IL	8,129	7,689	9.58%	9.45%
Illinois	218,564	212,266	19.35%	19.58%
United States	5,593,375	5,421,304	20.67%	20.92%

Data Source: US Census Bureau, American Community Survey. 2010-14.

Children in Poverty by Ethnicity Alone: Age 5 – 17

Of the total Hispanic or Latino children aged 5-17 in DuPage County, 20 percent are living in poverty, as compared to 6.9 percent of non-Hispanic or Latino children.

Report Area	Hispanic or Latino	Not Hispanic or Latino	Percent of Hispanic or Latino Children Age 5-17 in Poverty	Percent of Not Hispanic or Latino Children Age 5-17 in Poverty
DuPage County, IL	6,544	9,274	20.0%	6.9%
Illinois	138,109	292,721	26.5%	17.2%
United States	3,871,848	7,142,831	31.1%	17.5%

Data Source: US Census Bureau, American Community Survey. 2010-14.

Children in Poverty by Race Alone, Percent: Age 5 – 17

Of the children aged 5-17 in poverty in DuPage County, Black or African Americans, Native Hawaiian/Pacific Islanders, and individuals who identified as some other race had the highest rates of poverty when compared to other races.

Report Area	Non-Hispanic White	Black or African American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	4.25%	27.64%	0.80%	9.00%	20.97%	23.91%	11.83%
Illinois	10.07%	40.56%	25.12%	11.91%	6.45%	29.48%	20.08%
United States	12.28%	35.80%	33.90%	13.42%	26.07%	34.87%	21.04%

Data Source: US Census Bureau, American Community Survey. 2010-14.

Children in Poverty by Race Alone, Total: Age 5 – 17

Report Area	Non-Hispanic White	Black or African American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	4,299	2,849	3	1,551	13	1,085	903
Illinois	119,887	149,159	1,405	11,620	34	54,628	18,928
United States	3,535,993	2,759,529	181,357	325,822	28,326	1,147,318	604,861

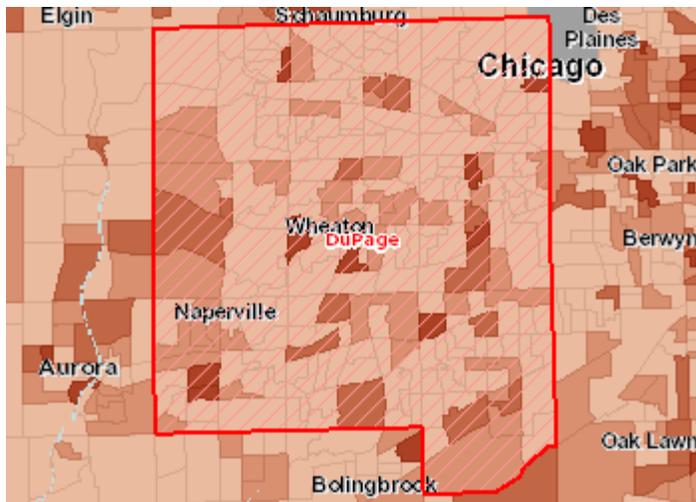
Data Source: US Census Bureau, American Community Survey. 2010-14.

Seniors in Poverty

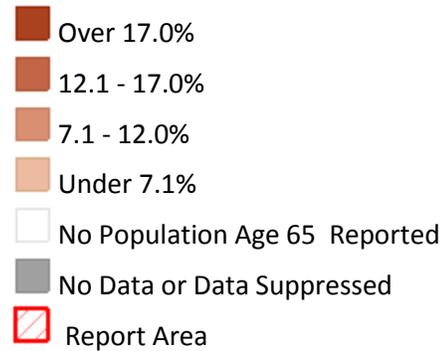
Poverty rates for seniors (persons age 65 and over) are shown below. According to American Community Survey estimates, there were 5,971 seniors, or 5.3 percent, living in poverty within DuPage County.

Report Area	Ages 65 and Up Total Population	Ages 65 and Up In Poverty	Ages 65 and Up Poverty Rate
DuPage County, IL	111,748	5,971	5.3%
Illinois	1,631,867	141,153	8.6%
United States	41,871,247	3,926,219	9.4%

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: county



Population Below the Poverty Level, Senior (Age 65), Percent by Tract, ACS 2010-14



Seniors in Poverty by Gender: Age 65 and Up

A slightly higher percentage of females ages 65 and up live in poverty compared to males, at the local, state, and national level.

Report Area	Total Male	Total Female	Percent of Males 65 and Up in Poverty	Percent of Females 65 and Up in Poverty
DuPage County, IL	2,093	3,878	4.28%	6.17%
Illinois	45,251	95,902	6.43%	10.33%
United States	1,322,918	2,603,301	7.19%	11.1%

Data Source: US Census Bureau, American Community Survey. 2010-14.

Seniors in Poverty by Ethnicity Alone: Age 65 and Up

Report Area	Hispanic or Latino 65 and Up in Poverty	Not Hispanic or Latino 65 and Up in Poverty	Percent of Hispanic or Latinos 65 and Up in Poverty	Percent of Not Hispanic or Latino 65 and Up in Poverty
DuPage County, IL	364	5,607	7.4%	5.24%
Illinois	14,265	126,888	14.9%	8.25%
United States	597,223	3,328,996	18.9%	8.59%

Data Source: US Census Bureau, American Community Survey. 2010-14.

Seniors in Poverty by Race Alone, Percent: Age 65 and Up

The table below shows the percent of seniors, by race, living in poverty. Among Native Hawaiian/Pacific Islanders over the age of 65 in DuPage County, 33.3 percent are living in poverty. Among Native American/Alaskan Natives over the age of sixty-five, 19.5 percent are living in poverty.

Report Area	Non-Hispanic White	Black or African American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	4.60%	6.21%	19.51%	8.50%	33.33%	11.54%	14.86%
Illinois	6.33%	17.44%	19.93%	11.90%	15.08%	15.83%	14.43%
United States	7.00%	17.58%	18.42%	13.21%	12.87%	21.82%	13.93%

Data Source: US Census Bureau, American Community Survey. 2010-14.

Seniors in Poverty by Race Alone, Total: Age 65 and Up

Report Area	Non-Hispanic White	Black or African American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	4,497	137	24	874	10	71	99
Illinois	84,624	33,419	493	7,322	27	4,239	1,661
United States	2,390,109	657,005	38,548	214,696	4,444	142,370	59,871

Data Source: US Census Bureau, American Community Survey. 2010-14.

Employment

Current Unemployment

Labor force, employment, and unemployment data for DuPage County is provided in the table below. Overall, the report area experienced an average 5.1 percent unemployment rate in April 2016.

Report Area	Labor Force	Number Employed	Number Unemployed	Unemployment Rate
DuPage County, IL	522,378	495,812	26,566	5.1%
Illinois	6,609,308	6,198,852	410,456	6.2%
United States	159,624,372	152,082,706	7,541,666	4.7%

Data Source: US Department of Labor, Bureau of Labor Statistics. 2016 - April. Source geography: County

Unemployment Change

Unemployment change (not seasonally adjusted) within DuPage County during the 1-year period from April 2015 to April 2016 is shown in the chart below. According to the U.S. Department of Labor, unemployment for this one year period grew from 22,959 persons to 26,566 persons, a rate change of 0.57 percent.

Report Area	Unemployment April 2015	Unemployment April 2016	Unemployment Rate April 2015	Unemployment Rate April 2016	Rate Change
DuPage County, IL	22,959	26,566	4.52%	5.09%	0.57%
Illinois	352,068	410,456	5.45%	6.21%	0.76%
United States	8,113,708	7,541,666	5.14%	4.72%	-0.42%

Data Source: US Department of Labor, Bureau of Labor Statistics. 2016 – April. Source geography: County

Thirteen Month Unemployment Rates

Unemployment change (not seasonally adjusted) within DuPage County from April 2015 to April 2016 is shown in the chart below. According to the U.S. Department of Labor, unemployment for this thirteen month period grew from 4.5 percent to 5.1 percent.

Area	Apr 2015	May 2015	June 2015	July 2015	Aug 2015	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016
DuPage County	4.5%	4.7%	5%	4.9%	4.5%	4%	4.2%	4.3%	4.4%	5.3%	5.5%	5.3%	5.1%
Illinois	5.4%	5.7%	6%	6.2%	5.8%	5.3%	5.6%	5.8%	6%	7.1%	7%	6.8%	6.2%
United States	5.1%	5.4%	5.5%	5.6%	5.2%	4.9%	4.9%	4.9%	4.8%	5.3%	5.2%	5.2%	4.7%

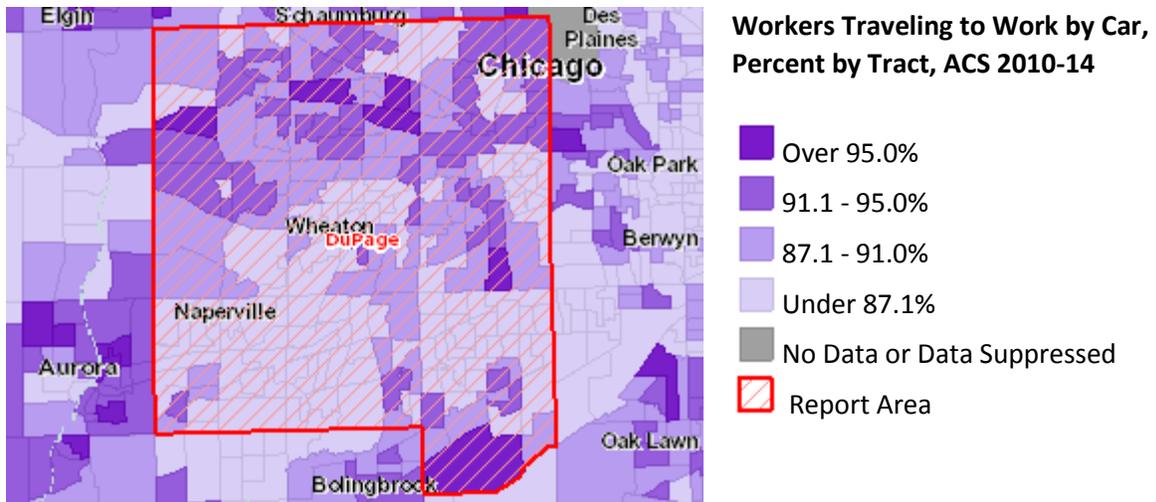
Data Source: US Department of Labor, Bureau of Labor Statistics. 2016 - April. Source geography: County

Commuter Travel Patterns

This table shows the method of transportation workers used to travel to work for DuPage County. Of the 465,327 workers in the report area, 78.2 percent drove to work alone while 7.6 percent carpooled. Six percent of all workers reported that they used some form of public transportation, while others used some optional means including 2 percent walking or riding bicycles, and 0.8 percent used taxicabs to travel to work.

