

Mid Central Community Action, Inc.  
2020 Community Action Plan for January 1, 2020—December 31, 2020

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## 1. COMMUNITY ACTION PLAN SUMMARY:

Incorporated in 1965, Mid Central Community Action's mission is to educate, equip, and empower people to achieve healthy relationships, finances, homes, and neighborhoods. MCCA envisions healthy, economically stable families interacting positively with one another in strong, safe, and diverse neighborhoods to enhance the community while preserving the environment. MCCA's core culture is to treat clients, external contacts, and employees with respect and honesty.

MCCA works in partnership with many community organizations and continues to seek new collaborations. Our programs, offered to residents of McLean and Livingston Counties, are as follows:

- **First Step** Income Support Services
  - Low Income Home Energy Assistance Program (LIHEAP)
  - Percentage of Income Payment Program (energy assistance through utility subsidy payments)
  - Income Support Coaching
  - Career Counseling
  - Illinois Low Income Home Weatherization Program
  - Time-sensitive financial assistance
- **Next Step** (Financial Opportunity Center)
  - Basic Financial Literacy Education
  - Credit Building and Credit Repair
  - Money Management Training
  - Home Buyer Education Program (on-line and classroom)
  - Public Benefits Access Coordination
  - Job Training and Employment Coaching Services
- **Information and Referral Services**
  - Community Resources Access Facilitation
- **Permanent Supportive Housing Program**
- **Countering Domestic Violence Services** (McLean County Only)
  - 24 Hour DV Hotline
  - 24 hour Emergency Shelter
  - Transitional Housing
  - Youth and Family-Focused Violence Prevention and Intervention Programs
  - Legal Advocacy
  - Professional counseling and survivor support groups
- **Community Engagement and Neighborhood Revitalization**
  - Civic Engagement and Resident Leadership Development
  - Community Engagement Strategies to address "Food Desert" in the West Bloomington target area.
- **Affordable housing development & healthy homes initiatives**
  - Radon awareness and education

- **Educational Opportunities and Scholarships**

MCCA's services are designed to provide individuals with the knowledge, tools, and opportunity to improve their living conditions, their financial circumstances, and their quality of life. This is done via a holistic service delivery model that allows them to move from survival to economic stabilization and security. The Community Services Block Grant (CSBG) funding is an integral component in MCCA's comprehensive service delivery system. The funds are used to help support the general operations of the agency based on the negotiated Indirect Cost Rate (in progress).

The 2020 Community Action Plan (CAP) provides information in the following areas: needs assessment, a description of service delivery system, description of linkages, coordination of services, a description of innovative community and neighborhood-based initiatives, youth programming, and outcomes. An in-depth analysis of each of these seven areas is included in the Plan and review of how each relates to another. This will explain the level of integration of the Plan in order form a logical path to MCCA's CSBG Work Programs and the general outcomes that are intended for each.

**On September 16, 2019, a report outlining the FY19 Community Needs Assessment data and analysis was submitted to MCCA's Board of Directors for their review and commentary prior to submitting the report to the Illinois Department of Commerce and Economic Opportunity. The Board of Directors approved the report as noted in the MCCA Community Action Plan.**

## **2. 2019 Community Needs Assessment Summary**

### **Data Collection & Analysis**

As in past years, the FY19 Community Needs Assessment was developed in two separate versions: one for general community members, and one for community stakeholders (employees or board members of community or social service agencies). We utilized paper copies for the Community Members version; digital versions of both surveys were also developed in Survey Monkey and distributed digitally. Links to both digital surveys were included on the home screen of our website ([www.mccainc.org](http://www.mccainc.org)) as well as our Facebook page.

Community Stakeholder surveys were distributed via email to MCCA staff and board members, as well as contacts at other community and social service agencies in McLean and Livingston counties. The Community Members surveys were distributed via email (digital link) and in-person (paper copies) to MCCA clients, and were distributed by MCCA staff at community events throughout the year, as well as provider meetings in McLean and Livingston counties. Surveys were collected August 6, 2018 – June 15, 2019; data entry of all paper copies was completed by June 30, 2019 (entered into Survey Monkey). Data was exported from Survey Monkey and analyzed using IBM SPSS Statistics software and Microsoft Excel.

### **FY19 Quick Summary & FY18 Comparison**

The identified needs between FY18 and FY19 appear to be quite comparable, with very few minor differences (identified below). Concurrent with the FY18 data, individuals who participated in the

FY19 assessment identified the most necessary need as “getting financial assistance with utility bills.” As shown in the FY18 Community Needs Assessment, there is an increasing need for affordable and accessible mental health services in our community.

As in past years, most “Community Member” respondents were female (76.6%), with most age groups relatively evenly represented (82.7% were ages 26-65). A little under half of the reported households (42.2%) reported that they had children under the age of 18 in the household (an decrease of almost 10% from FY18 [51.7%]), and 40.1% (overall) reported that they lived alone. The most common source of income reported for both counties was employment income (36.3% overall, a slight drop from 40.5% in FY18), with SSI/SSDI (25.8%) and Social Security retirement (23.5%) remaining as the second and third most common sources of income.

According to the U.S. Census Bureau (2018 statistics), approximately 89.3% of Livingston County residents (age 25 or older) and 95.8% of McLean County residents (age 25 or older) have a high school diploma or GED, and 15.1% of Livingston County residents (age 25+) and 44.7% of McLean County residents (age 25+) have a Bachelor’s degree or higher. Our data was comparable for those who received at least a high school diploma or GED, with 88.6% of respondents having at least a high school diploma or GED (88.1% in McLean County, 92.6% in Livingston County). However, only 11.9% of our respondents reported having a Bachelor’s degree or higher (12.3% in McLean County, 8.1% in Livingston County), reflecting significantly lower percentages than the larger population measured by the U.S. Census Bureau.

Similar to the community member responses, most community stakeholder respondents were female (70.4%). Unlike in FY18, most Community Stakeholder responses were collected by individuals who identified as current MCCA staff (37.0%) or current MCCA board members (27.8%) (MCCA staff comprised the majority for FY17, while “other community stakeholders” were the majority [41.4%] in FY18). *See the [Demographics](#) section below for more information about the demographics for the FY19 Community Needs Assessment respondents.*

The most-identified overall need category for community members was “Basic needs” (50.0% responded for the item), with the highest-identified need of “Getting financial assistance with my utility bills” (69.4% of those who reported a basic need). However, since the majority of surveys were collected from clients applying for LIHEAP benefits, we expected the data to be skewed toward that response. Similarly, 205 community members reported that they needed financial assistance for rent or mortgage payments (36.2% of those who reported a housing need). Based on the population MCCA serves, we anticipated these to be some of the most common needs identified.

The other top-identified categories (in order of identified need) from community members were related to financial and legal assistance (40.9%), housing (40.4%), transportation (35.3%), and employment (31.0%, a drop from 37.4% in FY18). In relation to these categories, the most commonly-identified specific needs were getting financial assistance with utility bills (38.5% of all responses), getting food from food pantries (17.4%), and budgeting and money management (17.3%, down from 23.8% in FY18). Although “finding a permanent full-time job” was still in the top six for FY19, it dropped from 20.8% in FY18 to 16.6% in FY19. Community stakeholders responded similarly, identifying that low-income households need the most assistance with

employment (84.9%), job training (77.4%), financial planning (77.4%, increase from 70.7% in FY18), housing (75.5%), education (75.5%, up from 68.7% in FY18), mental health (71.7%), and transportation (67.9%) to achieve and/or maintain self-sufficiency.

Child care and parenting concerns rose this year, with 33.7% of households with children under 18 reporting that they needed help with child care or child development issues (15.6% in FY18), and 27.4% (also 15.6% in FY18) reporting wanting help with parenting issues. Most needs for child care/development were focused on expenses related to child care costs (38.4%), school or club activities (36.0%, 47.4% for LivCo), and school supplies (32.3%, 43.3% of rural-area households). Parenting concerns were also more prevalent this year, with 48.1% of respondents reporting that they needed help learning how to help their children cope with stress, depression, or emotional issues (69.2% for LivCo). Respondents with children also reported wanting help with learning how to communicate with their teenagers (43.6%), setting goals/plans for their family (36.8%), and learning how to discipline their children more effectively (34.6%).

In FY18, 60.2% (down from (down from 74.4% in FY17) of community stakeholders identified dental care availability as a challenge for low-income families; however, only 54.7% of stakeholders identified this as a major challenge in FY19, and only 28.2% of community members identified affordable dental care availability as an issue in their community. Community stakeholders and community members agreed that some of the most significantly-needed services, particularly for low-income households, are:

- Living wage employment opportunities (88.7% of stakeholders, 53.5% of community members) – *up from 79.6% of stakeholders in FY18*
- Mental health services (79.2% of stakeholders, 28.9% of community members)
- Housing (75.5% of stakeholders, 40.4% of community members)
- Job training (71.7% of stakeholders, 34.1% of community members) – *up from 59.2% of stakeholders in FY18*
- Child care (67.9% of stakeholders, 33.7% of community members)
- Budgeting (66.0% of stakeholders, 42.4% of community members)
- Transportation (64.2% of stakeholders, 35.3% of community members) – *down from 69.4% of stakeholders in FY18*

While transportation has been a pressing issue in past years for both counties (particularly for Livingston County), the focus on transportation needs in FY19 was on affordability, with respondents reporting that they needed financial assistance to obtain and maintain a vehicle. Finding living wage employment opportunities are also an issue that community members and stakeholders agree is a challenge for our communities, particularly for low-income households. With the exit of Mitsubishi in 2016, relocation and cut of State Farm positions over recent years, and closure of several retail stores in Bloomington, as well as the exit of other companies and/or positions, our communities have faced some hurdles related to employment over the past couple of years.

