



## FY18 Community Needs Assessment Summary

### Data Collection & Analysis

As in past years, the FY18 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 July 6, 2017 – June 15, 2018; data entry of all paper copies was completed by June 30, 2018 (entered into Survey Monkey). Data was exported from Survey Monkey and analyzed using IBM SPSS Statistics software and Microsoft Excel.

### FY18 Quick Summary & FY17 Comparison

Although we had significantly more responses than last year (FY17 Community Needs Assessment), the identified needs between FY17 and FY18 appear to be quite comparable. We saw a few very slight changes (identified below), but for the most part the identified needs between the two reporting years were consistent. Concurrent with the FY17 data, individuals who participated in the FY18 assessment identified the most necessary need as “getting financial assistance with utility bills.” However, in FY18 the need for financial and employment coaching services, as well as mental health services, were identified as higher needs in the community than in FY17.

As in past years, most “Community Member” respondents were female (76.3%), with most age groups relatively evenly represented (81.8% were ages 26-65). A little over half of the reported households (51.7%) reported that they had children under the age of 18 in the household (an increase of almost 10% from FY17), and 37.6% (overall) reported that they lived alone. The most common source of income reported for both counties was employment income (40.5% overall), with Social Security retirement (23.4%) and SSI/SSDI (23.3%) as the second most common sources of income.

According to the U.S. Census Bureau (2017 statistics), approximately 88.3% of Livingston County residents (age 25 or older) and 95.6% of McLean County residents (age 25 or older) have a high school diploma or GED, and 15.2% of Livingston County residents (age 25+) and 44.5% 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 89.1% of respondents having at least a high school diploma or GED (89.3% in McLean County, 84.0% in Livingston County). However, only 11.6% of our respondents reported having a Bachelor's degree or higher (11.9% in McLean County, 5.3% 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 (87.4%). Unlike in FY17, most Community Stakeholder responses were collected by individuals who identified as "other community stakeholders" (41.4%) (MCCA staff comprised the majority for FY17). *See the [Demographics](#) section below for more information about the demographics for the FY18 Community Needs Assessment respondents.*

The most-identified overall need category for community members was "Basic needs" (51.1% responded, a decrease from 65.8% in FY17), with the highest-identified need of "Getting financial assistance with my utility bills" (71.1% 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, 286 community members reported that they needed financial assistance for rent or mortgage payments (37.1% 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 (48.7%), housing (43.0%), transportation (37.9%, a drop of 9.9% from FY17), employment (37.4%), and food or nutrition needs (36.0%). Although health was one of the top categories in FY17 (42.3%), it dropped to the eighth category in FY18 with only 29.5% reporting a health need. In relation to these categories, the most commonly-identified specific needs were getting financial assistance with utility bills (36.3% of all responses), budgeting and money management (23.8%), and finding a permanent full-time job (20.8%). Community stakeholders responded similarly, identifying that low-income households need the most assistance with employment (86.9%), job training (76.8%), housing (74.7%), financial planning (70.7%), transportation (70.7%), mental health (70.7%, an 11.1% increase from FY17), and education (68.7%) to achieve and/or maintain self-sufficiency.

Although 60.2% (down from 74.4% in FY17) of community stakeholders identified dental care availability as a challenge for low-income families, only 29.5% 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 (79.6% of stakeholders, 55.7% of community members), housing (75.5% of stakeholders, 43.0% of community members), transportation (69.4.0% of stakeholders, 37.9% of community members), and mental health services (76.5% of stakeholders [up from 63.8% in FY17], 32.5% of community members).

As in past assessments, transportation continues to be a common issue in both counties, but particularly in Livingston County. 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 4.4% in June 2018, a 0.2% increase from August 2017 (4.2%), but up from 3.0% in April 2018 (<https://fred.stlouisfed.org/series/ILMCLE2URN>). Comparably, the state-wide unemployment rate for Illinois was 5.0% in August 2017 and 4.3% in June 2018, showing a steady decline over the last 11 months.