Report Area	Workers 16 and Up	Percent Drive Alone	Percent Carpool	Percent Public Transportation	Percent Bicycle or Walk	Percent Taxi or Other	Percent Work at Home
DuPage County, IL	465,327	78.2%	7.6%	6.3%	2%	0.8%	4.9%
Illinois	5,928,078	73.5%	8.6%	8.9%	3.7%	1%	4.2%
United States	141,337,148	76.4%	9.6%	5.1%	3.4%	1.2%	4.4%

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County



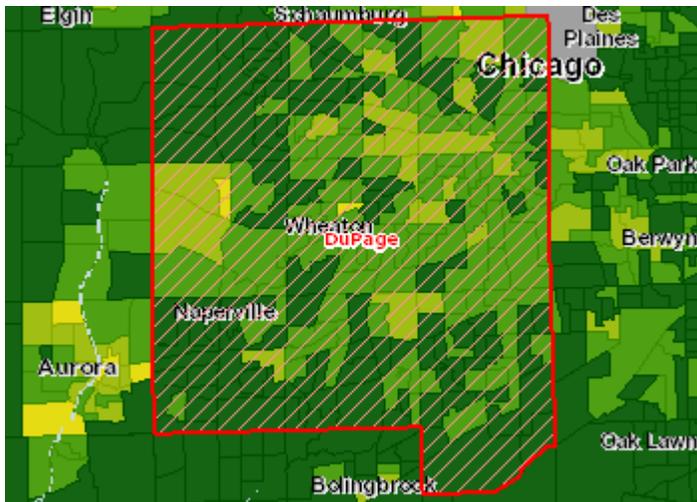
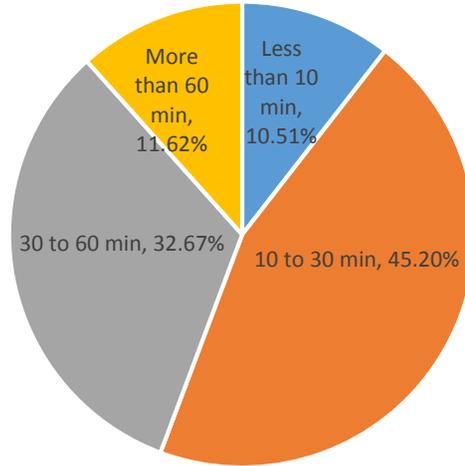
Travel Time to Work

Travel times for workers who travel (do not work at home) to work is shown for DuPage County. The median commute time for DuPage County, 28.9 minutes, is longer than the national median commute time of 25.7 minutes.

Report Area	Workers 16 and Up	Percent of workers with less than 10 min commute	Percent of workers with 10 to 29 min commute	Percent of workers with 30 to 59 min commute	Percent of workers with more than 60 min commute	Average Commute Time (min)
DuPage County, IL	465,327	10.51	45.2	32.67	11.62	28.9
Illinois	5,928,078	12.36	44.7	31.95	10.99	28.2
United States	141,337,152	13.26	50.57	27.88	8.29	25.7

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

DuPage County Average Commute Time



Education

Educational Attainment

Educational attainment in DuPage County is higher when compared to Illinois and national values. The percent of individuals that have a high school degree only (19.2%) is lower than both state and national percentages, whereas the percent of individuals with a Bachelors (28.5%) or Graduate or Professional Degree (18.2%) is higher than Illinois and U.S. percentages.

Report Area	Percent No High School Diploma	Percent High School Only	Percent Some College	Percent Associates Degree	Percent Bachelors Degree	Percent Graduate or Professional Degree
DuPage County, IL	7.72%	19.2%	19.4%	6.9%	28.5%	18.2%
Illinois	12.41%	27%	21.2%	7.5%	19.7%	12.2%
United States	13.67%	28%	21.2%	7.9%	18.3%	11%

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Adult Literacy

The National Center for Education Statistics (NCES) produces estimates for adult literacy based on educational attainment, poverty, and other factors in each county. The percent of DuPage County adults lacking literacy skills in 2003, was below both the state and national levels.

Report Area	Estimated Population over 16	Percent Lacking Literacy Skills
DuPage County, IL	698,431	7%
Illinois	9,507,861	13%
United States	219,016,209	14.64%

Data Source: National Center for Education Statistics, NCES - Estimates of Low Literacy. 2003. Source geography: County

Veterans - Educational Attainment

Veterans Educational Attainment contrasts the distribution of educational attainment levels between military veterans and non-veterans in the region. Educational attainment is calculated for persons over 25, and is an average for the period from 2010 to 2014. The percent of non-veterans in DuPage County with a Bachelors or higher is 47.4 percent, as compared to 35.97 percent of veterans.

Report Area	Veterans % No Diploma	Veterans % High School Diploma	Veterans % Some College	Veterans % Bachelors or Higher	Non-Veterans % No Diploma	Non-Veterans % High School Diploma	Non-Veterans % Some College	Non-Veterans % Bachelors or Higher
DuPage County	4.81%	25.08%	34.13%	35.97%	7.92%	18.84%	25.8%	47.44%
Illinois	7.87%	31.39%	36.3%	24.44%	12.82%	26.64%	28%	32.54%
United States	7.41%	29.32%	36.62%	26.64%	14.4%	27.85%	28.21%	29.54%

Note: This indicator is compared with the state average.

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

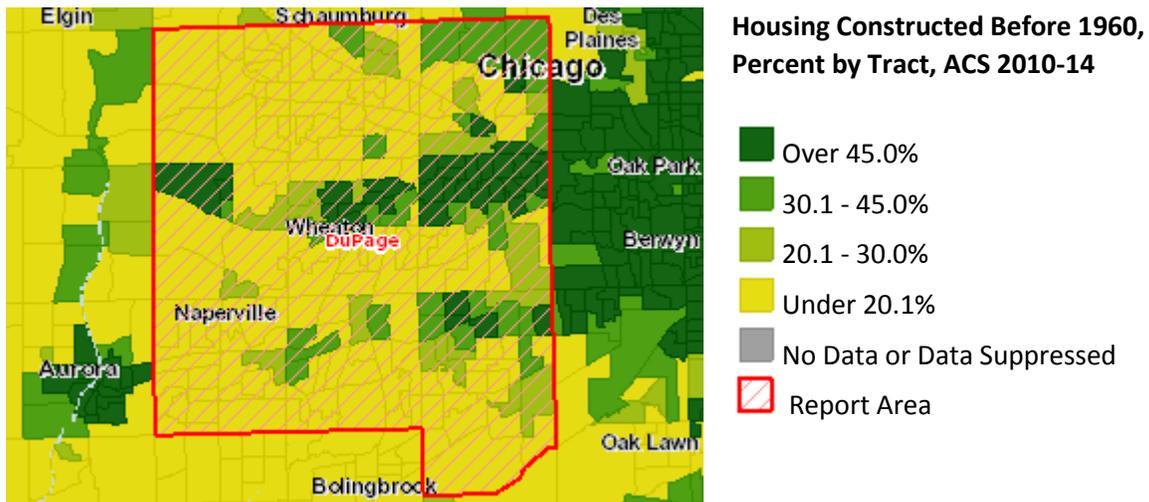
Housing

Housing Age

Total housing units, median year built and median age in 2014 for DuPage County are shown below. Housing units used in housing age include only those where the year built is known.

Report Area	Total Housing Units	Median Year Built	Median Age (from 2014)
DuPage County, IL	356,625	1977	36
Illinois	5,299,433	1967	46
United States	132,741,033	1976	37

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

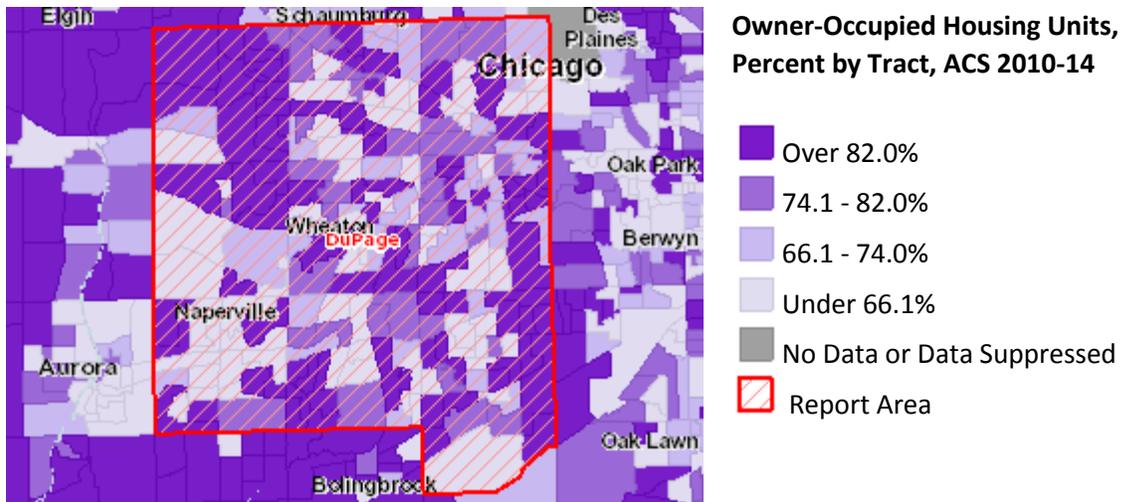


Homeowners

The U.S. Census Bureau estimated there were 248,762 homeowners in the report area in 2000, and 76.4 percent owner occupied homes in the report area for the 5 year estimated period from 2010 - 2014. The percent of owner occupied homes decreased from 76.4 percent in 2000 to 69.78 percent in 2014.