According to the Bureau of Labor Statistics, the unemployment rate in McLean County was 3.7% in June 2019, a 1.0% decrease from June 2018 (4.7%)

(<https://fred.stlouisfed.org/series/ILMCLE2URN>). The Livingston County unemployment rate is

similar, at 3.9% in June 2019, a drop from 4.7% in June 2018 (<https://fred.stlouisfed.org/series/ILLIUV5URN>). Comparably, the state-wide unemployment rate for Illinois was 4.0% in June 2019, a 0.7% reduction from June 2018 (4.7%), and the nationwide unemployment rate was 3.7% in June 2019. Both the Livingston County and McLean County unemployment rates rose slightly in January 2019 (6.2% and 5.3%, respectively) along with the Illinois employment rate (5.2%), but dropped back down below 5% again quickly.

MCCA will include these results in our annual Community Action Plan (CAP), as well as the results and needs identified by other regional studies, and will continue to collaborate with other community service providers to ensure the needs of our community are addressed in a healthy and efficient way.

*See the [Responses – Community Members](#) section below for more detail on needs identified by community members.*

*See the [Responses – Community Stakeholders](#) section below for more detail on needs identified by community stakeholders.*

## **Demographics**

Note that the percentages below reflect the percent of valid responses (e.g. of those who responded for the item) – invalid responses were not included in percentage calculations. Please also note that the total number of responses for a particular demographic may not add up to the total responses/surveys, as some items were not completed by all respondents.

The majority responses for each demographic are identified in the ‘full demographics’ chart below using colored (blue [all], green [McLean], orange [LivCo]) text.

### **Demographic information for community members**

While the FY19 demographic data is similar to that of FY18 respondents, there were a few notable differences, which are outlined here. Full demographic data is included in the chart below.

- The majority of respondents were in the 26-35 age group (25.0%) in FY18, while the majority of FY19 respondents were in the 36-45 age group (23.8%).
- More respondents reported being divorced in FY18 (6.3% in FY18, 20.6% in FY19) and fewer reported being single (68.5% in FY18, 55.5% in FY19). This may not necessarily reflect our population, as some respondents may have previously reported that they were “single” instead of selecting “divorced.”
- While average household size stayed about the same (2.43 in FY19, 2.44 in FY18), fewer respondents reported having children under 18 years old in the household (51.7% in FY18, 42.2% in FY19).
- Respondents in FY19 reported slightly lower monthly household income than in FY18 (91.6% reported less than \$2,000/month in FY19, 89.9% in FY18), with a minor reduction in the number of households who reported employment income as an income source (36.3% in FY19, 40.5% in FY18).

Category	Response	All Responses	McLean County	Livingston County
County	- -	1401	1264 (90.2%)	137 (9.8%)
Gender	Female	1030 (76.6%)	932 (76.8%)	98 (74.8%)
	Male	313 (23.3%)	281 (23.1%)	32 (24.4%)
	Transgender or non-binary	2 (0.1%)	1 (0.1%)	1 (0.0%)
	Other	0 (0.0%)	0 (0.0%)	0 (0.0%)
Age	18-25	86 (6.5%)	79 (6.6%)	7 (5.3%)
	26-35	283 (21.4%)	255 (21.5%)	28 (21.1%)
	36-45	315 (23.8%)	287 (24.2%)	28 (21.1%)
	46-55	262 (19.8%)	236 (19.9%)	26 (19.5%)
	56-65	233 (17.6%)	207 (17.4%)	26 (19.5%)
	66+	142 (10.7%)	124 (10.4%)	18 (13.5%)
Disabled	Yes	489 (37.2%)	451 (38.1%)	38 (29.2%)
	No	825 (62.8%)	733 (61.9%)	92 (70.8%)
Veteran	Yes	70 (5.3%)	58 (4.9%)	12 (9.0%)
	No	1256 (94.7%)	1134 (95.1%)	122 (91.0%)
Race/Ethnicity	African American/Black	453 (34.6%)	448 (38.1%)	5 (3.8%)
	Asian	18 (1.4%)	17 (1.4%)	1 (0.8%)
	Caucasian/White	795 (60.8%)	671 (57.0%)	124 (94.7%)
	Hispanic or Latino/a	37 (2.8%)	36 (3.1%)	1 (0.8%)
	Native American or Alaskan Native	12 (0.9%)	11 (0.9%)	1 (0.8%)
	Native Hawaiian or Pacific Islander	1 (0.1%)	1 (0.1%)	0 (0.0%)
	Other	22 (1.7%)	22 (1.9%)	0 (0.0%)
Marital Status	Single	741 (55.5%)	691 (69.0%)	50 (37.0%)
	Married	181 (13.6%)	152 (12.7%)	29 (21.5%)
	Separated	53 (4.0%)	48 (4.0%)	5 (3.7%)
	Divorced	275 (20.6%)	234 (19.5%)	41 (30.4%)
	Widowed	82 (6.1%)	72 (6.0%)	10 (7.4%)
	Other	2 (0.1%)	2 (0.2%)	0 (0.0%)
Number in Household (including self)	1	547 (40.1%)	501 (40.8%)	46 (33.8%)
	2	290 (21.3%)	253 (20.6%)	37 (27.2%)
	3	208 (15.3%)	184 (15.0%)	24 (17.6%)
	4	153 (11.2%)	142 (11.6%)	11 (8.1%)
	5	96 (7.0%)	85 (6.9%)	11 (8.1%)
	6	36 (2.6%)	34 (2.8%)	2 (1.5%)
	7	26 (1.9%)	23 (1.9%)	3 (2.2%)
	8 or more	8 (0.6%)	6 (0.5%)	2 (1.5%)
Children in Household	Yes	486 (42.2%)	432 (41.8%)	54 (45.8%)
	No	666 (57.8%)	602 (58.2%)	64 (54.2%)
	K-12 grade / non-graduate	158 (11.4%)	148 (11.9%)	10 (7.4%)

Education (highest level achieved)	High school diploma / GED	539 (39.0%)	470 (37.7%)	69 (51.1%)
	Trade or vocational school	63 (4.6%)	55 (4.4%)	8 (5.9%)
	Some college	352 (25.5%)	325 (26.1%)	27 (20.0%)
	Associate's degree	105 (7.6%)	95 (7.6%)	10 (7.4%)
	Bachelor's degree	128 (9.3%)	119 (9.6%)	49 (6.7%)
	Master's degree / Post-graduate degree	31 (2.2%)	29 (2.3%)	2 (1.5%)
	Doctorate	5 (0.4%)	5 (0.4%)	0 (0.0%)
Monthly Net Income	No income	163 (13.9%)	140 (13.2%)	23 (19.5%)
	\$1 – 1,000	507 (43.1%)	474 (44.8%)	33 (28.0%)
	\$1,001 – 2,000	406 (34.6%)	352 (33.3%)	54 (45.8%)
	\$2,001 – 3,000	55 (4.7%)	51 (4.8%)	4 (3.4%)
	\$3,001 – 4,000	14 (1.2%)	12 (1.1%)	2 (1.7%)
	Over \$4,000	30 (2.6%)	28 (2.6%)	2 (1.7%)
Income Sources  <i>*Note – multiple responses allowed for this item, so total % is over 100%.</i>	No income	168 (12.3%)	148 (12.0%)	20 (14.8%)
	Employment income	496 (36.3%)	441 (35.8%)	55 (40.7%)
	Self-employed	53 (3.9%)	48 (3.9%)	5 (3.7%)
	Unemployment insurance	27 (2.0%)	27 (2.2%)	0 (0.0%)
	Child support or alimony	112 (8.2%)	101 (8.2%)	11 (8.1%)
	General assistance / township	18 (1.3%)	18 (1.5%)	0 (0.0%)
	TANF / FIP	61 (4.5%)	58 (4.7%)	3 (2.2%)
	Pension or retirement plan	43 (3.1%)	35 (2.8%)	8 (5.9%)
	Social Security (retirement)	321 (23.5%)	291 (23.6%)	30 (22.2%)
	SSI or SSDI	353 (25.8%)	330 (26.8%)	23 (17.0%)
	Other	38 (2.8%)	32 (2.6%)	6 (4.4%)
Income Change in Past 12 Months	Increased income	185 (13.7%)	167 (13.7%)	18 (13.6%)
	Decreased income	487 (36.1%)	432 (35.5%)	55 (41.7%)
	No change in income level	677 (50.2%)	618 (50.8%)	59 (44.7%)
Benefits	SNAP	1050 (76.1%)	964 (77.4%)	86 (64.2%)
	LIHEAP	304 (22.0%)	270 (21.7%)	34 (25.4%)
	PIPP	103 (7.5%)	99 (8.0%)	4 (3.0%)
	Housing vouchers or subsidies	177 (12.8%)	174 (14.0%)	3 (2.2%)
	Medicaid	794 (57.6%)	719 (57.8%)	75 (56.0%)
	Medicare	358 (26.0%)	322 (25.9%)	36 (26.9%)
	Food pantries	398 (28.9%)	361 (29.0%)	37 (27.6%)
	Free or reduced child care costs	116 (8.4%)	112 (9.0%)	4 (3.0%)
	No benefits	100 (7.3%)	85 (6.8%)	15 (11.2%)
	Other	15 (1.1%)	12 (1.0%)	0 (0.0%)
Resident of Bloomington West Side	Yes	374 (28.4%)	374 (29.6%)	0 (0.0%)

**Demographic information for community stakeholders**

FY19 stakeholder demographics are similar to those from FY18; however, there were significantly fewer stakeholder responses collected in FY19 (54 in FY19, 112 in FY18). The majority of respondents in FY19 were MCCA staff and board members (64.8%), a significant difference from FY18 where 41.4% of responses were collected from other community stakeholders (26.0% from MCCA staff and board members).