The Livingston County unemployment rate is also close to the overall Illinois unemployment rate, at 4.4% in both August 2017 and June 2018 (<https://fred.stlouisfed.org/series/ILLIVI5URN>), the last month that data was available. Both the Livingston County and McLean County unemployment rates have risen slightly since last year (4.1% and 3.8%, respectively), while the Illinois state-wide unemployment rate has decreased slightly since last year (4.6%).

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.

### Full demographic information for community members:

| Category | Response    | All Responses | McLean County | Livingston County |
|----------|-------------|---------------|---------------|-------------------|
| County   | - -         | 1791          | 1711 (95.5%)  | 80 (4.5%)         |
| Gender   | Female      | 1318 (76.3%)  | 1262 (76.4%)  | 56 (73.7%)        |
|          | Male        | 409 (22.8%)   | 389 (23.6%)   | 20 (26.3%)        |
|          | Transgender | 0 (0.0%)      | 0 (0.0%)      | 0 (0.0%)          |

|   |  |              |              |            |
|---|--|--------------|--------------|------------|
| Age   | 18-25                                  | 141 (8.4%)   | 136 (8.5%)   | 5 (6.8%)   |
|   | 26-35                                  | 420 (25.0%)  | 403 (25.1%)  | 17 (23.0%) |
|   | 36-45                                  | 358 (21.3%)  | 342 (21.3%)  | 16 (21.6%) |
|   | 46-55                                  | 322 (19.2%)  | 302 (18.8%)  | 20 (27.0%) |
|   | 56-65                                  | 273 (16.3%)  | 263 (16.4%)  | 10 (13.5%) |
|   | 66+                                    | 165 (9.8%)   | 159 (9.9%)   | 6 (8.1%)   |
| Disabled  | Yes                                    | 577 (33.8%)  | 552 (33.8%)  | 25 (32.5%) |
|   | No                                     | 1132 (66.2%) | 1080 (66.2%) | 52 (67.5%) |
| Veteran   | Yes                                    | 68 (4.1%)    | 62 (3.9%)    | 6 (8.0%)   |
|   | No                                     | 1602 (95.9%) | 1533 (96.1%) | 69 (92.0%) |
| Race/Ethnicity<br><br><i>*Note – multiple responses allowed for this item, so total % is over 100%.</i> | African American/Black                 | 632 (38.2%)  | 627 (39.6%)  | 5 (6.8%)   |
|   | Asian                                  | 8 (0.5%)     | 8 (0.5%)     | 0 (0.0%)   |
|   | Caucasian/White                        | 989 (59.7%)  | 920 (55.6%)  | 69 (93.2%) |
|   | Hispanic or Latino/a                   | 52 (3.1%)    | 49 (3.0%)    | 3 (4.1%)   |
|   | Native American or Alaskan Native      | 13 (0.8%)    | 13 (0.8%)    | 0 (0.0%)   |
|   | Native Hawaiian or Pacific Islander    | 1 (0.1%)     | 1 (0.1%)     | 0 (0.0%)   |
|   | Other                                  | 14 (0.8%)    | 14 (0.8%)    | 0 (0.0%)   |
| Marital Status  | Single                                 | 1169 (68.5%) | 1126 (69.0%) | 43 (58.1%) |
|   | Common Law                             | 11 (0.6%)    | 11 (0.7%)    | 0 (0.0%)   |
|   | Married                                | 276 (16.2%)  | 262 (16.0%)  | 14 (18.9%) |
|   | Separated                              | 76 (4.5%)    | 70 (4.3%)    | 6 (8.1%)   |
|   | Divorced                               | 107 (6.3%)   | 100 (6.1%)   | 7 (9.5%)   |
|   | Widowed                                | 68 (4.0%)    | 64 (3.9%)    | 4 (5.4%)   |
|   | Other                                  | 0 (0.0%)     | 0 (0.0%)     | 0 (0.0%)   |
| Number in Household (including self)  | 1                                      | 644 (37.6%)  | 615 (37.5%)  | 29 (39.2%) |
|   | 2                                      | 383 (22.4%)  | 366 (22.3%)  | 17 (23.0%) |
|   | 3                                      | 282 (16.5%)  | 272 (16.6%)  | 10 (13.5%) |
|   | 4                                      | 201 (11.7%)  | 192 (11.7%)  | 9 (12.2%)  |
|   | 5                                      | 116 (6.8%)   | 113 (6.9%)   | 3 (4.1%)   |
|   | 6                                      | 58 (3.4%)    | 52 (3.2%)    | 6 (8.1%)   |
|   | 7                                      | 19 (1.1%)    | 19 (1.2%)    | 0 (0.0%)   |
|   | 8                                      | 9 (0.5%)     | 9 (0.5%)     | 0 (0.0%)   |
|   | 9                                      | 1 (0.1%)     | 1 (0.1%)     | 0 (0.0%)   |
| Children in Household   | Yes                                    | 609 (51.7%)  | 580 (51.6%)  | 29 (53.7%) |
|   | No                                     | 568 (48.3%)  | 543 (48.4%)  | 25 (46.3%) |
| Education (highest level achieved)  | K-12 grade / non-graduate              | 192 (10.9%)  | 180 (10.7%)  | 12 (16.0%) |
|   | High school diploma / GED              | 737 (41.2%)  | 699 (41.5%)  | 38 (50.7%) |
|   | Trade or vocational school             | 62 (3.5%)    | 58 (3.4%)    | 4 (5.3%)   |
|   | Some college                           | 410 (23.3%)  | 399 (23.7%)  | 11 (14.7%) |
|   | Associate's degree                     | 154 (8.8%)   | 148 (8.8%)   | 6 (8.0%)   |
|   | Bachelor's degree                      | 155 (8.8%)   | 151 (9.0%)   | 4 (5.3%)   |
|   | Master's degree / Post-graduate degree | 47 (2.7%)    | 47 (2.8%)    | 0 (0.0%)   |
|   | Doctorate                              | 2 (0.1%)     | 2 (0.1%)     | 0 (0.0%)   |
|   | No income                              | 181 (12.0%)  | 169 (11.7%)  | 12 (17.9%) |