Report Area	Owner Occupied Homes 2000	% Owner Occupied Homes 2000	Owner Occupied Homes 2014	% Owner Occupied Homes 2014
DuPage County, IL	248,762	76.4%	248,836	69.78%
Illinois	3,088,844	67.27%	3,194,707	60.28%
United States	69,815,753	66.19%	74,787,460	56.34%

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County



Vacancy Rates

In 2014, a total of 19,622 housing units were identified as vacant in DuPage County, a vacancy rate of 5.5 percent. Both the homeowner and rental vacancy rates in DuPage County are lower the state and national rates.

Report Area	Total Housing Units	Vacant Housing Units	Percent of Vacant Housing Units	Homeowner Vacancy Rate	Rental Vacancy Rate
DuPage County, IL	356,625	19,622	5.5%	1.8%	5.8%
Illinois	5,299,433	520,800	9.8%	2.2%	6.7%
United States	132,741,033	16,529,941	12.5%	2.1%	6.9%

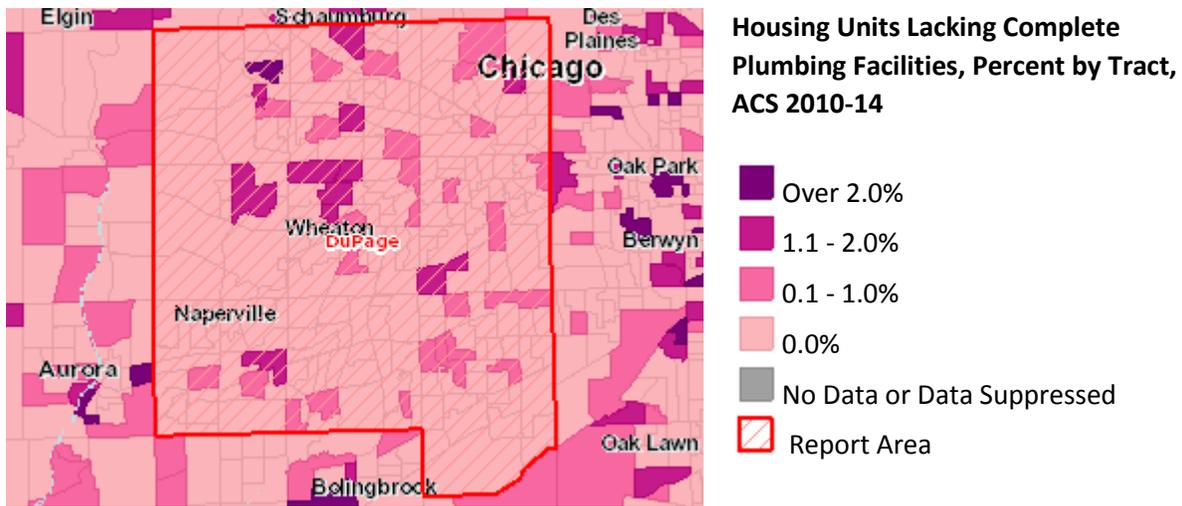
Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Number of Unsafe, Unsanitary Homes

The number and percentage of occupied housing units without plumbing are shown for the report area. U.S. Census data shows 968 housing units in the report area were without plumbing in 2000 and ACS five year estimates show 543 housing units in the report area were without plumbing in 2014.

Report Area	Occupied Housing Units 2000	Housing Units without Plumbing 2000	Percent without Plumbing 2000	Occupied Housing Units 2014	Housing Units without Plumbing 2014	Percent without Plumbing 2014
DuPage County, IL	325,601	968	0.29%	337,003	543	0.16%
Illinois	4,591,779	23,959	0.49%	4,778,633	16,044	0.34%
United States	106,741,426	736,626	0.69%	116,211,092	527,460	0.45%

Data Source: US Census Bureau, American Community Survey. US Census Bureau, Decennial Census. 2010-14. Source geography: County



Housing Affordability

One indicator of housing affordability is the percentage of renters who are spending 30 percent or more of their household income on rent. In DuPage County, 47.5 percent of renters spend 30 percent or more of their household income on rent, compared to 51.2 percent for Illinois and 52.3 percent for the United States. Below is a breakdown of DuPage County renters spending 30 percent or more of household income on rent by age. Fifty-nine percent of renters age 15-24 and 65 percent of renters over age 65 spend 30 percent or more of their income on rent.

DuPage County Renter Group	Percent of Renters Spending 30%+ of Income on Rent
Overall	47.5%
Age 15-24	59.6%
Age 25-34	39.9%
Age 35-64	46.0%
Age 65+	64.9%

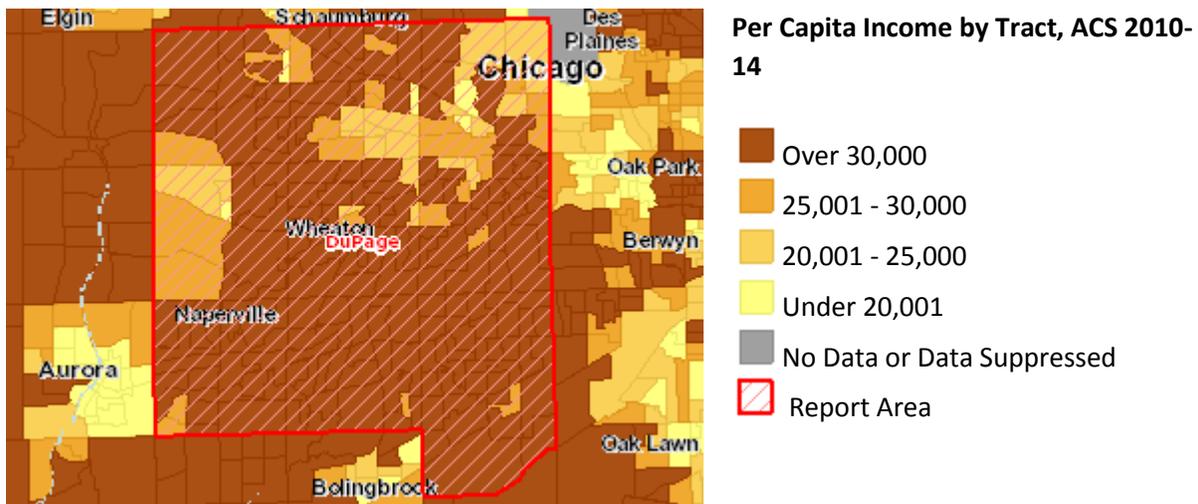
Data Source: U.S. Census Bureau, American Community Survey 2010-2014 estimates.

Income

Two common measures of income are Median Household Income and Per Capita Income, based on U.S. Census Bureau estimates. Both measures are shown in the table below. The median household income in DuPage County (\$79,016) is higher than both state and national values. The average Per Capita income for DuPage County is \$38,931, compared to a national average of \$28,155.

Report Area	Median Household Income	Per Capita Income
DuPage County, IL	\$79,016	\$38,931
Illinois	\$57,166	\$30,019
United States	\$53,482	\$28,555

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County



Nutrition

Free and Reduced Lunch Program

The following report shows that 43,808 public school students (29.0%) in DuPage County were enrolled in the free or reduced price lunch programs during the 2013 - 2014 school year, which is less than the national average of 52.0 percent.

Report Area	Total Public School Students	Number Free/Reduced Price Lunch	Percent Free/Reduced Price Lunch
DuPage County, IL	150,875	43,808	29.0%
Illinois	2,058,107	1,061,198	51.4%
United States	49,235,065	25,596,274	52.0%

Data Source: U.S. Department of Education, National Center for Education Statistics, Common Core of Data (CCD), "Local Education Agency (School District) Universe Survey", 2013-14 v.1a; "Public Elementary/Secondary School Universe Survey", 2013-14 v.2a.

Children Eligible for Free or Reduced Lunch by Year, 2009-10 through 2013-14

The table below shows local, state, and national trends in student free or reduced lunch eligibility. The percent of public school children eligible for free or reduced lunch in DuPage has increased from 17.9 percent in the 2009-2010 school year, to 29.0 percent in the 2013-2014 school year, but is well below the percent of children eligible in Illinois and the United States.

Note: Data for the 2011-12 school year are omitted due to lack of data for some states.

Report Area	2009-10	2010-11	2012-13	2013-14
DuPage County, IL	17.9%	21.7%	29.0%	29.0%
Illinois	46.2%	46.7%	50.6%	51.4%
United States	47.5%	48.1%	51.3%	52.0%

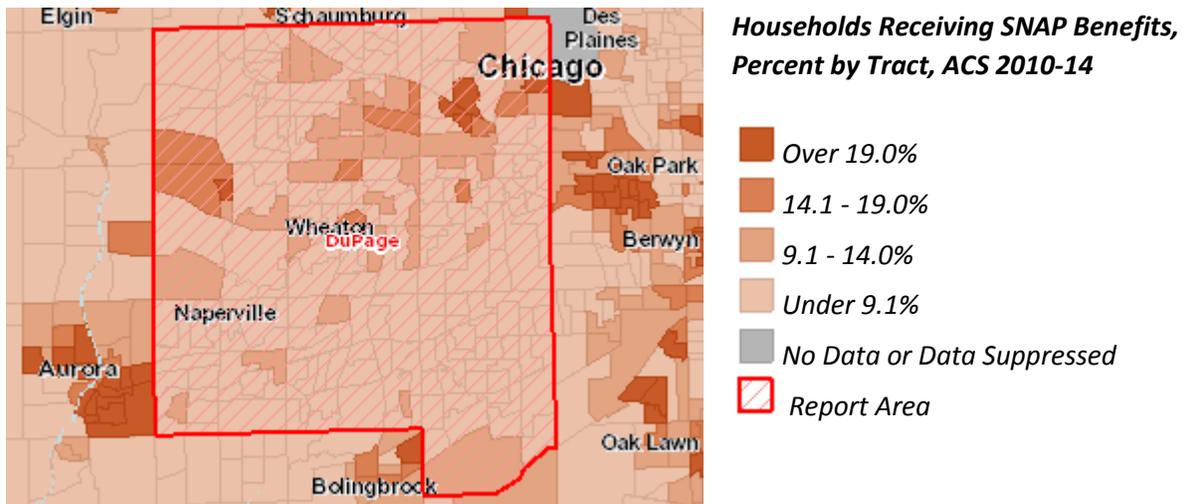
Data Source: U.S. Department of Education, National Center for Education Statistics, Common Core of Data (CCD)

Households Receiving SNAP by Poverty Status (ACS)

The below table shows that 19,985 households (or 5.93% of all households) received SNAP payments during 2014. During this same period there were 15,621 households with income levels below the poverty level that were not receiving SNAP payments.