Category	Response	All Responses	McLean County	Livingston County
County	- -	54	50 (92.6%)	4 (7.4%)
Gender	Female	38 (70.4%)	34 (68.0%)	4 (100.0%)
	Male	15 (27.8%)	15 (30.0%)	0 (0.0%)
	Transgender	1 (1.9%)	1 (2.0%)	0 (0.0%)
Age	18-25	3 (5.7%)	3 (6.0%)	0 (0.0%)
	26-35	7 (13.2%)	6 (12.0%)	1 (33.3%)
	36-45	14 (26.4%)	14 (28.0%)	0 (0.0%)
	46-55	9 (17.0%)	9 (18.0%)	0 (0.0%)
	56-65	14 (26.4%)	12 (24.0%)	2 (66.6%)
	66+	6 (11.3%)	6 (12.0%)	0 (0.0%)
Relationship to MCCA	Current MCCA board member	15 (27.8%)	15 (30.0%)	0 (0.0%)
	Current MCCA staff member	20 (37.0%)	19 (38.0%)	1 (25.0%)
	Former MCCA staff/board member	0 (0.0%)	0 (0.0%)	0 (0.0%)
	Staff or board member of other community agency	9 (16.7%)	7 (14.0%)	2 (50.0%)
	Funder or employee of funding agency	1 (1.9%)	1 (2.0%)	0 (0.0%)
	Other community stakeholder not described above	9 (16.7%)	8 (16.0%)	1 (25.0%)
How many years have you served in this capacity?	0-2	24 (44.4%)	23 (46.0%)	1 (25.0%)
	3-5	10 (18.5%)	10 (20.0%)	0 (0.0%)
	6-10	7 (13.0%)	5 (10.0%)	2 (50.0%)
	11-15	8 (14.8%)	8 (16.0%)	0 (0.0%)
	16-20	2 (3.7%)	1 (2.0%)	1 (25.0%)
	21-25	0 (0.0%)	0 (0.0%)	0 (0.0%)
	26-30	1 (1.9%)	1 (2.0%)	0 (0.0%)
	Over 30 years	2 (3.7%)	2 (4.0%)	0 (0.0%)

**Community Needs Analysis**

**Community Members**

Please note again that percentages below reflect the percentage of responses out of the total individuals who responded for the designated item (e.g. did not leave the item blank), unless otherwise noted.

### Who responded to the survey (non-demographic)?

1,401 individuals responded for the 'Community Member' assessment, with 1,264 in McLean County and 137 in Livingston County.

13.0% respondents reported that they had not heard of MCCA before completing the survey (20, 1.6%) or did not provide a response (162, 11.6%). Of those who had heard of MCCA prior to the survey, a majority (79.5%) reported that they had heard about MCCA by word of mouth, including the following responses: through a family member or friend (42.7%), another current or former MCCA client (12.6%), or because they or their family had received MCCA services previously (24.3%).

41.1% (476) of respondents reported that their household had not received any services from MCCA within the past 12 months (another 244 did not respond for the item). Of the 681 who responded that they had received services from MCCA within the past 12 months, 94.3% reported that they had received energy assistance services (LIHEAP/PIPP).

### What did they have to say?

Responses provided on the Community Needs Assessment (Community Members) were analyzed and are included below in order of identified importance. Highest-selected need categories (e.g. basic needs, financial counseling, housing) are listed first, with the least-identified categories listed last. For each category listed below, the top-identified needs (most selected specific needs) are listed. *If you would like information about other needs that are not identified below, or would like information for a particular demographic, please direct your questions to Kelley Staub ([kelleys@mccainc.org](mailto:kelleys@mccainc.org)).*

The data below is for all responses (McLean and Livingston counties combined), unless otherwise noted. Responses are separated out by county if they differ by 5% or more from the overall (combined county) percentage or if there is a notable difference from FY18 to FY19 responses. This year analysis was also conducted to separate out responses from rural-area residents (261), which included any zip code outside of Bloomington-Normal zip codes (61761, 61701, 61704, 61705). If responses from rural-area residents differed by 5% or more from the overall response, the rural-area response is noted below.

**By the numbers:** The top six issues that respondents reported needing the most assistance with were:

- Getting financial assistance with utility bills (heating, electric, and/or water)
  - 38.5% (486) overall, and 69.4% of those who identified a basic need
- Getting food from food pantries, food banks, or food shelves
  - 17.4% (244) overall, and 61.5% of those who identified a food or nutrition need
- Budgeting and/or managing money
  - 17.3% (243) overall, and 42.4% of those who identified a housing need
- Finding a permanent full-time job that will support me and/or my family
  - 16.6% (232) overall, and 53.5% of those who identified an employment need
- Getting personal care items (soap, diapers, toilet paper, etc.)
  - 15.2% (213) overall, and 30.4% of those who identified a basic need

- Getting financial assistance with rent or mortgage payments
  - 14.6% (205) overall, and 36.2% of those who identified a housing need

The most-selected category was “**Basic Needs**,” with 50.0% (701) reporting that did not need help with basic needs (40.2%) or did not respond for the item (9.9%). Of the 700 (50.0%) respondents who reported wanting help with basic needs:

- 69.4% (486) - Getting financial assistance with my utility bills (heating, electric, and/or water) (79.5% [62] for LivCo residents, 77.0% for rural-area residents)
- 30.4% (213) - Getting personal care items (soap, diapers, toilet paper, etc.) (24.4% for LivCo, 19.4% for rural-area residents)
- 27.1% (190) - Getting basic furniture, appliances, or housewares
- 22.6% (158) - Having access to the internet

The second highest identified need was “**Financial/Legal**” with 59.1% (828) of respondents reporting they did not need help with anything related to their financial or legal situation (45.4%, up from 36.1% in FY18) or did not respond for the item (13.7%). Of the 573 (40.9%) who reported wanting help:

- 42.4% (243) - Budgeting and/or managing money (28.6% for LivCo, 30.3% for rural-area residents)
- 33.2% (190) - Solving problems with a credit card or loan company (25.0% for LivCo)
  - Increase from 23.7% in FY18.
- 24.1% (138) - Solving problems with a utility or telephone company (37.5% for LivCo)
- 27.2% (156) - Understanding credit scores (12.1% for rural-area residents)

**Housing** – 59.6% (835) of respondents reported that they did not need help with their current housing situation (45.8%) or didn’t respond for the item (13.8%). Of the 566 (40.4%) who reported wanting help:

- 36.2% (205) - Getting financial assistance with rent or mortgage payments (42.1% for LivCo)
- 34.1% (193) - Making my home more energy efficient (41.3% of rural-area residents)
  - Increase of 6.2% from FY18 (27.9%)
- 28.8% (163) - Getting financial assistance for home repairs (40.4% for LivCo, 41.3% for rural-area residents)
- 23.0% (130) - Finding affordable housing that fits my family’s needs (down from 29.8% in FY8)
- “Qualifying for a loan to buy a home” was 26.7% in FY18, but only 18.6% in FY19.

**Child Care/Child Development** - 249 respondents did not report whether they had a child in the household. 486 households (42.2%) reported having a child under 18 in the household; 666 (57.8%) reported no children. Of the households who reported children, 59.1% (287) said they did not need help with any child care or child development needs and 7.2% (35) did not respond to any Child Care/Development items.

- Of the 164 (33.7%) who reported wanting help:
  - 38.4% (63) - Getting financial assistance with child care costs
  - 36.0% (59) - Getting financial assistance with school or club activities (*47.4% for LivCo, 43.3% for rural-area residents*)
  - 34.8% (57) – Finding affordable child care (*42.1% for LivCo*)
    - *This is a 7.0% decrease from FY18 (41.8%).*
  - 32.3% (53) – Getting financial assistance with school supplies (*43.3% of rural-area residents*)
  - *Rural-area residents also identified “Getting financial assistance with school fees” as a major need (36.7%) (this was only 18.9% overall).*

**Parenting** – Of the 486 households who reported children, 63.6% (309) reported that they did not need help with parenting or family support needs and 9.1% (44) did not respond for the item. Of the 133 (27.4%) households that reported wanting help:

- 48.1% (64) - Learning how to help my children cope with stress, depression, or emotional issues (*69.2% for LivCo, 65.2% for rural-area*)
- 43.6% (58) – Learning how to communicate and deal with my teenager(s) (*34.8% for rural-area*)
  - *Increase of 10.3% from FY18 (33.3%)*
  - *This had been 55.6% in FY17.*
- 36.8% (49)- Learning how to set goals and plan for my family (*30.8% for LivCo*)
- 34.6% (46) - Learning how to discipline my children more effectively

**Transportation** – 64.7% (907) of respondents said they did not need help with anything related to their family’s transportation needs (53.7%, an increase from 46.8% in FY18) or did not respond for the transportation item (11.0%). Of the 494 (35.3%) who reported wanting help:

- 39.3% (194) - Getting financial assistance to make car repairs (*55.6% for LivCo, 50.6% for rural-area*)
- 33.2% (164) - Getting financial assistance to buy a dependable car (*46.7% for LivCo, 39.1% rural-area*)
- 27.3% (135) – Getting financial assistance to pay car registration or license fees (*44.4% for LivCo, 35.6% rural-area*)
- 26.5% (131) - Getting financial assistance to buy car insurance (*37.8% for LivCo, 35.6% rural-area*)
- *Livingston County residents also identified “getting to and from medical or dental appointments” (33.3% [15]) and “having dependable transportation to and from work” (28.9% [13]) as unmet needs.*

**Employment** – 69.0% (967) said did not need any help with employment (60.2%, an increase from 51.9% in FY18) or did not respond for the item (8.8%). Of the 434 (31.0%) who reported wanting help:

- 53.5% (232) - Finding a permanent full-time job that will support me or my family (*64.9% in LivCo, 60.0% for rural-area*)
- 38.9% (169) - Knowing what jobs are available

- 34.1% (148) - Getting an education or training for the job that I want (27.0% in LivCo for FY19, a decrease from 45.8% in LivCo for FY18. 23.1% for rural-area residents)
- 32.9% (143) - Getting transportation for the job that I want (27.7% for rural-area residents)

**Health** – 70.1% (982) said they did not need help with any health-related issues (57.2%) or did not respond for the health question (12.8%). Of the 419 (29.9%) who reported wanting help:

- 33.7% (141) - Having affordable health or dental insurance
- 28.9% (121) – Dealing with stress, depression, or anxiety (23.9% for LivCo)
- 28.4% (119) - Getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc. (41.3% for LivCo, 37.7% for rural-area)
- 28.2% (118) - Finding a dentist willing to accept Medicaid
- 28.2% (118) - Having dental care available in my community (34.8% for LivCo)
- 24.3% (102) – Finding an affordable wellness and/or exercise program (17.4% for LivCo)

