



FY19 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) 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/ILLIVI5URN>). 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 <i>*Note – multiple responses allowed for this item, so total % is over 100%.</i>	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%)
Education (highest level achieved)	K-12 grade / non-graduate	158 (11.4%)	148 (11.9%)	10 (7.4%)
	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</i>	No income	168 (12.3%)	148 (12.0%)
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%)

<i>total % is over 100%.</i>	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).*

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.