Report Area	Households Receiving SNAP Total	Households Receiving SNAP Percent	Households Receiving SNAP Income Below Poverty	Households Receiving SNAP Income Above Poverty	Households Not Receiving SNAP Total	Households Not Receiving SNAP Percent	Households Not Receiving SNAP Income Below Poverty	Households Not Receiving SNAP Income Above Poverty
DuPage County, IL	19,985	5.93%	7,569	12,416	317,018	94.07%	15,621	301,397
Illinois	599,455	12.54%	289,313	274,872	4,179,178	87.46%	338,563	3,869,975
United States	15,089,358	12.98%	7,818,396	7,270,962	101,121,734	87.02%	8,939,760	92,181,974

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County



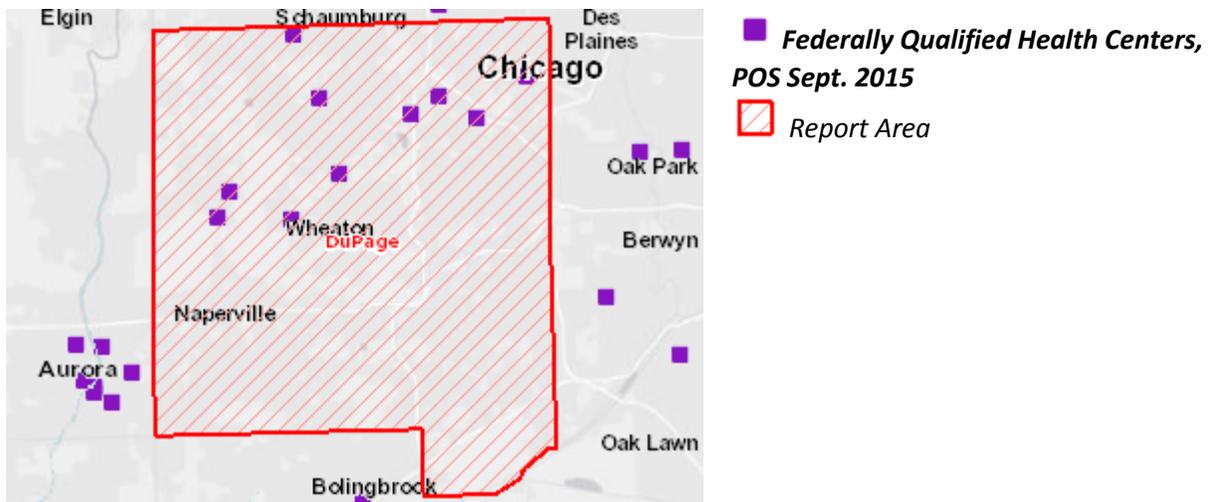
Health Care

Federally Qualified Health Centers

The table below shows the Federally Qualified Health Centers in DuPage County.

County	Provider Number	FQHC Name	Address	City	Phone
DuPage County	PN: 141971	MARTIN R RUSSO FAMILY HEALTH CENTER	245 S GARY	BLOOMINGDALE	(630) 893- 5230
DuPage County	PN: 781803	VNA HEALTHCARE AT DUPAGE COUNTY HEALTH DEPARTMENT	111 N COUNTY FARM ROAD	WHEATON	(630) 978- 2532
DuPage County	PN: 781811	HAMDARD - ADDISON	228 E LAKE STREET	ADDISON	(603) 744- 6985
DuPage County	PN: 141015	WEST CHICAGO FAMILY HEALTH CTR	245 WEST ROOSEVELT	WEST CHICAGO	(630) 293- 4124
DuPage County	PN: 141045	ACCESS ADDISON HEALTH CENTER	1111 W LAKE STREET	ADDISON	(773) 257- 5093
DuPage County	PN: 141188	VNA HEALTH CARE OF FOX VALLEY - CAROL STREAM	350 SCHMALE ROAD, SUITE 150	CAROL STREAM	(630) 892- 4355
DuPage County	PN: 141191	VNA HEALTH CENTER - BENSENVILLE	28 N YORK RD	BENSENVILLE	(630) 978- 9754
DuPage County	PN: 141131	ACCESS ARMY TRAIL ROAD FAMILY HEALTH CENTER	2055 W ARMY TRAIL ROAD	ADDISON	(630) 705- 1010
DuPage County	PN: 141135	ACCESS GATEWAY CENTER FAMILY HEALTH CENTER	526 MAIN STREET	WEST CHICAGO	(630) 293- 3835

Data Source: US Department of Health Human Services, Center for Medicare Medicaid Services, Provider of Services File. Sept. 2015. Source geography: County



Persons Receiving Medicare

The total number of persons enrolled in Hospital/Medical Medicare is shown below. Eighty-two percent of Medicare enrollees in DuPage County were enrolled in original Medicare in December 2015, versus 18 percent who were enrolled in Medicare Advantage and other health plans. Illinois (22.5%) and the United States (32.2%) have higher percentages of enrollees in Medicare Advantage and other health plans.

Report Area	Original Medicare	Medicare Advantage and Other Health Plans	Total Hospital/Medical Enrollment
DuPage County	122,071	26,881	148,952
Illinois	1,620,903	471,831	2,092,734
United States	38,145,137	18,093,822	56,238,959

Data Source: Centers for Medicare and Medicaid Services. Medicare Enrollment Dashboard. December 2015 enrollment.

Persons Receiving Medicaid

According to the Illinois Department of Healthcare and Family Services, the total number of persons receiving comprehensive Medicaid benefits in DuPage County on June 30, 2015 was 150,700. This is an increase from the previous year (143,774). The table below includes a breakdown of comprehensive Medicaid enrollment by enrollee type.

Report Area	ACA Newly Eligible Adults	Adults with Disabilities	Children	Other Adults	Seniors
DuPage County, IL	26,491	7,379	76,870	29,153	10,807
Illinois	635,972	252,313	1,516,769	631,126	195,102

Data Source: Illinois Department of Healthcare and Family Services. FY 2015.

Uninsured Population

The uninsured population is calculated by estimating the number of persons eligible for insurance (generally those under 65) minus the estimated number of insured persons. While DuPage County has a lower uninsured rate than both the state of Illinois and the United States, disparities are seen when looking at uninsured adults by race and ethnicity. While six percent of white, non-Hispanic adults in DuPage County are uninsured, 22.2 percent of Hispanic or Latino adults and 27 percent of adults identifying as “some other race alone” are uninsured.

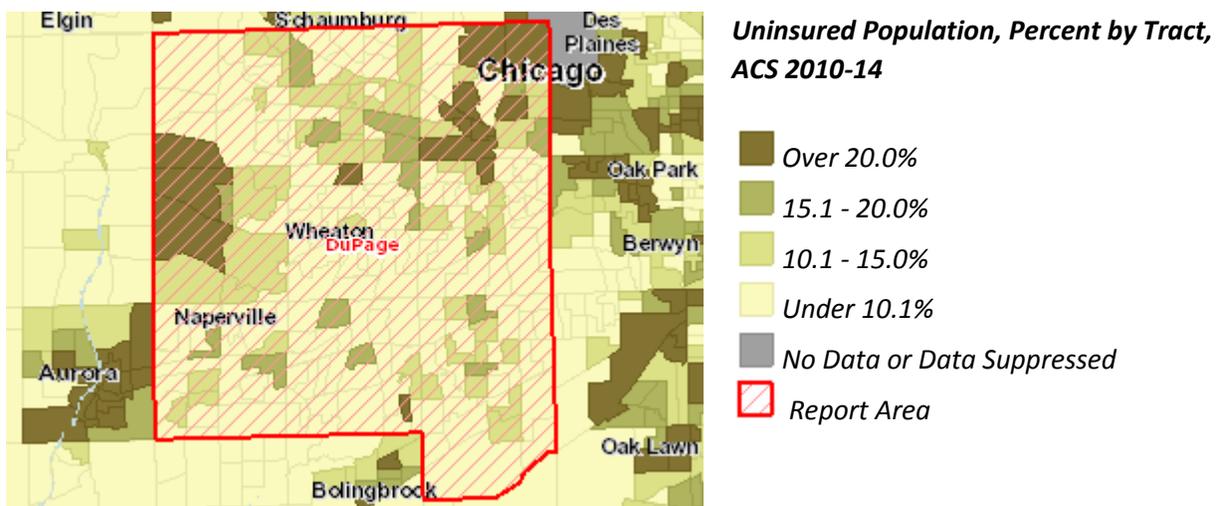
Report Area	Number Insured	Number Uninsured	Percent Uninsured
DuPage County, IL	836,344	84,101	9.1%
Illinois	11,126,169	1,563,887	12.3%
United States	265,204,127	43,878,131	14.2%

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Uninsured Adults by Race/Ethnicity

Report Area	American Indian/Alaska Native	Asian	Black or African American	Hispanic or Latino	Native Hawaiian/Pacific Islander	Other	Two or More Races	White, non-Hispanic
DuPage County, IL	8.5%	11.2%	12.1%	22.2%	10.2%	27.0%	9.1%	6.0%
Illinois	17.7%	13.8%	16.7%	25.1%	13.4%	28.9%	10.4%	8.0%
United States	26.8%	14.1%	16.7%	28.1%	17.0%	31.6%	13.3%	9.9%

Data Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates



Quantitative Data Summary

The quantitative data above highlight population changes and disparities in DuPage County. Between 2000 and 2014, the Hispanic/Latino and Black or African American populations each increased 56 percent. The over 64 age group increased 30 percent during the same time period. Although the median household income for DuPage County is well above the median income for Illinois and the United States, thousands of residents live in poverty. The poverty rate increased 97 percent from 2000 (3.6%) to 2014 (7.1%). Nineteen percent of black or African American, 18 percent of Native Hawaiian/Pacific Islander, and 16 percent of Hispanic/Latino residents live in poverty, compared to 6 percent of white residents. Forty-three percent of households in poverty have a female householder with no husband present. Housing affordability is also an issue with 47.5 percent of renters in DuPage County spending 30 percent or more of their household income on rent.