**Education** – 71.2% (998) said they did not need help with any education-related needs (59.6%) or did not respond to the item (11.6%). Of the 403 (28.8%) who reported wanting help:

- 31.3% (126) - Getting financial assistance to complete my education or completing college aid forms (including FAFSA)
- 30.0% (121) - Obtaining a 2-year college degree (Associate's) (only 19.4% for LivCo and 18.6% for rural-area)
- 24.8% (100) - Obtaining a high school diploma or GED/HSED
- 23.8% (96) – Obtaining a four-year college degree (Bachelor's)
- 21.6% (87) – Learning how to use a computer (30.6% for LivCo, 27.1% for rural-area)

**Food/Nutrition** – 71.7% (1,004) (an increase from 64.0% in FY18) said they did not need help with food or nutrition (56.5%, up from 47.3% in FY18) or did not respond for the item (15.1%). Of the 397 (28.3%) who reported wanting help:

- 61.5% (244) - Getting food from food pantries, food banks, or food shelves (47.2% for LivCo, 53.7% for rural-area)
  - This is an increase of 14.1% from FY18 (47.4%)
- 33.2% (132) - Having enough food at home (44.4% for LivCo, an increase of 10.1% from FY18 [34.3%])
- 30.5% (121) - Learning how to stretch my food dollar (22.4% for rural-area)
- While not identified as a major need for McLean County (12.2%), 25.0% (9) of Livingston County residents identified “Enrolling in the Food Assistance Program (SNAP)” as an unmet need. This was consistent with other rural-area residents, with 23.9% of rural (not Bloomington-Normal) residents identifying it as a need.

**Safety** – 81.9% (1,148) reported that they felt safe in all areas of their neighborhood and did not feel there were unmet needs (48.8%) or did not respond for the safety item (33.1%). Of the 253 (18.1%) who reported unmet safety needs, the most-identified needs were increased safety/security:

- 35.2% (89) – For people walking in my neighborhood *(Decreased from 40.5% in FY18)*
- 33.2% (84) – In parks, playgrounds, and/or other outdoor recreational areas in the neighborhood *(Decreased from 43.3% in FY18) (38.7% for rural-area residents)*
- 30.4% (77) – For children and youth who are going to and from school
  - *Decreased from 52.9% in FY18*
- 27.7% (70) – For all residents going about their daily lives (in their homes) *(Decreased from 40.9% in FY18)*
- 25.7% (65) – For senior citizens who live in the community. *(Decreased from 39.9% in FY18)*
- 22.5% (57) – For children and youth while in school *(29.0% for rural-area residents)*
  - *Decreased from 42.6% in FY18 – see note above*

**Incarcerated Adult** – 82.4% (823) reported that they do not know anyone with an incarcerated adult in their family (58.7%) or did not select any of the items (28.7%). Of the 176 (12.6%) who reported concerns related to incarcerated adults *(only 11 responses [8.0%] in Livingston County)*:

- 43.8% (77) - Transportation assistance *(72.7% [8] for LivCo, 58.8% for rural-area)*
  - *Was 19.7% in FY17, 37.8% in FY18*
- 40.9% (72) – Obtaining employment *(47.1% for rural-area)*
  - *Was 24.8% in FY17 and 33.0% in FY18*
- 39.8% (70) – Stress relief *(29.4% for rural-area)*
  - *Was 17.1% in FY18 and 33.9% in FY18*
- 30.7% (54) – Job skills training *(54.5% [6] for LivCo, 41.2% for rural-area)*

### Other Items

When asked if there were any other needs that the respondent’s family faced within the past 12 months that they were unable to get help with, 65.1% (912) of respondents responded that they did not have any unmet needs and 15.2% (213) did not respond for the item. Of the 276 (19.7%) respondents reported wanting or needing additional help with unmet needs, the most common identified needs were:

- 21.7% (60) – Rent or mortgage assistance *(increase from 15.5% in FY18)*
- 19.6% (54) – Utility assistance
- 19.6% (54) – Transportation or car repair
- *Financial coaching dropped from 17.1% in FY18 to 9.1% in FY19.*

When asked what one thing the respondent would most like to see improved in their neighborhood, 45.5% (638) did not respond for the item. Of those who responded for the item, 31.1% (237) reported that there was nothing they would change about their neighborhood (an increase from 15.9% in FY18). Of the 526 (37.5%) individuals who reported that they would like to see an improvement in their neighborhood:

- 15.8% (83) – Street or sidewalk repairs *(5.9% increase from FY18, 9.9%)*
- 14.6% (77) – More law enforcement presence / safer environment *(4% increase from FY18, 10.6%)*
- 11.8% (62) – Improved appearance and/or cleanliness of their neighborhood and/or homes in their neighborhood
- 10.3% (54) – More youth activities and programs available

- 48.7% (127) of rural-area residents did not respond. Of the 134 who responded, 42.5% reported that they would not change anything about their neighborhood. Most notably, only 3.0% of rural-area residents felt that increased law enforcement/safer environment was necessary. 8.2% felt that street or sidewalk repairs were needed, and 17.2% reported other needs not defined in the response options, including traffic issues (like speeding), employment opportunities, and better water quality/cost.

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?"

- Almost none – 17.5%
- Some – 25.8%
- Quite a few – 23.1%
- Most – 18.7%
- Almost everyone – 14.9%

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?

- Almost none – 34.3%
- Some – 31.8%
- Quite a few – 18.5% (23.1% LivCo)
- Most – 9.3%
- Almost everyone – 6.1%

71.4% (882) of respondents reported that they would prefer to attend workshops on weekdays from 8:00 - 4:30 (77.0% of rural-area residents preferred this option). 28.8% (335) of respondents reported that they would be interested in serving on a local board or committee that represents and makes decisions for families with low incomes.

### **Client Satisfaction Survey (Community Members only)**

In 2016, MCCA began including the client satisfaction survey in the Community Needs Assessment to ensure data was collected for both purposes from our clients.

In FY19, 1,033 (73.7%) individuals responded for at least one item in the client satisfaction survey. Overall clients appear to be very satisfied with the services they received when visiting MCCA in both McLean and Livingston County, and provided very little feedback for improvements.

- When you came to MCCA for assistance...
  - ... were you helped in a timely manner?
    - 97.0% (993/1,024) said yes (97.0% in McLean, 96.8% LivCo)
  - ... were you treated with respect?
    - 99.5% (1,028/1,033) said yes (99.6% in McLean, 98.9% LivCo)
  - ...was the staff friendly and helpful?
    - 99.5% (1,239/1,250) said yes (99.5% in McLean, 95.9% LivCo)
  - ...did you get the information and/or services you needed?
    - 98.9% (948/959) said yes (98.7% in McLean, 95.7% LivCo)
  - ...were you informed about other agency or community services?

- 93.7% (857/915) said yes (94.1% in McLean, 89.4% LivCo)
  - Would you recommend MCCA to your family or friends?
    - 99.6% (1,001/1,005) said yes (99.6% McLean, 96.9% LivCo)
- If you were not completely satisfied with your visit and/or the services you received, you received exceptional service, or you have suggestions for how we can improve our services, please include information below about your experience or suggestions.
  - Only five individuals (0.36%) left specific feedback or comments for agency improvements (all McLean county residents), related to the length of their appointment or wait prior to their appointment. Six additional individuals left positive feedback about their experience at MCCA.

## Community Stakeholders

### Who responded to the survey (non-demographic)?

We had 54 total community stakeholders respond for the FY19 Community Needs Assessment (Community Stakeholders), with 50 (92.6%) in McLean County and four (7.4%) in Livingston County. Because of the small sample size of responses from Livingston County, response data presented in this section includes community stakeholder responses overall, and is not broken out by county.

*As in the other portions of this report, percentages below reflect the percent of individuals who responded for the item (individuals who did not respond for the item were not included in calculations).*

### What did they have to say?

The most significant resource needs identified by stakeholders for low-income families were wellness programs (72.2% said few or none available) and dental services (68.5% said few or none). However, only 54.7% of stakeholders felt that dental care access was a significant challenge for low-income families in the community (decrease from 60.7% in FY18). While 54.7% is still high, twelve other challenges were identified as being more pressing issues for low-income households.

However, stakeholders identified that the most significant challenges facing low-income households are accessing living-wage employment (88.7%), mental health services (79.2%), affordable housing (75.5%), and job training opportunities (71.7%). While 88.7% of stakeholders identified accessing living-wage employment as a major challenge for low-income households, 72.2% of stakeholders identified that there were some (53.7%) or many (18.5%) full-time living-wage employment opportunities available in the community. Stakeholders believed that the issues that would cause the most difficulty for low-income individuals in obtaining or keeping a job were the ability to obtain child care (75.5%), needing better technical job skills (75.5%, increase from 62.5% in FY18), and get transportation when needed (73.6%). While lack of education was identified as a major concern (78.6%) in FY18, fewer stakeholders felt it was an issue in FY19 (64.2%).

Mental health service availability continues to be a concern, with 79.2% of stakeholders identifying it as a major challenge for low-income households, and 71.7% identifying it as an area that they

believe low-income households need assistance with in order to achieve or maintain self-sufficiency.

Respondents were divided on availability of child-related services in the community for low-income families; 46.3% said there were few or no child care programs available, 42.6% said there were few or no preschool programs available, and 42.6% said there were few or no affordable youth or after-school activities for children ages 5-17.

Overall, community stakeholders in both counties reported that schools in the community generally meet the educational need of children they serve (71.7% said in most or almost all cases). However, both counties identified that there is a need for after school supervision programs (90.6%, *increase from 79.5% in FY18*), mentoring and leadership programs (86.8%, *increase from 80.4% in FY18*), tutoring (79.2%, *increase from 59.8% in FY18*), and behavioral disorder services (68.8%, *increase from 68.8% in FY18*) for community youth (ages 12-17). *Community members also identified a need for affordable youth and after-school programs, as well as mentoring and leadership opportunities for youth.*

Stakeholders in both counties identified that seniors need assistance with many aspects of their lives in order to remain in their homes, including home repairs (90.6%), transportation (84.9%, *increase from 74.5% in FY18*), yard work or snow removal (83.0%), managing medications (79.2%), grocery shopping (77.4%), and energy and utility costs (75.5%).