|   |                                  |              |              |            |
|---|----------------------------------|--------------|--------------|------------|
| Monthly Net Income  | \$1 – 1,000                      | 696 (46.2%)  | 672 (46.6%)  | 24 (35.8%) |
|   | \$1,001 – 2,000                  | 478 (31.7%)  | 451 (31.3%)  | 27 (40.3%) |
|   | \$2,001 – 3,000                  | 75 (5.0%)    | 71 (4.9%)    | 4 (6.0%)   |
|   | \$3,001 – 4,000                  | 20 (1.3%)    | 20 (1.4%)    | 0 (0.0%)   |
|   | Over \$4,000                     | 58 (3.8%)    | 58 (4.0%)    | 0 (0.0%)   |
| Income Sources<br><br><i>*Note – multiple responses allowed for this item, so total % is over 100%.</i> | No income                        | 217 (12.5%)  | 207 (12.4%)  | 10 (13.2%) |
|   | Employment income                | 705 (40.5%)  | 679 (40.8%)  | 26 (34.2%) |
|   | Self-employed                    | 60 (3.4%)    | 58 (3.5%)    | 2 (2.6%)   |
|   | Unemployment insurance           | 36 (2.1%)    | 31 (1.9%)    | 5 (6.6%)   |
|   | Child support or alimony         | 115 (6.6%)   | 108 (6.5%)   | 7 (9.2%)   |
|   | General assistance / township    | 34 (2.0%)    | 34 (2.0%)    | 0 (0.0%)   |
|   | TANF / FIP                       | 67 (3.9%)    | 66 (4.0%)    | 1 (1.3%)   |
|   | Pension or retirement plan       | 53 (3.0%)    | 51 (3.1%)    | 2 (2.6%)   |
|   | Social Security (retirement)     | 407 (23.4%)  | 383 (23.0%)  | 24 (31.6%) |
|   | SSI or SSDI                      | 406 (23.3%)  | 393 (23.6%)  | 13 (17.1%) |
| Other   | 23 (1.3%)                        | 21 (1.3%)    | 2 (2.6%)     |            |
| Income Change in Past 12 Months   | Increased income                 | 205 (12.1%)  | 195 (12.0%)  | 10 (13.7%) |
|   | Decreased income                 | 644 (37.9%)  | 612 (37.6%)  | 32 (43.8%) |
|   | No change in income level        | 851 (50.1%)  | 820 (50.4%)  | 31 (42.5%) |
| Benefits  | SNAP                             | 1306 (75.7%) | 1251 (75.9%) | 55 (70.5%) |
|   | LIHEAP                           | 384 (22.2%)  | 368 (22.3%)  | 16 (20.5%) |
|   | PIPP                             | 85 (4.9%)    | 81 (4.9%)    | 4 (5.1%)   |
|   | Housing vouchers or subsidies    | 157 (9.1%)   | 153 (9.3%)   | 4 (5.1%)   |
|   | Medicaid                         | 916 (53.1%)  | 869 (52.7%)  | 47 (60.3%) |
|   | Food pantries                    | 425 (24.6%)  | 400 (24.3%)  | 25 (32.1%) |
|   | Free or reduced child care costs | 155 (9.0%)   | 147 (8.9%)   | 8 (10.3%)  |
|   | No benefits                      | 154 (8.9%)   | 146 (8.9%)   | 8 (10.3%)  |
| Other   | 16 (0.9%)                        | 16 (1.0%)    | 0 (0.0%)     |            |
| Resident of Bloomington West Side   | Yes                              | 500 (27.9%)  | 500 (27.9%)  | 0 (0.0%)   |