Appendices

- I. Client Survey (English and Spanish)
- II. Stakeholder Survey
- III. Stakeholder Survey Distribution

DuPage County Department of Community Services Needs Assessment Survey

1. What county do you live in? _____
2. What is your household's zip code? _____
3. Gender Identity? Female Male Transgender Female (male to female) Transgender male (female to male)
 Genderqueer/Gender non-conforming Other
4. Are you aged 55 or over? YES NO
5. Are you married or living with a partner? YES NO
6. **EMPLOYMENT:** Which employment needs could you use help with (select all that apply)...

<input type="checkbox"/> Getting training for the job that I want	<input type="checkbox"/> Learning how to write a resume
<input type="checkbox"/> Getting an education for the job that I want	<input type="checkbox"/> Learning how to fill out job applications
<input type="checkbox"/> Finding a permanent full-time job that will support me or my family	<input type="checkbox"/> Learning computer skills to apply for jobs
<input type="checkbox"/> Knowing what jobs are available	<input type="checkbox"/> Obtaining appropriate clothing for my job
<input type="checkbox"/> Learning how to interview for a job	<input type="checkbox"/> Obtaining equipment (e.g. tools) for my job
7. **EDUCATION:** Which education needs could you or a family member use help with (select all that apply)...

<input type="checkbox"/> Obtaining a high school diploma or GED/HSED	<input type="checkbox"/> Learning how to use a computer
<input type="checkbox"/> Obtaining a two-year college degree	<input type="checkbox"/> Learning or improving communication or language skills
<input type="checkbox"/> Obtaining a four-year college or university degree	<input type="checkbox"/> Learning English (as a second language)
<input type="checkbox"/> Choosing a career	<input type="checkbox"/> Getting financial assistance to complete my education
<input type="checkbox"/> Choosing a technical school program	<input type="checkbox"/> Completing college aid forms (including FAFSA forms)
8. **FINANCIAL AND LEGAL ISSUES:** Which financial and/or legal needs could you or your family use help with (select all that apply)...

<input type="checkbox"/> Budgeting and managing money	<input type="checkbox"/> Solving divorce problems or issues
<input type="checkbox"/> Opening a checking or savings account	<input type="checkbox"/> Solving child custody problems or issues
<input type="checkbox"/> Filling out tax forms	<input type="checkbox"/> Solving child support problems or issues
<input type="checkbox"/> Understanding credit scores	<input type="checkbox"/> Solving restraining order problems or issues
<input type="checkbox"/> Solving problems with a credit card or loan company	<input type="checkbox"/> Getting protection in domestic violence situations
<input type="checkbox"/> Solving problems with utility or telephone company	<input type="checkbox"/> Getting legal assistance with deportation or immigration issues
<input type="checkbox"/> Solving problems with payday loans	<input type="checkbox"/> Getting legal assistance when denied services
<input type="checkbox"/> Solving bank foreclosure/bankruptcy/repossession problems or issues	
9. **HOUSING:** Which housing needs could you or your family use help with (select all that apply)...

<input type="checkbox"/> Finding affordable housing that fits my family's needs	<input type="checkbox"/> Getting financial assistance with rent payments
<input type="checkbox"/> Getting financial assistance with a down payment or closing costs to buy a home	<input type="checkbox"/> Getting financial assistance with rent deposits
<input type="checkbox"/> Qualifying for a loan to buy a home	<input type="checkbox"/> Making my home more energy efficient
<input type="checkbox"/> Obtaining home ownership education	<input type="checkbox"/> Making changes to my home for a person with disabilities
<input type="checkbox"/> Obtaining renter/tenant rights and responsibilities education	<input type="checkbox"/> Getting emergency shelter
<input type="checkbox"/> Learning basic home repair and property maintenance skills	<input type="checkbox"/> Address housing discrimination
10. **FOOD AND NUTRITION:** Which food and nutrition needs could you or your family use help with (select all that apply)...

<input type="checkbox"/> Getting food from food pantries, food banks, or food shelves	<input type="checkbox"/> Getting meals delivered to my home
<input type="checkbox"/> Having enough food at home	<input type="checkbox"/> Enrolling in the Food Assistance Program
<input type="checkbox"/> Learning how to shop and cook for healthy eating	<input type="checkbox"/> Learning how to model healthy eating for my children
<input type="checkbox"/> Learning how to stretch my food dollar	<input type="checkbox"/> Getting nutritious foods during pregnancy
<input type="checkbox"/> Getting emergency food assistance	<input type="checkbox"/> Obtaining breastfeeding education and assistance

11. Do you have children (under the age of 18) living with you? YES NO *(If NO, skip questions 12 and 13)*

12. **CHILD CARE AND CHILD DEVELOPMENT:** *If you have children (under the age of 18) living with you, which child care and/or child development needs could you or your family use help with (select all that apply)...*

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

13. **PARENTING AND FAMILY SUPPORT:** *If you have children (under the age of 18) living with you, which parenting and/or family support needs could you or your family use help with (select all that apply)...*

- | | |
|--|---|
| <input type="checkbox"/> Learning how to discipline my children more effectively | <input type="checkbox"/> Learning how to talk to my children about sex, AIDS, STDs, etc. |
| <input type="checkbox"/> Learning how to communicate and deal with my teenage children | <input type="checkbox"/> Learning how to help my children cope with stress, depression, or emotional issues |
| <input type="checkbox"/> Learning how to deal with my children who have displayed bullying or violent behavior | <input type="checkbox"/> Learning how to set goals and plan for my family |
| <input type="checkbox"/> Learning how to deal with the bullying or violent behavior of my children’s friends | <input type="checkbox"/> Communicating better with my children’s care provider or teachers |
| <input type="checkbox"/> Learning how to talk to my children about drugs and alcohol | |

14. **TRANSPORTATION:** *Which transportation needs could you or your family use help with (select all that apply)...*

- | | |
|---|--|
| <input type="checkbox"/> Having access to public transportation | <input type="checkbox"/> Getting a driver’s license |
| <input type="checkbox"/> Having dependable transportation to and from work | <input type="checkbox"/> Getting to and from medical or dental appointments |
| <input type="checkbox"/> Getting financial assistance to buy a dependable car | <input type="checkbox"/> Getting myself to and from school |
| <input type="checkbox"/> Getting financial assistance to make car repairs | <input type="checkbox"/> Getting my children to and from child care |
| <input type="checkbox"/> Getting financial assistance to buy car insurance | <input type="checkbox"/> Getting my children to and from school |
| <input type="checkbox"/> Getting financial assistance to pay car registration or license fees | <input type="checkbox"/> Getting my children to and from school or club activities |
| | <input type="checkbox"/> Going shopping and doing errands |

15. **HEALTH:** *Which health needs could you or a family member use help with (select all that apply)...*

- | | |
|--|---|
| <input type="checkbox"/> Having affordable health insurance | <input type="checkbox"/> Getting financial assistance for long-term health care |
| <input type="checkbox"/> Having affordable dental insurance | <input type="checkbox"/> Obtaining family planning or birth control education and assistance |
| <input type="checkbox"/> Having health care available in my community | <input type="checkbox"/> Getting good medical care before my baby is born |
| <input type="checkbox"/> Having dental care available in my community | <input type="checkbox"/> Getting regular check-ups, developmental screens, or physicals for my children |
| <input type="checkbox"/> Getting my health insurance questions answered | <input type="checkbox"/> Getting my children tested for lead poisoning |
| <input type="checkbox"/> Finding a doctor willing to accept Medicaid (Title XIX) | <input type="checkbox"/> Getting immunizations for my children |
| <input type="checkbox"/> Finding a dentist willing to accept Medicaid (Title XIX) | <input type="checkbox"/> Getting treatment for a drug or alcohol problem |
| <input type="checkbox"/> Getting financial assistance for regular medical checkups | <input type="checkbox"/> Getting treatment and services for mental health |
| <input type="checkbox"/> Getting financial assistance for regular dental checkups | <input type="checkbox"/> Dealing with stress, depression, or anxiety |
| <input type="checkbox"/> Getting financial assistance for medicine and prescriptions | <input type="checkbox"/> Dealing with problems related to physical, emotional, or sexual abuse |
| <input type="checkbox"/> Getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc. | |

16. **BASIC NEEDS:** *Which basic needs could you or your family use help with (select all that apply)...*

- | | |
|--|---|
| <input type="checkbox"/> Getting basic furniture, appliances, or house wares | <input type="checkbox"/> Managing medications |
| <input type="checkbox"/> Getting personal care items such as soap, diapers, toilet paper, etc. | <input type="checkbox"/> Having a reliable phone |
| <input type="checkbox"/> Getting clothing and shoes | <input type="checkbox"/> Having access to the Internet |
| <input type="checkbox"/> Doing yard work or snow removal | <input type="checkbox"/> Getting financial assistance with my utility bills (heating, electric, and/or water) |
| <input type="checkbox"/> Doing house work or laundry | |

17. Are there any problems or needs that you or your family faced within the last 12 months that you were unable to get help with?