Employment (84.9%), job training (77.4%), and financial planning (77.4%, *increase from 70.7% in FY18*) were identified as areas that stakeholders believe low-income households need the most assistance with, although housing (75.5%), education (75.5%, *increase from 68.7% in FY18*), mental health (71.7%) and child care (69.8%) were also identified as high needs. Stakeholders felt that low-income families need information, education, guidance, and/or assistance primarily with financial coaching-related topics, including budgeting or money management issues (90.6%), credit cards or financial credit issues (79.2%, *increase from 71.7% in FY18*), car title or payday loans (77.4%, *up from 68.7% in FY18*), and banking [checking and savings accounts] (77.4%, *up from 65.7% in FY18*). They also felt that home-related costs like home energy/utility cost issues (71.7%) and home repair/maintenance (62.3%) were important informational topics. However, stakeholders in both counties agreed that homes in their community were generally in good repair (94.3% said 'some' or 'most'), an increase of 6.4% from FY18 (87.9%).

A few other additional challenges stakeholders identified for low-income households in both counties include obtaining living-wage employment (88.7%), mental health services (79.2%, *an increase of 2.7% from FY18, but 15.4% from FY17*), housing (75.5%), and job training (71.7%).

### **Limitations for FY19 and Plans for FY20**

We made a significant effort to continue to collect a large number of responses in FY19 and saw great results. However, most responses continue to be from individuals seeking LIHEAP services through MCCA, and we intend to further diversify our responses for FY20 by improving our disbursement efforts and seeking new ways to gather information from a variety of community members and stakeholders to ensure we obtain a more holistic view of our community's met and

unmet needs. We would also like to increase the response collection from rural areas in both McLean and Livingston counties to gather better information about the unique needs in those communities.

### **FY19 Changes to Community Needs Assessment & Distribution**

For the FY20 Community Needs Assessment (Community Members version), some minor changes were made to response options based on responses from FY19 surveys:

- No changes have been requested or made to the FY20 Community Needs Assessment community members version.

The following minor changes were made to the Community Stakeholders version of the Community Needs Assessment for FY20:

- *(Information, Education, or Guidance)* Added “Identifying or applying for benefits,” “Obtaining job skills,” “Finding living-wage employment,” and “Finding affordable mental health services” to provide more diverse response options.
- *(Seniors in the community)* Added “Social activities or visits” as a response option due to expressed need for seniors.

### **Additional Surveys and Community Research Findings:**

FY19 Mclean County Community Health Needs Assessment lists the western area of 61701 zip code as a “food desert” as defined by the U.S Department of Agriculture. Noting a major concern is access to affordable, quality, nutritional food options due to lack of grocery store or supermarket nearby for low resource populations in this area. Pg 60-64.

Lack of access to transportation options additionally was noted in the Community Health Needs survey. Many low income populations do not have reliable transportation to work, school, or resources including healthcare resources. Pg. 66-67.

FY2018 West Market Street Council Annual Report highlights community efforts to address the limited access to nutritional food options for low resource populations in the West Bloomington targeted area.

### **3. DESCRIPTION OF SERVICE DELIVERY SYSTEM:**

MCCA has a set of principles that guide the way we provide services. We believe that everyone matters and everyone has the ability to make positive choices. We believe that personal growth brings peace and joy. We believe that innovation and collaboration can strengthen communities. We believe that providing relevant, accurate, and useful information is the foundation for all decision-making.

The manner in which services are provided to those experiencing poverty in the MCCA’s service is very broad. Many providers work together to meet the needs of those seeking services. While MCCA offers a wide array of services to residents of both McLean and Livingston counties, new and more cohesive partnerships are constantly being nurtured to improve the availability and delivery of services and their impact on the identified needs of the community.

In addition, MCCA is working with various segments of the community to increase the cooperative nature of services to low-income households in order to increase the comprehensive and holistic manner in which those services are provided.

The location of MCCA's Bloomington office in McLean County is central for the majority of the clients. It is accessible for individuals who must rely on the public transportation system, with a bus stop located right outside the office. In addition, the location is in relative distance in relation to a variety of other service providers. MCCA also has a regular presence at Heartland Community College campus, in Normal, IL. This presence allows MCCA to share information about our services. As part of this collaboration, skill building workshops are being offered at both Heartland campuses in Normal and Pontiac.

The MCCA Livingston County office is also centrally located in one of the largest towns in Livingston County, and allows us much more visibility in downtown Pontiac. Our office is located three blocks away from the Heartland Community College (Livingston County) campus, which also houses a WIOA satellite office.

Both McLean and Livingston Counties are made up of a large number of rural communities. Since transportation for residents of these communities into the metropolitan locations is a challenge, MCCA continues to work with community groups, faith-based organization, and local advocates to reach out directly to where they live and share information about our services.

In both counties, MCCA is the LIHEAP and PIPP (Percentage of Income Payment Plan) administering agency for Low Income Heating and Energy Assistance Programs (LIHEAP), Weatherization services, and for a variety of other income support services, home ownership services, financial coaching opportunities, and community building and engagement services. Educational programs are offered on topics such as financial education and budgeting, financial counseling, financial coaching, employment and career coaching, energy conservation, and green practices. In addition, MCCA provides nontraditional students with scholarships to help them develop vocational skills or pursue higher education goals that can move them quickly into the workforce. The scholarship funds can be used for tuition, fees, books and supplies, or for other education-related expenses. In 2018, MCCA was designated an official Financial Opportunity Center by the Local Initiatives Support Corporation (LISC). The Next Step Financial Opportunity Center (FOC) at MCCA focuses on enhancing our income support and financial coaching services while at the same time integrating comprehensive employment coaching and job-readiness training services.

### **Civic Engagement Activities**

Since 2015, MCCA has become more involved in helping community members to become engaged in identifying local neighborhood strengths and needs through Community Building and Engagement services. MCCA utilizes a wide range of civic engagement and community improvement methods all with the goal to develop sustainable solutions to locally defined issues. These solutions are driven by the Community Assessment of Needs and other community research and surveys that depict the critical needs of the Bloomington-Normal area. Other solutions are resident-driven and developed by residents with the support of community advocates.

Targeted neighborhoods in MCCA's services area have been identified as areas of low income, poor infrastructure, higher crime rates, and "food deserts" that can lead to poor health conditions that negatively affect an individual's ability to advance in multiple life areas. MCCA will partner and form a contractual agreements to address the "food desert" in the West Bloomington target area by providing funding for two (2) personnel. One to investigate, plan, and coordinate efforts to form a

community grocery store and a second to facilitate the development of a Garden "Hoophouse" (green house) to provide nutritious, affordable community food options to the populations on the West Side of Bloomington, Illinois.

Community Building and Engagement team members will engage community members in targeted area in meetings, workshops, and/or training to improve their basic life skills (such as nutrition, health, budgeting), increase their community and residential leadership skills, and increase their community involvement.

MCCA also provides a domestic violence hotline, domestic violence shelter, and a broad range of countering domestic violence support services in McLean County. In addition, MCCA provides transitional housing for survivors of domestic violence and permanent supportive housing for individuals with disabilities in Bloomington and Normal.

Supported by improvements in technology, services are offered in a variety of ways. For instance, information and referral services are available to those individuals who walk in, call in, or email. Customers that contact our offices for Income Support Services that are not directly related to Energy Assistance programs are required to complete an Intake Assessment and register for an Agency Orientation workshop. At these workshops, participants learn about the mission of MCCA and how helping people move toward financial capability is consistent with our mission of educating, equipping, and empowering individuals and households. We've created in-house bundled services and integrated services within the agency itself, and we provide referrals to external resources or assist people with applications for public benefits, based on their needs. MCCA staff advocate with other service providers to assist individuals with services MCCA is not able to provide, and reverse referrals are also made by other agencies. We also provide bundled services with other agencies, particularly our partner agencies involved with the local Continuum of Care for Homelessness, Heartland Community College, and WIOA offices.

Case management has shifted to an emphasis on coaching and advocacy services because coaching and advocacy imply more equality among participants in this relationship dynamic than the traditional case management models of interaction. MCCA staff members understand that one intake meeting followed by immediate financial assistance does not assist people in a holistic manner to develop stable relationships and healthy finances. Maslow's "Hierarchy of Needs" clearly shows that most of the people coming to us for "crisis related services" were operating at the first or second tier on the pyramid, while self-stabilization and self-actualization are at the top level of the pyramid. It takes time, support, and a lot of "next steps" before people can reach financial stability and financial capability. We believe by developing positive relationships, building mentorships, providing a support network, and a broader understanding of resources, over time we can empower people and help them explore options they may never have previously considered. Coaching/advocacy relationships can provide support and encouragement for people to develop their strengths and work toward their own goals rather than just focusing on people's deficits and immediate crisis needs.

MCCA regularly provides presentations and educational workshops to a variety of different clubs, organizations, schools, and community meetings, as well as to the people and families we serve, as a way to share available services and programming offered. In addition, we use local radio and other forms of media to share public service announcements, information regarding upcoming programs and events, and other important information about our agency. MCCA publishes an e-newsletter which is disseminated to a broad spectrum of the community in both counties. Internally, MCCA utilizes staff meetings and agency email to provide training and program updates for all staff of the

agency. Staff members are encouraged to participate in community activities and events which raise community awareness of the agency and available services and programs. MCCA maintains an online presence via the web and social media and uses these outlets to inform the community about the services we provide.