### Full demographic information for community stakeholders:

| Category | Response    | All Responses | McLean County | Livingston County |
|----------|-------------|---------------|---------------|-------------------|
| County   | - -         | 112           | 100 (89.3%)   | 12 (10.7%)        |
| Gender   | Female      | 97 (87.4%)    | 86 (86.9%)    | 11 (91.7%)        |
|          | Male        | 14 (12.6%)    | 13 (13.1%)    | 1 (8.3%)          |
|          | Transgender | 0 (0.0%)      | 0 (0.0%)      | 0 (0.0%)          |
| Age      | 15-25       | 9 (8.1%)      | 9 (9.0%)      | 0 (0.0%)          |

|  |   |            |            |           |
|--|---|------------|------------|-----------|
|  | 26-35   | 21 (18.9%) | 18 (18.0%) | 3 (25.0%) |
|  | 36-45   | 32 (28.8%) | 29 (29.0%) | 3 (25.0%) |
|  | 46-55   | 27 (24.3%) | 26 (26.0%) | 1 (8.3%)  |
|  | 56-65   | 16 (14.4%) | 13 (13.0%) | 3 (25.0%) |
|  | 66+   | 6 (5.4%)   | 4 (4.0%)   | 2 (16.7%) |
| Relationship to MCCA                             | Current MCCA board member                       | 11 (9.9%)  | 10 (10.0%) | 1 (9.1%)  |
|  | Current MCCA staff member                       | 18 (16.1%) | 18 (18.0%) | 0 (0.0%)  |
|  | Former MCCA staff/board member                  | 1 (0.9%)   | 1 (1.0%)   | 0 (0.0%)  |
|  | Staff or board member of other community agency | 32 (28.6%) | 28 (28.0%) | 4 (36.4%) |
|  | Funder or employee of funding agency            | 3 (2.7%)   | 3 (3.0%)   | 0 (0.0%)  |
|  | Other community stakeholder not described above | 46 (41.4%) | 40 (40.0%) | 6 (54.5%) |
| How many years have you served in this capacity? | 0-2   | 37 (33.3%) | 37 (37.0%) | 0 (0.0%)  |
|  | 3-5   | 24 (21.6%) | 21 (21.0%) | 3 (27.3%) |
|  | 6-10  | 18 (16.1%) | 14 (14.0%) | 4 (36.4%) |
|  | 11-15   | 15 (13.5%) | 13 (13.0%) | 2 (18.2%) |
|  | 16-20   | 4 (3.6%)   | 3 (3.0%)   | 1 (9.1%)  |
|  | 21-25   | 9 (8.1%)   | 8 (8.0%)   | 1 (9.1%)  |
|  | 26-30   | 1 (0.9%)   | 1 (1.0%)   | 0 (0.0%)  |
|  | Over 30 years                                   | 3 (2.7%)   | 3 (3.0%)   | 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)?