- YES NO If YES, please list those problems or needs:
-

18. What is ONE thing you would like to see improved in your neighborhood?

19. What type of unit do you currently live in?

- Single-family home Condominium/Townhome Multifamily Other

20. How likely is it that you will move out of DuPage County in the next five years?

- 1-I will not move out 2 3 4 5 – I will certainly move out

21. Why would you move out? _____

22. How did you learn about our agency? Select all that apply:

- | | | |
|--|---|--|
| <input type="checkbox"/> Family or friend | <input type="checkbox"/> Current or former agency client | <input type="checkbox"/> The household I grew up in had received agency services |
| <input type="checkbox"/> United Way | <input type="checkbox"/> Health care provider | <input type="checkbox"/> A state agency <input type="checkbox"/> Other social service agency |
| <input type="checkbox"/> Brochure or flyer | <input type="checkbox"/> Websites/Internet | <input type="checkbox"/> Newspaper <input type="checkbox"/> Phone book <input type="checkbox"/> A mailing |
| <input type="checkbox"/> Television | <input type="checkbox"/> Social media (Facebook, Twitter, etc.) | <input type="checkbox"/> Local Church <input type="checkbox"/> Billboard <input type="checkbox"/> Radio <input type="checkbox"/> Other |

23. What are your sources of household income? Select all that apply:

- No income Social Security Disability TANF Employment income Social Security SSI Other
 Child support or alimony General Assistance Unemployment insurance Self-employed Pension

24. In the last 12 months, how has your household's income situation changed? Increased Decreased No change

25. What time of day would you prefer to come to our location (office) for assistance? Select one:

- Weekday hours of 8:00 am - 4:30 pm Saturday hours from 9:00 am - 12:00 pm
 Weekday evening hours from 5:00 pm - 7:00 pm I am not able to come to any of your locations



Driving DuPage Forward

26. What services has your household received from our agency within the last 12 months? Select all that apply:

- Energy Assistance (LIHEAP)
- Weatherization
- Clothing Voucher
- Furniture Voucher
- Rent/Mortgage Assistance
- Ride DuPage
- Senior Services
- Information and Referral
- Family Self-Sufficiency
- Tenant/Landlord Rights Counseling
- Shared Housing
- Adult Protective Services
- Prescription Assistance
- Eye Glasses
- ACA/Marketplace Assistance
- SHIP/Medicare Counseling
- CSBG Scholarship
- Other: _____

27. If you know anyone with an incarcerated adult in their family, do they ever talk about particular concerns that could be addressed through... Select all that apply:

- Transportation assistance
- Mentor or after school programs for children
- Child care assistance
- Financial assistance
- Job skills training
- Stress relief
- Medical bill assistance
- Other

28. When you think about your adult family, friends and neighbors, how many of them might say something like “where am I going to find money to pay for that?” Select one:

- Almost none (0 to 5%)
- Some (6 to 33%)
- Quite a few (26 to 66%)
- Most (67 to 95%)
- Almost everyone (96 to 100%)

29. When you think about your family, friends and neighbors, how many of them may have difficulties finding or buying enough quality food to provide at least three meals per day? Select one:

- Almost none (0 to 5%)
- Some (6 to 33%)
- Quite a few (26 to 66%)
- Most (67 to 95%)
- Almost everyone (96 to 100%)

30. When you have time to rest or are ready to sleep, what kind of issues in your family or neighborhood keep you up?

31. If given the opportunity, would you be willing to serve on a local board or committee that represents and makes decisions for families with low-incomes? YES NO Unsure If YES, please provide your name and phone number:

FIRST NAME: _____ LAST NAME: _____

PHONE NUMBER (999-999-9999): _____

Customer Satisfaction Survey

Please complete the following questions regarding your most recent visit to this agency.

- 1. I was helped in a timely manner. YES NO N/A (not applicable)
- 2. I was treated with respect. YES NO N/A
- 3. The staff were friendly and helpful. YES NO N/A
- 4. I got the information and/or the services I needed. YES NO N/A
- 5. I was informed about other agency or community services. YES NO N/A
- 6. I would recommend your agency to family and friends. YES NO N/A
- 7. What is ONE thing you would change about the services you received from our agency?

Condado de DuPage
Departamento de Servicios Comunitarios
Encuesta sobre evaluación de necesidades

1. ¿En qué condado vive? _____ 2. ¿Código postal de su casa? _____
3. ¿Identidad de género? Hombre Mujer Mujer transexual (hombre a mujer) Hombre transexual (mujer a hombre)
- Genderqueer (que no se ajusta con la distinción de género convencional) Otro
4. ¿Tiene 55 años o más? Si NO
5. ¿Está casado o vive con una pareja? Si NO
6. **EMPLEO:** ¿Con cuáles necesidades de empleo usted podría necesitar ayuda? (seleccione todas las que apliquen)...
- | | |
|---|--|
| <input type="checkbox"/> Obtener entrenamiento para el trabajo que quiero | <input type="checkbox"/> Aprender cómo escribir una hoja de vida para solicitar empleo |
| <input type="checkbox"/> Obtener educación para el trabajo que quiero | <input type="checkbox"/> Aprender cómo llenar las solicitudes de empleo |
| <input type="checkbox"/> Encontrar un trabajo estable y de tiempo completo con el cual pueda sostenerme o mantener a mi familia | <input type="checkbox"/> Aprender diferentes conocimientos informáticos para solicitar un empleo |
| <input type="checkbox"/> Conocer cuáles trabajos están disponibles | <input type="checkbox"/> Adquirir la ropa apropiada para mi trabajo |
| <input type="checkbox"/> Aprender cómo responder en una entrevista de trabajo | <input type="checkbox"/> Adquirir equipo (ejemplo: herramientas) para mi trabajo |
7. **EDUCACIÓN:** ¿Con cuáles necesidades educativas usted o su familia podrían necesitar ayuda? (seleccione todas las que apliquen)...
- | | |
|--|---|
| <input type="checkbox"/> Obtener un diploma de la secundaria o GED/HSED | <input type="checkbox"/> Aprender o mejorar mi comunicación o habilidad con el lenguaje |
| <input type="checkbox"/> Obtener un título de dos años de un colegio | <input type="checkbox"/> Aprender inglés (como segundo idioma) |
| <input type="checkbox"/> Obtener un título de 4 años de un colegio o universidad | <input type="checkbox"/> Obtener asistencia financiera para terminar mi educación |
| <input type="checkbox"/> Escoger una carrera | <input type="checkbox"/> Completar las formas de ayuda financiera (incluyendo las formas FAFSA) |
| <input type="checkbox"/> Escoger un programa en una escuela técnica | |
| <input type="checkbox"/> Aprender a usar una computadora | |
8. **ASUNTOS FINANCIEROS Y LEGALES:** ¿Con cuáles necesidades financieras y/o legales usted o su familia podrían necesitar ayuda? (seleccione todas las que apliquen)...
- | | |
|--|---|
| <input type="checkbox"/> Presupuestar y administrar el dinero | <input type="checkbox"/> Resolver problemas o situaciones en relación con la custodia de menores |
| <input type="checkbox"/> Abrir una cuenta de cheques o de ahorros | <input type="checkbox"/> Resolver problemas o situaciones en relación con la manutención de menores |
| <input type="checkbox"/> Llenar las formas de los impuestos | <input type="checkbox"/> Resolver problemas o situaciones en relación con una orden de restricción |
| <input type="checkbox"/> Entender el puntaje de crédito | <input type="checkbox"/> Obtener protección en situaciones de violencia doméstica |
| <input type="checkbox"/> Resolver un problema con la compañía de crédito o de préstamo | <input type="checkbox"/> Obtener asistencia legal en situaciones de deportación o inmigración |
| <input type="checkbox"/> Resolver un problema con la compañía de servicio público o de teléfono | <input type="checkbox"/> Obtener asistencia legal cuando los servicios les han sido negados |
| <input type="checkbox"/> Resolver un problema con los prestamos | |
| <input type="checkbox"/> Resolver problemas o situaciones de bancarrota/ejecución hipotecaria/recuperación | |
| <input type="checkbox"/> Resolver problemas o situaciones de divorcio | |

9. **VIVIENDA:** ¿Con cuáles necesidades de vivienda usted o su familia podría necesitar ayuda? (seleccione todas las que apliquen)...

- | | |
|---|--|
| <input type="checkbox"/> Encontrar vivienda asequible que se ajuste a las necesidades de mi familia | <input type="checkbox"/> Obtener asistencia financiera con pago de renta |
| <input type="checkbox"/> Obtener asistencia financiera con el pago inicial o los costos de cierre para comprar vivienda | <input type="checkbox"/> Obtener asistencia financiera con pago del depósito de garantía para la renta |
| <input type="checkbox"/> Calificar para un préstamo hipotecario | <input type="checkbox"/> Hacer que mi casa sea más eficiente en el uso de energía |
| <input type="checkbox"/> Obtener educación acerca de cómo ser un propietario de vivienda | <input type="checkbox"/> Hacer cambios en mi hogar para personas con necesidades especiales |
| <input type="checkbox"/> Obtener educación sobre los derechos y responsabilidades de arrendatario/propietario | <input type="checkbox"/> Conseguir un albergue de emergencia |
| <input type="checkbox"/> Aprender habilidades básicas para reparar y mantener una propiedad | <input type="checkbox"/> Tomar la palabra acerca de la discriminación en la vivienda |

10. **ALIMENTOS Y NUTRICIÓN:** ¿Con cuáles alimentos y necesidades de nutrición usted o su familia podría necesitar ayuda (seleccione todas las que apliquen)...