#### **4. DESCRIPTION OF LINKAGES**

**Homelessness and Housing Issues:** In both McLean County and Livingston County, MCCA works with several other agencies that address the issue of housing and homelessness through participation in the Central Illinois Continuum of Care for Homelessness. In regard to shelter services, MCCA provides domestic violence shelter to women and children victims of domestic violence through Neville House. Other local shelters include Salvation Army's Safe Harbor and Home Sweet Home Ministries' Billy Shelper Center. Safe Harbor serves individuals and couples, and the Billy Shelper Center serves individuals and families. Both of the shelters offer meal programs, food pantries or food cooperatives, and self-sufficiency education programs. Some of these services are available for non-shelter residents of the community as well as residents of the shelters. Livingston County does not offer shelter services, but Salvation Army in Pontiac provides housing assistance funds, brief emergency hotel stays, nutrition programs, seasonal services, and a thrift store for homeless individuals and other residents of the community. While Livingston County does not have homeless shelters, agencies such as the Salvation Army make referrals and work with local police departments as necessary to get families and individuals into temporary motel stays or transferred to shelters in McLean County or to other counties that have available shelter beds. There are outreach services available to homeless families and individuals through the Livingston County Homeless Coalition.

MCCA's Transitional Housing Program (THP) fills a need for families who are homeless or threatened with homelessness due to domestic violence, who are working towards self and financial sufficiency and long-term healing. The domestic violence THP program will bridge the current gap from the Neville House emergency shelter to successful, independent living for survivors of domestic violence. Many of these individuals have multiple barriers to overcome and need additional time and support to heal from trauma, learn new skills, and implement healthy choices. Families will be selected from our Neville House emergency domestic violence shelter and other homeless shelters. Rents for THP housing units are based on the household's net income and will not exceed 30 percent of their net income. While in THP housing, individuals and families work on goals toward self-sufficiency by meeting with staff at least bi-monthly and participating in case management and financial coaching services. Case management may assume many forms: budgeting, family counseling, referrals to needed services, life skills training, broadening education and employment opportunities, and general support. Financial coaching also helps the individuals and families in THP to set long-range, personal financial goals such as reducing debt, credit building and credit repair, and developing long-term savings plans.

The Salvation Army of Bloomington also offers a transitional housing program of two rental units for homeless families (focusing on couples with children). Oxford House offers two support homes (one for men and one for women) in Bloomington for people coming out of substance abuse treatment services who need a supportive half-way house environment. Labyrinth House, also in Bloomington, offers a transitional housing program for women recently released from incarceration who are seeking employment in the community. Project Oz offers transitional housing services to homeless youth and homeless youth who are pregnant or parenting. In Livingston County, the Caring Pregnancy Center provides faith-based transitional housing and supportive services to pregnant women at Elizabeth House.

MCCA provides permanent supportive housing through 26 single room occupancy units at Mayors Manor, a building that MCCA owns and manages. Chestnut Health Systems also offers permanent supportive housing to people with substance abuse and/or mental health disorders through sub-contracts with local landlords. Futures Unlimited provides a variety of supportive residential options to people with disabilities in Livingston County.

In addition to these homeless related services, Bloomington Housing Authority and Livingston County Housing Authority provide federally and locally subsidized housing for those who are eligible. There are a few privately owned subsidized housing options in both counties. Chatsworth as well as other rural communities are losing subsidized housing units due to inability to maintain tenant occupancy rates. Occupancy rates fell dramatically with the loss of local jobs due to business and service closures including OSF Medical Offices and loss of the one local grocery store within the community. MCCA is working to develop a plan to aid individuals who will be dislocated by these housing closures. New, mixed housing rental options have recently opened in Pontiac and immediately filled within the first year and have an extensive waiting list.

Habitat for Humanity and Youth Build of McLean County assists families who dream of home ownership, but might not otherwise qualify. MCCA also assists individuals in achieving their dream of home ownership or keeping their home from foreclosure with a variety of programs such as: accelerated home ownership related to MCCA's rehabilitated homes in West Bloomington, housing counseling, homebuyer education, and credit building. For families or individuals that have secured housing, but who are facing difficulties paying their rent or dealing with other crises, MCCA, township offices, Salvation Army, and the Baby Fold, are among the agencies that provide emergency or crisis assistance.

Several key findings from the 2017 Bloomington Normal Metropolitan Regional Housing Study as relates to housing are worthy of consideration. In particular is the gap between the number of low-income households that need rent subsidies and the number of subsidies that are available. Also, there is disparity between the number and type of housing units being built and/or available and the needs of households; in particular those living at or below the poverty level. Finally, while housing options exist for the homeless, they are outstripped by the demand.

YWCA Labyrinth and House of Hope are two new programs in Mclean County that service populations re-entering the community from incarceration. These programs to prevent recidivism and homelessness of these populations as they return to the community. Both programs assist with sheltered housing, counseling and guidance services, resources, and referrals. Mid Central Community Action aids individuals in obtaining state and legal identification documentation in order to be able to access additional community and state resources. MCCA provides career counseling as individuals begin the process of seeking and obtaining employment. Some participants additionally take advantage of the Financial Opportunity Center financial coaching services.

**Food and other Basic Household Needs:** Food related needs and nutritional education to combat obesity were some the continuing issues identified in the 2019 Community Health Needs Assessment. For on-going or basic services that McLean County families and individuals need, such as food, clothing, and household goods, MCCA usually provides referrals to partner agencies such as church and community food pantries, Illinois Department of Public Aid for SNAP and TANF, and Recycling Furniture for Families for household goods. We also refer families to several food pantries associated with churches in the community.

In Bloomington, Home Sweet Home Ministries started a new Food Cooperative in 2014 that has become very popular. This program allows people to select food that their families like and give back to the community by volunteering at the food pantry or at the mission mart. In the summer months, MCCA staff encourages local families to use SNAP to purchase fresh produce and other products at the local farmer's markets. The West Bloomington Revitalization Project gathers unsold produce from the Bloomington Farmer's Market and distributes it to families residing in the west side neighborhood, through their 'Pop-Up Grocery Stand'. The Eastern Illinois FoodMobile additionally services the Bloomington Normal community on a regular basis, and it's outreach locations have consistently high attendance numbers. MCCA envisions further partnerships with local grocery stores to increase awareness of their expanded and enhanced benefits to SNAP participants. These benefits are available throughout the year and would assist SNAP participants in utilizing their benefits in a more effective way. Through collaborations with various agencies, Mid Central is working to provide nutrition education and cooking classes with recipes that educate low resource populations on how to use the food supplies regularly distributed by local food banks to create nutritious meals for themselves and their families.

In Livingston County, OSF St James Medical Center recently announced they will be developing new initiatives to help local residents increase access to fresh fruits and vegetables and to increase their awareness of healthy food options and healthy food preparation. In the future, MCCA would like to explore options for becoming more involved in addressing the "food desert" that exist in west Bloomington neighborhoods and working in collaboration with other local agencies to increase community awareness about nutrition education and healthy food options. For Livingston County's on-going and basic need services, MCCA provides referrals to partner agencies such as churches and community food pantries, Illinois Department of Public Aid for SNAP and TANF. For individuals needing additional household items, the Salvation Army is the main referral. Our CSBG work plans and some local foundation grants have allowed MCCA to set aside a small amount of funds to assist with such needs that other agencies cannot provide or to work in collaboration with other agencies to serve local residents.

### **Employment and Employment Training:**

Employment and employment training continue to be significant needs identified in our 2019 Community Needs Assessment, particularly access to full time jobs that provide a living wage for workers with families.

MCCA is addressing this issue via the Next Step Financial Opportunity Center (FOC) at MCCA and Income Support Career Counseling work plans. Next Step focuses on integrating comprehensive employment coaching and job-readiness training services with our income support and financial coaching services. The Next Step FOC is a collaborative effort of MCCA and Heartland Community College. MCCA also works closely and utilizes the Workforce Investment Opportunity Act offices as a primary collaborative partner for employment training. MCCA's Income Support coaches often help applicants begin the process of assessing their strengths and needs related to employment. Income Support Coaches and FOC Employment Coach coordinate with a variety of partnering agencies and employers to provide Employment Workshops to increase customer employment skills, provide information on all local employment resources and training programs within the community, and engage job-seekers in direct employer networking opportunities. The Next Step Employment Coach continues to work with customers to develop and implement an action plan as related to employment and job-readiness training until the individual is able to obtain employment.

MCCA has formed partnerships with local workforce development stakeholders in order to have greater impact on job training and job placement. A key strategy is to involve employers and

understand both employer and worker needs. MCCA works with participants, employers, and resource and education partners to development services that meet local workforce and worker needs. This is done through a comprehensive implementation strategy that MCCA is developing with the help of other workforce development providers.

FY2019 Community Assessment of Needs reveals again the need for job training and access to living wage employment opportunities. A majority of respondents who noted this barrier are female. MCCA is expanding Career Counseling and employment supportive services this year in partnership with local social service entities such as Dreams Are Possible to aid low resource women with accessing training and support services in order to enter the skilled trades or non-traditional positions which pay a quality living wage such as laborers, plumbers and pipefitters, carpentry trades, electrical, bricklayers, finishers, CDL and HVAC. MCCA additionally provides education resources to low resource individuals in order for them to access certified training programs through Heartland Community College certificate programs which additionally provide individuals with skills and training in order to advance into living wage employment.

**Transportation:** Public transportation is available by Connect Transit city bus, Connect Mobility disability transportation service, cab service, and Uber and Lyft services through the Bloomington-Normal area. Several partner agencies provide individuals bus tokens so they are able to utilize the bus system. Even with these forms of public transportation, gaps remain. Some local transportation gaps are filled by SHOWBUS, which does require reservations at least one day in advance; creating further challenges for some individuals.

Public transportation is limited in Livingston County. While there is limited cab service available, fares are unaffordable for many rural customers. The MCCA CSBG work plan and local foundation grants have allowed MCCA to set aside a small amount of funds to assist with rural transportation needs.

**Community Engagement and Neighborhood Revitalization:**

MCCA continues to be part of the West Bloomington Housing Collaborative (WBHC), aimed at neighborhood stabilization and revitalization efforts in a target neighborhood in Bloomington, IL. This partnership with the West Bloomington Revitalization Project and Habitat for Humanity of McLean County has provided increased opportunity for homeownership for low-income households. In the future, MCCA wants to increase community engagement, as well as youth engagement in west Bloomington, as well as other targeted sections of our service areas. In order to increase community engagement and develop effective partnerships, MCCA will need to increase effective marketing efforts as well as develop more strategic needs assessment communication.