1,791 individuals responded for the 'Community Member' assessment, with 1,711 in McLean County and 80 in Livingston County. Although we did receive a few responses from individuals in other counties, those responses were removed from the dataset prior to analysis.

16.8% (300) of respondents reported that they had not heard of MCCA before completing the survey. Of those who had heard of MCCA prior to the survey, a majority (84.6%) reported that they had heard about MCCA by word of mouth, including the following responses: through a family member or friend (43.2%), a current or former MCCA client (38.2%), or because the household they grew up in received MCCA services (3.3%).

About half of respondents (983, 54.9%) reported that their household had not received any services from MCCA within the past 12 months. Of the 808 who responded that they had

received services from MCCA within the past 12 months, 90.2% reported receiving energy assistance (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 FY17 to FY18 responses.

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

- 651 (36.3%) – Getting financial assistance with utility bills (heating, electric, and/or water)
  - 36.3% overall, and 71.1% of those who identified a basic need
- 426 (23.8%) – Budgeting and/or managing money
  - 23.8% overall, and 37.1% of those who identified a housing need
- 373 (20.8%) – Finding a permanent full-time job that will support me and/or my family
  - 20.8% overall, and 55.7% of those who identified an employment need
- 305 (17.0%) – Getting food from food pantries, food banks, or food shelves
  - 17.0% overall, and 47.4% of those who identified a food or nutrition need
- 286 (16.0%) – Getting financial assistance with rent or mortgage payments
  - 16.0% overall, and 37.1% of those who identified a housing need
- 285 (15.9%) – Getting financial assistance to make car repairs
  - 15.9% overall, and 42.0% of those who identified a transportation need

The most-selected category was “**Basic Needs**,” with 48.9% (875) reporting that did not need help with basic needs (34.1%) or did not respond for the item (14.7%). Of the 916 (51.1%) respondents who reported wanting help with basic needs:

- 71.1% (651) - Getting financial assistance with my utility bills (heating, electric, and/or water) (82.2% (37) for LivCo residents)
- 28.9% (265) - Getting personal care items (soap, diapers, toilet paper, etc.) (20.0% for LivCo)
- 26.0% (238) - Getting basic furniture, appliances, or housewares
- 23.8% (218) - Having access to the internet

The second highest identified need was “**Financial/Legal**” with only 51.3% (919) of respondents reporting they did not need help with anything related to their financial or legal

situation (36.1%) or did not respond for the item (15.2%). This is a change from FY17, when “Housing” was the second-highest need. Of the 872 (48.7%) who reported wanting help:

- 48.9% (426) - Budgeting and/or managing money
- 28.0% (244) - Solving problems with a utility or telephone company (*45.0% for LivCo*)
- 24.1% (210) – Understanding credit scores
- 23.7% (207) - Solving problems with a credit card or loan company (*30.0% for LivCo*)
  - *Decreased by 8.9% from FY17 (32.6%)*

**Housing** – 57.0% (1,020) of respondents reporting that they did not need help with their current housing situation (41.9%) or didn’t respond for the item (15.0%). Of the 771 (43.0%) who reported wanting help:

- 37.1% (286) - Getting financial assistance with rent or mortgage payments (*45.2% for LivCo*)
- 29.8% (230) - Finding affordable housing that fits my family’s needs
- 27.9% (215) - Making my home more energy efficient
  - *42.9% for LivCo, an increase of 25.3% from FY17 (17.6%)*
- 26.7% (206) - Qualifying for a loan to buy a home
- *35.7% (15) of Livingston County respondents also identified “Getting financial assistance for home repairs” as a significant need (24.0% overall for both counties, 23.3% for McLean County).*

**Transportation** – 62.1% (1,113) of respondents said they did not need help with anything related to their family’s transportation needs (46.8%) or did not respond for the transportation item (15.3%). Of the 678 (37.9%) who reported wanting help:

- 42.0% (285) - Getting financial assistance to make car repairs (*32.4% for LivCo*)
- 35.3% (239) - Getting financial assistance to buy a dependable car (*26.5% for LivCo*)
  - *Increase of 9.0% from FY17 (26.3%)*
- 27.0% (183) - Getting financial assistance to buy car insurance
- *In FY17, 37.1% (13) of Livingston County residents identified “Getting financial assistance to pay car registration or license fee” as a transportation need, while only 23.5% (8) identified that as a need in FY18 (23.6% for both counties).*

**Employment** – 62.6% (1,121) said did not need any help with employment (51.9%) or did not respond for the item (10.7%). Of the 670 (37.4%) who reported wanting help:

- 55.7% (373) - Finding a permanent full-time job that will support me or my family
- 36.9% (247) - Knowing what jobs are available
- 34.3% (230) - Getting an education or training for the job that I want (*45.8% in LivCo*)
- 30.0% (201) - Getting transportation for the job that I want
  - *Increase of 6.3% from FY17.*
- *Although Livingston County responses were not consistent with the most-identified employment needs for both counties in FY17, they were much more similar to the overall percentages in FY18.*

**Food/Nutrition** - 64.0% (1,147) said they did not need help with food or nutrition (47.3%) or did not respond for the item (16.8%). Of the 644 (36.0%) who reported wanting help:

- 47.4% (305) - Getting food from food pantries, food banks, or food shelves
  - 45.7% in LivCo, a decrease of 19.3% from FY17 (65.0%)
- 34.3% (221) - Having enough food at home
  - 34.3% in LivCo, a decrease of 20.7% from FY17 (55.0%)
- 31.5% (203) - Learning how to stretch my food dollar (37.1% for LivCo)

**Education** – 66.2% (1,185) said they did not need help with any education-related needs (53.4%) or did not respond to the item (12.8%). Of the 606 (33.8%) who reported wanting help:

- 33.0% (200) - Getting financial assistance to complete my education or completing college aid forms (including FAFSA)
  - *These two response options were combined for FY18 due to low response rates for the 'college aid form' item in FY17.*
- 32.7% (198) - Obtaining a 2-year college degree (Associate's)
  - *Increased by 9.3% from FY17 (23.4%)*
- 24.1% (146) - Obtaining a high school diploma or GED/HSED
- 23.9% (145) – Obtaining a four-year college degree (Bachelor's)
  - *Increased by 5.7% from FY17 (18.2%)*
- 44.0% (11) Livingston County respondents identified “Learning how to use a computer” as a significant need (highest overall education-related need identified for Livingston County). Only 19.8% of McLean County residents identified this as a need.

**Health** – 70.5% (1,262) said they did not need help with any health-related issues (53.5%) or did not respond for the health question (16.9%). Of the 529 (29.5%) who reported wanting help:

- 37.4% (198) - Having affordable health or dental insurance
- 32.5% (172) – Dealing with stress, depression, or anxiety
  - *6.7% increase from FY17 (25.8%)*
- 30.1% (159) - Finding a dentist willing to accept Medicaid (35.9% for LivCo)
- 29.5% (156) - Having dental care available in my community (35.9% for LivCo)
- 28.2% (149) - Getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc. (38.5% for LivCo)

**Safety** – This was a new item for the FY18 Community Needs assessment. 83.8% (1,500) reported that they felt safe in all areas of their neighborhood and did not feel there were unmet needs (57.8%) or did not respond for the safety item (26.0%). Of the 291 (16.2%) who reported unmet safety needs, the most-identified needs were increased safety/security:

- 52.9% (154) – For children and youth who are going to and from school
- 43.3% (126) – In parks, playgrounds, and/or other outdoor recreational areas in the neighborhood
- 42.6% (124) – For children and youth while in school
- 40.9% (119) – For all residents going about their daily lives (in their homes)
- 40.5% (118) – For people walking in my neighborhood

- 39.9% (116) – For senior citizens who live in the community.