- | | |
|---|--|
| <input type="checkbox"/> Conseguir alimentos en las alacenas o los bancos de comida | <input type="checkbox"/> Obtener las comidas repartidas y entregadas al hogar |
| <input type="checkbox"/> Tener suficientes alimentos en la casa | <input type="checkbox"/> Inscribirme en el programa de asistencia de alimentos |
| <input type="checkbox"/> Aprender a comprar y cocinar alimentos saludables | <input type="checkbox"/> Aprender cómo ser un ejemplo de alimentación saludable para mis hijos |
| <input type="checkbox"/> Aprender a hacer mejor uso de cada dólar presupuestado para alimentación | <input type="checkbox"/> Obtener alimentación saludable durante mi embarazo |
| <input type="checkbox"/> Obtener asistencia de emergencia para alimentos | <input type="checkbox"/> Obtener asistencia y educación sobre lactancia materna |

11. ¿Tiene usted niños (menores de 18 años) viviendo con usted? SI NO (Si NO, no conteste las preguntas 12 y 13)

12. **CRIANZA DE LOS NIÑOS Y DESARROLLO INFANTIL:** Si usted tiene niños (menores de 18 años) viviendo con usted, ¿con cuáles necesidades sobre el cuidado de niños y/o desarrollo infantil usted o su familia podría necesitar ayuda? (seleccione todas las que apliquen)...

- | | |
|--|--|
| <input type="checkbox"/> Encontrar cuidado de niños en un lugar conveniente | <input type="checkbox"/> Encontrar un preescolar de calidad |
| <input type="checkbox"/> Encontrar cuidado de niños con licencia y de calidad | <input type="checkbox"/> Encontrar programas antes/después de escuela |
| <input type="checkbox"/> Encontrar cuidado de niños que yo pueda costear | <input type="checkbox"/> Preparar mi niño de preescolar para la escuela pública |
| <input type="checkbox"/> Encontrar cuidado para los bebés (0-12 meses) | <input type="checkbox"/> Obtener ayuda financiera con el costo de cuidado de niños |
| <input type="checkbox"/> Encontrar cuidado para los bebés mayores (12-24 meses) | <input type="checkbox"/> Obtener ayuda financiera con el costo de los suministros escolares |
| <input type="checkbox"/> Encontrar cuidado para los niños de preescolar | <input type="checkbox"/> Obtener ayuda financiera con el costo de la cuota escolar |
| <input type="checkbox"/> Encontrar cuidado para los niños en las horas de la tarde o noche | <input type="checkbox"/> Obtener ayuda financiera con el costo de las actividades de la escuela o del club escolar |
| <input type="checkbox"/> Encontrar cuidado para los niños en los fines de semana | |

13. **CRIANZA DE LOS NIÑOS Y APOYO FAMILIAR:** Si usted tiene niños (menores de 18 años) viviendo con usted, con cuál necesidad podría usted o su familia usar ayuda en relación con la crianza de los niños y/o apoyo familiar? (seleccione todas las que apliquen)...

- Aprender a disciplinar mis niños de una manera eficaz
- Aprender a comunicarme y a tratar con mis hijos adolescentes
- Aprender a tratar con mis niños que han demostrado una conducta violenta o de acoso
- Aprender a tratar con la conducta violenta o de acoso de los amigos de mis hijos
- Aprender a hablarles a mis hijos acerca de las drogas y el alcohol
- Aprender a hablarles a mis hijos acerca de sexo, SIDA, enfermedades de transmisión sexual (ETS), etc.
- Enseñarles a mis hijos como hacer frente el estrés, la depresión, o situaciones de orden emocional
- Aprender a establecer objetivos y a planear para mi familia
- Establecer una mejor comunicación con las personas que cuidan a mis hijos o sus profesores

14. **TRANSPORTE:** ¿Con cuáles necesidades de transporte usted o su familia podrían necesitar ayuda? (seleccione todas las que apliquen)...

- | | |
|---|---|
| <input type="checkbox"/> Tener acceso a transportación pública | <input type="checkbox"/> Obtener asistencia financiera para pagar el registro o la licencia del automóvil |
| <input type="checkbox"/> Tener transportación confiable para ir y venir del trabajo | <input type="checkbox"/> Obtener la licencia para conducir |
| <input type="checkbox"/> Obtener asistencia financiera para comprar un vehículo confiable | <input type="checkbox"/> Llegar de ida y vuelta a las citas médicas y del dentista |
| <input type="checkbox"/> Obtener asistencia financiera para hacer reparaciones al automóvil | <input type="checkbox"/> Ir y venir por mí mismo a la escuela |
| <input type="checkbox"/> Obtener asistencia financiera para comprar el seguro del automóvil | <input type="checkbox"/> Llevar a mis niños de ida y regreso a la guardería |
| | <input type="checkbox"/> Llevar a mis niños de ida y regreso a la escuela |
| | <input type="checkbox"/> Llevar a mis niños de ida y regreso a la escuela o actividades del club escolar |
| | <input type="checkbox"/> Ir de compras o ir a hacer mandados |

15. **SALUD:** ¿Con cuáles necesidades de salud usted o su familia podrían necesitar ayuda? (seleccione todas las que apliquen)...

- | | |
|---|---|
| <input type="checkbox"/> Tener seguro médico de costo razonable | <input type="checkbox"/> Obtener ayuda financiera con el costo de gafas, lentes, audífonos, silla de ruedas, etc |
| <input type="checkbox"/> Tener seguro dental de costo razonable | <input type="checkbox"/> Obtener ayuda financiera para el cuidado de salud a largo plazo |
| <input type="checkbox"/> Tener cuidado médico disponible en mi comunidad | <input type="checkbox"/> Obtener educación y asistencia sobre planeación familiar y control de la natalidad |
| <input type="checkbox"/> Tener cuidado dental disponible en mi comunidad | <input type="checkbox"/> Obtener buen cuidado antes del nacimiento de mi bebe |
| <input type="checkbox"/> Conseguir que mis preguntas sobre seguro médico tengan respuesta | <input type="checkbox"/> Obtener para mis niños revisiones de salud regulares, evaluaciones para el desarrollo o exámenes físicos |
| <input type="checkbox"/> Encontrar un doctor dispuesto aceptar Medicaid (Titulo XIX) | <input type="checkbox"/> Obtener que mis niños sean evaluados con el examen de envenenamiento por plomo |
| <input type="checkbox"/> Encontrar un dentista dispuesto aceptar Medicaid (Titulo XIX) | <input type="checkbox"/> Obtener para mis niños las vacunas |
| <input type="checkbox"/> Obtener ayuda financiera con el costo de la visita médica regular | <input type="checkbox"/> Obtener tratamiento para el problema de drogas o alcohol |
| <input type="checkbox"/> Obtener ayuda financiera con el costo de la visita regular al dentista | <input type="checkbox"/> Obtener tratamiento y servicios para la salud mental |
| <input type="checkbox"/> Obtener ayuda financiera con el costo de medicinas y recetas medicas | <input type="checkbox"/> Manejar el estrés, la depresión y la ansiedad |
| | <input type="checkbox"/> Manejar problemas relacionados con abuso físico, emocional o sexual |

16. **NECESIDADES BÁSICAS :** ¿Con cuáles necesidades básicas usted o su familia podrían necesitar ayuda? (seleccione todas las que apliquen)...

- | | |
|--|--|
| <input type="checkbox"/> Obtener muebles básicos, electrodomésticos y artículos para el hogar | <input type="checkbox"/> Hacer el trabajo de la casa o lavar la ropa |
| <input type="checkbox"/> Obtener artículos de cuidado personal como jabón, pañales, papel higiénico, etc | <input type="checkbox"/> Administrar las medicinas |
| <input type="checkbox"/> Obtener ropa y zapatos | <input type="checkbox"/> Tener un teléfono fiable |
| <input type="checkbox"/> Trabajar en el jardín o remover la nieve | <input type="checkbox"/> Tener acceso al internet |
| | <input type="checkbox"/> Obtener ayuda financiera para el pago de los servicios públicos (calefacción, electricidad, y/o agua) |

17. ¿Existe algún problema o necesidad que usted o su familia haya tenido durante los últimos 12 meses con el cual no logró conseguir ayuda?

- SI NO Si la respuesta es SI, por favor escriba la lista de estos problemas o necesidades:

18. ¿Cuál sería la MAYOR cosa que a usted le gustaría ver mejorada en su vecindario?

19. ¿En qué clase de unidad usted vive?

- Casa Condominio / Townhome Complejo de apartamentos Otro

20. ¿Qué posibilidad tiene usted de mudarse fuera del Condado de DuPage en los próximos cinco años?
 1-Yo no me voy a mudar 2 3 4 5 – Lo más seguro es que me mude
21. ¿Por qué se mudaría? _____
22. ¿Cómo supo de nuestra agencia? *seleccione todas las que apliquen:*
 Familia o amigo Cliente vigente o antigua de la agencia El hogar donde yo crecí ha recibido servicios de la agencia
 United Way Agencia de salud Agencia del Estado Otra agencia de servicio social
 Folleto o volante Pagina web/Internet Periódico Directorio telefónico Un correo
 Televisión Medio social (Facebook, Twitter, etc.) Iglesia Local Cartelera publicitaria Radio
 Otro
23. ¿Cuál es el origen de sus ingresos en su hogar? *seleccione todas las que apliquen:*
 No ingresos Incapacidad de Seguro Social TANF Ingresos de empleo Seguro Social SSI Otro
 Manutención de menores o pensión de mantenimiento Asistencia General Seguro de desempleo
 Trabajo autónomo Pensión
24. En los últimos 12 meses, ¿cómo ha cambiado la situación económica en su hogar? el ingreso aumentó
 el ingreso disminuyó el ingreso no ha cambiado
25. ¿A qué hora del día prefiere usted venir a nuestra oficina por asistencia? Marque una sola:
 Día de semana de 8:00 am - 4:30 pm Sábado de 9:00 am - 12:00 pm
 Día de semana horas de la tarde 5:00 pm - 7:00 pm No tengo la capacidad de ir a ninguno de sus locaciones
26. ¿Qué servicios su hogar ha recibido durante los últimos 12 meses? *seleccione todas las que apliquen:*
 Asistencia de energía (LIHEAP) Servicios para el Adulto Mayor Asistencia para recetas médicas
 Climatización Información y Referidos Asistencia para gafas/lentes
 Vale para ropa Programa de Familia Self-Sufficiency Asistencia para ACA/Marketplace
 Vale para muebles Inquilino/Propietario Consejería para derechos Consejería de SHIP/Medicare
 Asistencia de renta/hipoteca Programa de vivienda compartida Becas CSBG
 Transporte Ride DuPage® Servicio de Protección al Adulto Otro: _____
27. Si usted conoce a alguien con un familiar *adulto* en la cárcel, alguna vez ellos hablan de asuntos en particular que se pueden tratar como... *seleccione todas las que apliquen:*
 Asistencia para el transporte Asistencia con el cuidado de niños Entrenamiento para habilidades laborales
 Asistencia con cuentas médicas Mentor o programa para después de clases Asistencia financiera
 Alivio para el estrés Otros
28. Cuando usted piensa en los adultos de su familia, amigos y vecinos, ¿cuántos de ellos podrían decir cosas como “dónde voy a encontrar dinero para pagar por eso?” *seleccione uno:*
 Casi nadie (0 to 5%) Algunos (6 to 33%) Algunos pocos (34 to 66%) La mayoría (67 to 95%) Casi todos (96 to 100%)
29. Cuando usted piensa en los adultos de su familia, amigos y vecinos, ¿cuántos de ellos pueden tener dificultad encontrando o comprando suficiente alimentos de calidad para proveer tres comidas al día? *seleccione uno:*
 Casi nadie (0 to 5%) Algunos (6 to 33%) Algunos pocos (34 to 66%) La mayoría (67 to 95%) Casi todos (96 to 100%)
30. Cuando usted tiene tiempo de descansar o está listo para ir a dormir, ¿cuáles son los asuntos en su familia o en su vecindario que lo mantienen despierto?