**5. COORDINATION**

MCCA realizes that coordination and partnerships must be utilized to fight the on-going war on poverty. It is because of this realization that MCCA maintains an array of both formal and informal agreements with local groups and agencies. One way these agreements are maintained is by MCCA being active on the following committees and in partnership with local, state, and national organizations:

Committees/Organizations

- Central Illinois Continuum of Care
- McLean County Continuum of Care

- McLean County Human Service Providers
- Livingston County Social Service Providers
- Livingston County Homeless Coalition
- West Bloomington Revitalization Project
- West Bloomington Housing Collaborative
- McLean County Community Reinvestment Act Group
- WIOA Workforce Development Board for Kankakee, Grundy and Livingston Counties
- WIOA Workforce Development Board for Fulton, Marshall, Mason, McLean, Peoria, Stark, Tazewell, Woodford Counties
- Head Start Policy Council
- Next Step Partnership Council

#### Other Institutions

- AmeriCorps/VISTA
- Heartland Community College.
- NeighborWorks ® America
- Illinois Community Action Development Corporation
- United Way of Pontiac
- Fairbury Community Fund
- State Farm Bank
- University of Illinois Law Clinic
- PNC Bank
- Heartland Bank
- Habitat for Humanity of McLean County
- Illinois Housing Action Coalition
- Pontiac Chamber of Commerce
- Greater Livingston County Economic Development Council
- Dreams are Possible
- Mclean County School District Unit 5
- Bloomington School District 87

MCCA also coordinates services by all program areas contributing to the e-newsletter. This newsletter, which is supported through CSBG funds, is widely distributed throughout both counties to clients, businesses, social service partners, donors, and community members. It provides a platform for MCCA to share programmatic information and needs, as well as upcoming events. Internally, staff meetings feature in-service training on all programs, so referrals can be made between all programs. Brochures, fliers, and additional information are distributed to staff and made available to clients in waiting areas. In addition, a television has been installed in the Bloomington office's waiting area in order to share information on energy saving, home ownership, reducing poverty, and other topics to educate clients as they wait. Every year, MCCA and other community partners identify gaps through comprehensive surveys, research and planning. From these findings, MCCA implements community resources and solutions as they relate to workforce development, economic and food security.

## 6. INNOVATIVE COMMUNITY AND NEIGHBORHOOD-BASED INITIATIVES

As a NeighborWorks® America chartered organization, MCCA is able to develop, implement, and expand housing and neighborhood revitalization programs. Homeownership Services include pre-purchase homebuyer education programs in the traditional classroom setting and online, as well as ongoing housing counseling, if desired. Participants in the homebuyer education classes receive a certificate upon completion. Homeownership Services provides foreclosure intervention assistance to those homeowners facing the possibility of losing their homes, housing counseling for individuals to remain in and maintain their homes, and other housing counseling services. Our housing and financial coaches also provide credit building coaching services, savings incentive programs, and financial coaching for anyone interested in creating a plan and working toward a specific financial goal.

Our agency has been active as a NeighborWorks Community Building & Engagement organization for over four years. Designation as a Community Building & Engagement organization has provided the opportunity to offer greater impact to residents and community members in our target neighborhood.

In the future, MCCA would like to explore options for developing new partnerships for community brokerage/advocacy beyond the west Bloomington neighborhood. MCCA would like to develop more ways to engage strategic community members, including youth, in the community needs assessment surveys and focus groups. We also want to explore various on-line survey options, focus groups, and other ways for people to provide us with community needs assessment input. In regard to community engagement, MCCA also wants to create strategic marketing efforts to increase awareness of our services among the low-income community and key stakeholders such as businesses, faith-based organizations, and funding organizations. Through increased awareness of services, MCCA intends to develop new partnership opportunities with entities that share our mission and vision.

Moving forward, MCCA will continue to explore new ways to coordinate youth services or to facilitate partnerships for youth focused activities in the broader Bloomington/Normal community. MCCA would like to explore youth leadership development opportunities through activities such as **NeighborWorks America Community Leadership Institutes and partnerships with local youth** serving agencies and coalitions.

## 7. OUTCOMES

This section will detail problem statements and put forth the strategy and rationale for addressing the identified problems with the service area of MCCA. Also included within this section are the established outcome measures for each of MCCA's work programs that provide the link to national CSBG goal.

Part 1: Problems addressed by MCCA CSBG directly:

**Glossary:**                      **01.021**

**CSBG Work Program:**    **Career Counseling**

**Problem Statement:**      A majority of income eligible customers are underemployed. They struggle with lack of work skills and transportation necessary to access sustainable employment opportunities. MCCA will provide employment

and financial coaching, income support services, financial assistance, and educational opportunities to income eligible people transitioning through a period of unemployment, under-employment, or participating in education or vocational training toward advancement in the workforce.

**IL CSBG Goal FG 01:** Individuals and families with low income are stable and achieve economic stability

**Outcome Measure:**

- 01.08 Employed participants in a career advancement related program who Entered or transitioned into a position that provided increased income and/or benefits.
- 02.08 Individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills.
- 01.02 Unemployed adults who obtained employment (up to a living wage)
- 01.05 Unemployed adults who obtained employment (with a living wage or higher)

MCCA will offer funding to help people attend short term vocational training programs that can help them achieve living wage employment. MCCA will also focus attention on building partnerships with educational institutions, businesses, and other key stakeholders to expand workforce development opportunities.

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**Glossary:** 02.081

**CSBG Work Program:** Educational Financial Aid Assistance

**Problem Statement:** The rising cost of college tuition and fees, books, and other materials, as well as child care needs, transportation and housing expenses create barriers for some CSBG- income eligible, non-traditional students to complete their pursuit of higher education. MCCA will provide scholarships for higher education to income eligible students to allow them to reach their career goals.

**IL CSBG Goal FG 01:** Individuals and families with low income are stable and achieve economic stability

**Outcome Measure:**

- 02.11 Individuals who made progress to a post- secondary degree
- 02.08 Individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills

MCCA's Scholarship program will provide supportive funding to income eligible students who return to school for traditional higher education classes or longer term vocational training programs that will help them move into positions with living wage salaries. MCCA works closely with Heartland Community College, Career-Link, and our local WIOA Workforce Boards to assist people with educational and training needs. Scholarship funding is provided through the 5% discretionary funding.

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**Glossary:** 04.011

**CSBG Work Program:** **Housing Payment Assistance**

**Problem Statement:** Low income individuals and families experience temporary setbacks related to income and housing issues. MCCA will provide bundled services to address their needs through referrals to internal and external resources and through financial assistance toward financial stability.

**IL CSBG Goal FG 01:** Individuals and families with low income are stable and achieve economic stability

**Outcome Measure:**

04.05 Households who avoided eviction

04.02 Households who maintained safe and affordable housing

MCCA's Housing Payment Assistance will provide assistance with 1<sup>st</sup> month's rent, rent arrears of less than 2 month's arrearage, or mortgage payments of less than 2 month's arrearage to income eligible customers of income supports coaching or financial opportunity center customers.

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**Glossary:** 04.031

**CSBG Work Program:** **Emergency Utility Payments**

**Problem Statement:** During the summer months many low income households struggle to maintain their utilities, especially with high electric bills. Individuals and families will receive bundled services to address their needs through referrals to internal and external resources and through financial assistance toward financial stability provided by MCCA.

**IL CSBG Goal FG 01:** Individuals and families with low income are stable and achieve economic stability

**Outcome Measure:**

**03.01** Individuals who achieve and maintain capacity to meet basic needs for 90 days

MCCA's Emergency Utility Payments will provide payment to prevent disconnection or reinstate utility service for CSBG income eligible income support coaching customers or financial

opportunity center customers, when LIHEAP is not available.

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**Glossary:** 05.000

**CSBG Work Program:** **Health and Social Behavioral Development Strategies**

**Problem Statement:** Domestic Violence continues to be an issue of concern particularly for individuals and families who lack resources. The Domestic Violence Neville House/Legal Advocacy Program will provide safety education and support to victims of domestic violence in an effort to facilitate the basic right of domestic safety.

**IL CSBG Goal FG 02:** Communities where people with low incomes live are healthy and offer economic opportunity.

**Outcome Measure:**  
**C2.05 B2d** Percent decrease in domestic violence rate in the identified community.

This need for victims of domestic violence will be met in coordination with the Neville House, the only emergency domestic violence shelter in McLean County, and/or assistance with obtaining an Order of Protection so the survivor can safely remain in their home. In addition to safe shelter, victims will receive a personalized safety plan equipping customers with education regarding laws and available resources to assist them in meeting their personal safety needs.

**Glossary:** 06.000

**CSBG Work Program:** **Civic Engagement and Community Involvement Strategies**

**Problem Statement:** Targeted neighborhoods in MCCA's services area have been identified as areas of low income, poor infrastructure, higher crime rates, and "food deserts" that can lead to poor health conditions that negatively affect an individual's ability to advance in multiple life areas. MCCA will partner and form a contractual agreements to address the "food desert" in the West Bloomington target area by providing funding for two personnel: one to investigate, plan, and coordinate efforts to form a community grocery store; and a second to facilitate the development of a Garden "Hoophouse" (green house) to provide nutritious, affordable community food options to the populations on the West Side of Bloomington.

**IL CSBG Goal FG 03:** People with low incomes are engaged and active in building opportunities in communities.

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

MCCA will provide funds for two (2) community personnel who will, in turn, provide detailed reporting on their progress with forming community alliances, partners, and funding options in regard to (1) the coordination activities for the development of a community grocery store and (2) the development and implementation of a community garden Hoophouse (green house) that will advance the nutritional options to address the needs of the West Bloomington targeted "food desert" area.