**Child Care/Child Development** - 280 households (15.6%) reported having at least one child under the age of 18 living with them and selected at least one of the Child Care/Development items.

- 37.5% (672) said they did not need help with any child care or child development needs and 46.8% (839) did not respond to any Child Care/Development items.
- Of the 280 (15.6%) who reported wanting help:
  - 41.8% (117) – Finding affordable child care (*62.5% for LivCo*)
  - 37.1% (104) - Getting financial assistance with school or club activities
    - *Decrease of 6.1% from FY17 (43.2%)*
  - 34.6% (97) - Getting financial assistance with child care costs
    - *Decrease of 15.4% from FY17 (50.0%)*
  - *FY17 responses for this item differed significantly, with 45.5% saying they needed financial assistance for school supplies (29.6% in FY18), 40.9% needed financial assistance with school fees (22.5% in FY18), and 36.4% needed help finding a before/after school program (27.9% in FY18).*

**Parenting** - 279 households (15.6%) reported having at least one child under the age of 18 living with them and selected at least one of the Parenting items.

- 634 (35.4%) reported that they did not need help with any parenting or family support needs and 49.0% (878) did not select any responses for the Parenting item.
- Of the 279 (15.6%) who reported wanting help:
  - 47.3% (132) - Learning how to help my children cope with stress, depression, or emotional issues
    - *Decreased by 23.1% from FY17 (70.4%)*
  - 39.1% (109) - Learning how to discipline my children more effectively (*30.0% for LivCo*)
  - 38.7% (108)- Learning how to set goals and plan for my family
    - *Decreased by 39.1% from FY17 (77.8%)*
  - *35.0% (7) of LivCo residents identified “Learning how to deal with my children who have displayed bullying or violent behavior” as a parental need. Comparatively, this was only 17.4% for McLean county residents (45), for an overall average of 18.6% of responses.*
  - *In FY17, 55.6% of respondents for this item (27 total responses) said “Learning how to communicate and deal with my teenager(s)” was a significant need, but only 33.3% identified this as a need in FY18.*

**Incarcerated Adult** – 87.2% (1,561) reported that they do not know anyone with an incarcerated adult in their family (55.3%) or did not select any of the items (31.9%). Of the 230 (12.8%) who reported concerns related to incarcerated adults (*only 10 responses [12.5%] in Livingston County*):

- 37.8% (87) - Transportation assistance (*20.0% for LivCo*)
  - *Increased by 18.1% from FY17 (19.7%)*
- 33.9% (78) – Stress relief (*20.0% for LivCo*)
  - *Increased by 16.8% from FY17 (17.1%)*

- 33.0% (76) – Obtaining employment (20.0% for LivCo)
  - Increase of 8.2% from FY17 (24.8%)
- 29.1% (67) – Job skills training (10.0% for LivCo)
  - Increase of 10.3% from FY17 (18.8%)
- “Financial assistance” dropped from 25.6% in FY17 to 17.4% in FY18
- 30.0% (3) of LivCo also identified “Medical bill assistance” as a need for individuals with incarcerated adults in their family.

### 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, 63.6% (1,139) of respondents responded that they did not have any unmet needs and 19.4% (348) did not respond for the item. Of the 304 (17.0%) respondents reported wanting or needing additional help with unmet needs, the most common identified needs were:

- Utility assistance (19.1%) (25.0% for LivCo)
- Transportation or car repair (18.1%)
- Financial counseling (17.1%) (10.0% for LivCo)
- Rent or mortgage assistance (15.5%) (5.0% for LivCo)
- 15.0% of Livingston County residents reported needing health or dental care (6.0% for McLean County).