31. Si tuviera la oportunidad, ¿estaría dispuesto a servir en un comité local que represente y tome decisiones para familias de bajos ingresos? SI NO No estoy seguro Si su respuesta es SI, por favor deje su nombre y número de teléfono:
 NOMBRE: _____ APELLIDO: _____
 NUMERO DE TELÉFONO (999-999-9999): _____

Encuesta de Satisfacción al Cliente

1. Me asistieron en un tiempo oportuno. SI NO N/A (no aplica)
 2. Me trataron con respeto. SI NO N/A
 3. El personal fue amigable y servicial. SI NO N/A
 4. Recibí los servicios/información que necesitaba. SI NO N/A
 5. Me informaron acerca de otros servicios o agencias comunitarias. SI NO N/A
 6. Yo recomendaría su agencia a mis amigos y familiares. SI NO N/A
 7. ¿Cuál sería la MAYOR cosa que usted cambiaría de los servicios recibidos en nuestra agencia?
-

Needs Assessment Survey

(Community Stakeholders)

INSTRUCTIONS:

Please answer each question by checking the appropriate box or boxes. If a question does not apply to you, please leave it blank. "Community" is defined as the neighborhood and/or city in which you live.

1. What city do you live in? _____
2. What community stakeholder group do you belong to? select the one that best describes your group:
 Government educational institution service organization police other
 DuPage County Community Services staff health care provider public/private housing judicial
 Board Member faith based neighborhood association private business
3. Are there full-time living wage employment (\$15 per hour or higher) opportunities available in your community?
 there are an insufficient number of opportunities there are a sufficient number of opportunities
 there are an excessive number of opportunities there are not any opportunities unsure
4. Why do you believe people have problems getting or keeping a full-time living wage job? select all that apply:
 jobs are not available physical or mental disabilities need better communication, people/customer job skills
 language barriers need better technical job skills health issues need child care
 lack of education transportation substance abuse issues other
5. Are child care programs (during the day, Monday through Friday) for low-income families available in your community?
 there are an insufficient number available there are a sufficient number available
 there are an excessive number available there are not any available unsure
6. Are child care programs (evenings, nights, and weekends) for low-income families available in your community?
 there are an insufficient number available there are a sufficient number available
 there are an excessive number available there are not any available unsure
7. Are pre-school programs (including Head Start programs) for low-income families available in your community?
 there are an insufficient number available there are a sufficient number available
 there are an excessive number available there are not any available unsure
8. Are affordable child and youth (ages 5 to 17) activities or after school programs available in your community?
 there are an insufficient number available there are a sufficient number available
 there are an excessive number available there are not any available unsure
9. In your community, in which areas do you believe youth (ages 12 to 17) need information, education, guidance, and/or assistance? select all that apply:
 after school supervision school attendance birth control affordable school/community activities
 learning disabilities behavior disorders tutoring mentoring/leadership/volunteering
 finding employment gang participation obesity sexually transmitted diseases
 substance abuse/tobacco teen parenting mental health physical health and dental issues none apply
10. Do you believe the schools in your community meet the education needs of the children they serve?
 In all cases in most cases in some cases in a few cases not at all unsure
11. Are there adequate levels of non-medical emergency services available in your community? YES NO unsure
12. Are there a sufficient number of emergency shelters available in your community? YES NO unsure
13. Are there adequate levels of medical services available for low-income people in your community? YES NO unsure
14. Are there adequate levels of dental services available for low-income people in your community? YES NO unsure
15. Are wellness programs (nutrition, exercise, etc.) available for low-income people in your community? YES NO unsure
16. Are there adequate levels of public transportation options (taxis, buses, train, etc.) available in your community?

YES NO unsure

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

18. What type of unit do you currently live in?

single-family home Condominium/Townhome Multifamily Other

19. How likely is it that you will move out of DuPage County in the next five years?

1-I will not move out 2 3 4 5 – I will certainly move out

20. Why would you move out? _____

21. Which of the following issues do you believe are the greatest challenges low-income families and individuals are currently facing? select all that apply:

<input type="checkbox"/> education	<input type="checkbox"/> child care	<input type="checkbox"/> living wage employment	<input type="checkbox"/> mental health services	
<input type="checkbox"/> job training	<input type="checkbox"/> teen pregnancy	<input type="checkbox"/> family/child abuse	<input type="checkbox"/> medical care access	
<input type="checkbox"/> housing	<input type="checkbox"/> substance abuse	<input type="checkbox"/> language barriers	<input type="checkbox"/> dental care access	
<input type="checkbox"/> budgeting	<input type="checkbox"/> transportation	<input type="checkbox"/> health food selection	<input type="checkbox"/> health care costs	
<input type="checkbox"/> parenting	<input type="checkbox"/> family violence	<input type="checkbox"/> special needs children	<input type="checkbox"/> credit card debt	<input type="checkbox"/> child support
<input type="checkbox"/> chronic illness	<input type="checkbox"/> energy/utility costs	<input type="checkbox"/> financial literacy/planning	<input type="checkbox"/> legal issues/services	<input type="checkbox"/> none apply

22. Which of the following areas do you believe low-income families and individuals need assistance with in order to achieve or maintain self-sufficiency? select all that apply:

<input type="checkbox"/> employment	<input type="checkbox"/> mental health	<input type="checkbox"/> substance abuse treatment	<input type="checkbox"/> medical care
<input type="checkbox"/> job training	<input type="checkbox"/> literacy	<input type="checkbox"/> financial literacy/planning	<input type="checkbox"/> family/child abuse
<input type="checkbox"/> housing	<input type="checkbox"/> transportation	<input type="checkbox"/> energy/utility costs	<input type="checkbox"/> language barriers
<input type="checkbox"/> child care	<input type="checkbox"/> legal issues/services	<input type="checkbox"/> family planning	<input type="checkbox"/> none apply

23. Which of the following areas do you believe the elderly (seniors) in your community need assistance with in order to remain in their home? select all that apply:

<input type="checkbox"/> housework	<input type="checkbox"/> yard work/snow removal	<input type="checkbox"/> home repairs	<input type="checkbox"/> energy/utility costs
<input type="checkbox"/> managing medications	<input type="checkbox"/> grocery shopping	<input type="checkbox"/> preparing meals	<input type="checkbox"/> laundry
<input type="checkbox"/> financial assistance	<input type="checkbox"/> tax preparation/legal issues	<input type="checkbox"/> access to transportation	<input type="checkbox"/> none apply

24. Of the following, which of these do you believe low-income families and individuals need information, education, guidance, and/or assistance:

checking and savings accounts.....	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
credit card debt	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
credit repair	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
payday loans.....	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
car <u>title</u> loans (not a car purchase loan).....	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
budgeting or money management issues	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
filing tax returns (Earned Income Tax Credit)	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
obtaining loans	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
property tax exemptions	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
rent reimbursement claims	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
home energy/utility cost issues	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
landlord/tenant issues	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure
housing discrimination	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> unsure

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

How would you rate your relationship with the community action agency in your community?

1 2 3 4 5 no relationship

How well is the community action agency in your community meeting the needs of low-income families and individuals?

1 2 3 4 5 unsure

26. What do you believe causes poverty? [please provide answer on separate sheet]
27. What community improvement initiative would you like your community to address? [please provide answer on separate sheet]
28. If you had \$1,000,000 to solve a community issue, what would you solve? [please provide answer on separate sheet]

Appendix III

Stakeholder Survey Distribution List

- Behavioral Health Collaborative
- Bensenville Early Childhood Collaborative
- Chamber630
- CMAP Impact DuPage Affordable Housing Steering Committee
- Continuum of Care
- CSBG Advisory Board
- DuPage Association for the Education of Young Children
- DuPage Chiefs of Police Association
- DuPage County Board
- DuPage County Board of Health
- DuPage County Juvenile Justice Council
- DuPage Mayors and Managers
- Elmhurst Chamber of Commerce
- Impact DuPage Newsletter Distribution List
- Impact DuPage Steering Committee
- Interfaith Mental Health Coalition
- Lombard Chamber of Commerce
- LOVE Christian Clearinghouse Newsletter
- Prevention Leadership Team
- Regional Early Childhood Collaborative
- Township Offices
- WeGo Together for Kids
- Western DuPage Chamber of Commerce
- Wheaton Chamber of Commerce
- Wheaton Glen Ellyn Childcare Association Members
- Wheaton/Warrenville Early Childhood Collaborative