**Glossary:** 06.011

**CSBG Work Program:** **Civic Engagement and Community Involvement**

**Problem Statement:** Targeted neighborhoods in MCCA’s services area have been identified as areas of low income, poor infrastructure, higher crime rates, and “food deserts” that can lead to poor health conditions. Neighborhoods and the community as a whole will be strengthened by people who increase their engagement in activities that create change as a result of the tools, training, and resources offered by MCCA.

**IL CSBG Goal FG 03:** People with low incomes are engaged and active in building opportunities in communities.

**Outcome Measure:**

**06.01** Community Action program participants who increased skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community.

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

Mid Central Community Action (MCCA) will provide community building and engagement activities and resident leadership opportunities to low income residents and community members as part of holistic approach to revitalization in targeted neighborhoods. Although recent survey data did not indicate a significant need for food support, the West Bloomington neighborhood has been designated a “food desert” with limited food markets and a predominance of fast food chain restaurants. MCCA plans to work in collaboration with local partners to engage residents in educational activities specific to healthy food needs and how to most effectively use SNAP, food pantries and other food resources. MCCA will serve as lead agency for the West Bloomington Housing Collaborative and will conduct the following activities:

- support community building and engagement activities ( including healthy food access and nutrition education groups) in the targeted neighborhood
- support resident leadership initiatives through the West Bloomington Housing Collaborative

As an extension of community building and engagement in Bloomington, MCCA will continue focusing attention on youth involvement in Bloomington/Normal, as well identifying neighborhoods or segments of the community of Pontiac that may be receptive to similar activities; to support community building and engagement, mentorship or other resident leadership initiatives in this more rural community. MCCA would like to explore youth leadership development opportunities through activities such as NeighborWorks America Community Leadership Institutes and partnerships with local youth serving agencies and coalitions. In regard to community engagement MCCA also wants to create strategic marketing efforts to increase awareness of our services among the low income community and key stakeholders such as businesses, faith based organizations, and funding organizations. Through increased awareness of services MCCA intends to develop new partnership opportunities with entities that share our mission and vision.

**Glossary:** 07.011

**CSBG Work Program:** **Case Management**

**Problem Statement:** Many CSBG income-eligible families have difficulty with budgeting and money management. MCCA will provide referrals to internal or external resources and provide income support coaching to people with a desire to improve their individual or family economic stability.

**IL CSBG Goal FG 01:** Individuals and families with low income are stable and achieve economic stability

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

MCCA will work in customer centered coaching activities to identify customer strengths as well as vulnerable areas and to create short to medium term goals and action steps for changing the customer's vulnerabilities. In Case Management (Income Support Coaching) MCCA will assist customers in addressing their short term goals. Income Support Coaches refer customers to Financial Coaching Services to guide them to toward the steps necessary to achieve their medium and long term goals. Referrals to both internal and external resources, and/or assistance with applications for services are also an integral part of these services. MCCA staff will provide information about internal and external resources and provide educational opportunities for people to increase their knowledge about issues that relate to their financial capability and personal goals. Applicants move from initial intake to coaching/advocacy services to help them develop their own personal resources and support networks for future needs. Our goal is to help people build their skills and strengths so they may be able to prevent situations in their lives from repeatedly reaching crisis level.

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**Glossary:** 07.031

**CSBG Work Program:** **Information and Referral**

**Problem Statement:** Low-income people often lack knowledge of available supportive services or how to best access appropriate services

**IL CSBG Goal FG 01:** Individuals and families with low income are stable and achieve economic stability

**Outcome measure:**  
**06.01C**

Community Action program participants who gained other skills, knowledge and abilities to enhance their ability to engage

MCCA has built strong relationships with other agencies and organizations that provide assistance in our communities. This program makes referrals and assists customers to obtain needed services. MCCA is able to give customers information and refer them for assistance with internal and external providers. The wide range of knowledge and connections that have been built help people access the services they need in a timely manner. Referrals allow them to find resolution to a problem or crisis and continue to move in the direction of financial capability. Besides one- on-one interactions with customers, MCCA develops strategic marketing materials and maintains an updated website to provide basic information about our agency beyond regular office hours. One of the features of our new website will allow potential customers to schedule LIHEAP energy assistance appointments on-line. Marketing efforts will focus on effective communication about MCCA services to the low income community as well as to key stakeholders, businesses, and potential new funding opportunities. In addition, MCCA wants to continue to develop effective community needs assessment strategies and the technology to effectively analyze and communicate the assessment results.

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**Glossary:** 07.041

**CSBG Work Program:** **Transportation Services**

**Problem Statement:** Low income individuals sometimes face transportation issues that can be a barrier to maintaining employment. MCCA will provide Income Support Coaching and financial assistance to income eligible people for safety-related car repairs, public transportation passes, gas vouchers, or alternative transit options to allow them to maintain their employment.

**IL CSBG Goal FG 01:** Individuals and families with low income are stable and achieve economic stability

**Outcome measure:**  
**03.08**

Individuals engaged with the Community Action Agency who report improved financial well-being

MCCA will provide income-eligible customers with car repairs, public transportation passes, or gas vouchers to assist them in maintaining their employment, in association with MCCA's coaching services.

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**Glossary:** 09.0111

<b>CSBG Work Program:</b>	<b>Agency Capacity Building</b>
<b>Problem Statement:</b>	MCCA staff and board member will participate in training efforts related to compliance with the National CSBG Organizational Standards
<b>.IL CSBG Goal FG 00:</b>	CSBG Eligible Entity Capacity Building
<b>Outcome Measure:</b>	
<b>S09 -01</b>	Hours of Agency Capacity Building (e.g. training, planning, assessment)
<b>S09.02</b>	Volunteer hours of Agency Capacity Building (e.g. program support, service delivery, and fundraising)

Over the past four years, Community Action Agencies have aligned themselves with the National CSBG Organizational Standards. On-going training is necessary to provide support for compliance efforts. Many agencies require additional funding to keep up with on-going training support for staff and board members. MCCA intends to use the Technical Assistance and Training funds to continue these education and training efforts in collaboration with Illinois Department of Commerce and Economic Opportunity and Illinois Association of Community Action Agencies. MCCA would like to include training related to Community Building and Engagement. NeighborWorks America provides excellent training related to community building through their Community Leadership Institutes (CLI). MCCA would like to offer staff members, board members, community residents, and community youth opportunities to attend CLI training sessions.

**Part II:**

The following are other programs provided by our agency that address needs stated in our needs assessment results:

1. High utility costs: LIHEAP, PIPP (Percentage of Income Payment Plan) , and utility based rate relief programs
2. Domestic Violence: Countering Domestic Violence and Neville House
3. Credit Building, Employment Coaching, and Financial Coaching (Next Step Services)
4. Affordable/Quality Housing: Mayors Manor Permanent Supportive Housing, Transitional Housing Program, Down Payment Assistance Program, Home Buyer Education, Foreclosure Assistance Program, and Home Ownership Services
5. Neighborhood Revitalization: Community Engagement and Community Involvement
6. Weatherization: Weatherization Program

The following are resources to which MCCA refers clients to help address those needs mentioned in the needs assessment, which are not directly addressed with CSBG services. These resources are in the linkage agreements.

1. Child Care: Child Care Resource and Referral Network, Heartland Head Start, Boys & Girls Club of Bloomington Normal, YWCA McLean County, IDHS Family Community Resource Center
2. Homeless Family Aid: Home Sweet Home, Livingston County Housing Authority, City of Bloomington Township, PATH, Salvation Army Shelter –Bloomington, Salvation Army – Pontiac.
3. Transportation: YWCA McLean County, City of Bloomington Township (bus passes), SHOWBUS
4. Alcohol/Drug Abuse: Chestnut Health Systems Treatment Services, Institute for Human Resources, Advocate BroMenn
5. Elder Abuse: Community Care Systems, East Central Illinois Area Agency on Aging
6. Child Abuse: DCFS, Children’s Home & Aid
7. Employment, Job Training, and Job Placement: Career Link, Workforce Boards – Region 11 (McLean County) and Region 15 (Livingston County), Futures Unlimited, MarcFirst, Livingston County Workforce Services, City of Bloomington Township, IDHS Family Community Resource Center, Home Sweet Home, Project Oz
8. Youth Services: Project Oz, Boys & Girls Club of Bloomington Normal, Boys and Girls Club of Pontiac, Children’s Home & Aid, Pontiac Salvation Army, Big Brothers Big Sisters of McLean County, YWCA McLean County
9. Childhood Mental Health Issues: Children’s Home & Aid, Institute for Human Resources, NAMI Mid Central Illinois, Center for Youth and Family Solutions, Advocate BroMenn
10. Adult Mental Health Services: Institute for Human Resources, Center for Youth and Family Solutions, ADV & SAS, Community Health Care Clinic, Advocate BroMenn, Community Care Systems, NAMI Mid Central Illinois
11. Emergency rental/mortgage assistance: Pontiac Salvation Army, Dwight Township, City of Bloomington Township, Veterans Assistance Commission, St Vincent De Paul Society.
12. Legal Assistance: Prairie State Legal Services
13. Food and Nutrition: IDHS Family Community Resource Center, Eastview Christian Church, Midwest Food Bank, Home Sweet Home, Advocate BroMenn, Pontiac Salvation Army, Community Care Systems, Community Health Care Clinic, Dwight Township, Heartland Head Start, Veterans Assistance Commission
14. Senior Services: Community Care Systems, East Central Illinois Area Agency on Aging, Dwight Township, YWCA McLean County
15. Disability Services: KTB Financial Services, MarcFirst, Futures Unlimited, Veterans Assistance Commission
16. Home Rehabilitation: City of Bloomington

The following are current MCCA Collaborations:

1. Next Step in partnership with Heartland Community College
2. Invest Health in partnership with the McLean County Health Department, Advocate BroMenn Medical Center, OSF St. Joseph Medical Center, and the City of Bloomington
3. The West Bloomington Housing Collaborative in partnership with Habitat for Humanity of McLean County and the West Bloomington Revitalization Project
4. Dream Are Possible
5. Unit District School Family Coordinators partnering with Income Supports Programming.