When asked what one thing the respondent would most like to see improved in their neighborhood, 15.9% (284) reported that there was nothing they would change about their neighborhood and 48.3% (865) did not respond for the item. Of the 642 (35.8%) individuals who reported that they would like to see an improvement in their neighborhood:

- 12.0% (111) – Improved appearance and/or cleanliness of their neighborhood and/or home
- 10.6% (98) – More law enforcement presence, safer environment, and/or less crime
- 9.9% (92) – Street or sidewalk repairs
- 8.0% (74) – More youth activities and programs available (12.5% in LivCo)
- McLean County: 8.1% (72) said they would like more community activities and/or community engagement.

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 – 19.5%
- Some – 27.4%
- Quite a few – 22.5%
- Most – 18.6% (decreased by 6.2% from FY17)
- Almost everyone – 11.9%

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 – 33.5%
  - Increase of 5.3% from FY17 (28.2%)

- 28.8% for LivCo, which is an 11.2% decrease from FY17 (40.0%)
- Some – 30.8%
- Quite a few – 20.7% (28.8% LivCo)
- Most – 8.5%
- Almost everyone – 6.6%

71.0% (1,069) of respondents reported that they would prefer to attend workshops on weekdays from 8:00 - 4:30. 34.0% (497) 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 FY18, 1,258 (70.2%) 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?
    - 97.5% (1,218/1,249) said yes (97.6% in McLean, 95.2% LivCo)
  - ... were you treated with respect?
    - 99.7% (1,254/1,258) said yes (99.7% in McLean, 100% LivCo)
  - ...was the staff friendly and helpful?
    - 99.1% (1,239/1,250) said yes (99.1% in McLean, 100% LivCo)
  - ...did you get the information and/or services you needed?
    - 98.8% (1,156/1,170) said yes (98.8% in McLean, 97.6% LivCo)
  - ...were you informed about other agency or community services?
    - 93.2% (1,049/1,125) said yes (93.4% in McLean, 89.7% LivCo)
  - Would you recommend MCCA to your family or friends?
    - 99.2% (1,235/1,245) said yes (99.2% McLean, 100% 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 6 individuals (0.3%) left specific feedback or comments for agency improvements (all McLean County residents), related to improving customer service skills for incoming calls and assisting individuals arriving for appointments or to obtain information about programs and/or appointments.

## Community Stakeholders

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

We had 112 total community stakeholders respond for the FY18 Community Needs Assessment (Community Stakeholders), with 100 (89.3%) in McLean County and 12 (10.7%) in Livingston County. Because of the small sample size of responses from Livingston County, most of the response data compiled in this section will include community stakeholder responses overall. However, if there was a strong difference in responses between McLean and Livingston county respondents, that information will be noted.

*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 needs identified for low-income families were affordable child care programs (particularly in Livingston County), emergency shelters (especially in Livingston County), affordable dental services, and transportation availability. 75.5% (74) of stakeholders from both counties (100% in Livingston County) identified that their county has few or no dental options for low-income individuals, and 60.2% (an overall decrease of 17.6% from FY17) of respondents identified it as a major challenge for low-income households (90.9% in Livingston County). McLean and Livingston County stakeholders identified that affordable wellness programs (nutrition, exercise, etc.) for low-income individuals and families are often not readily available, with 77.8% (77) said there are few to no programs available.

Overall, community stakeholders in both counties reported that schools in the community generally meet the educational need of children they serve (58.6% said “in most cases”). However, both counties identified that there is a need for mentoring and leadership programs (80.4%), after school supervision programs (79.5%), affordable school and/or community activities (68.8%), and behavioral disorder services (68.8%) for community youth (ages 5-17). *Community members also identified a need for affordable youth and after-school programs.*

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 (86.7%), yard work or snow removal (85.7%), housework (75.5%), transportation (74.5%), energy and utility costs (73.5%), managing medications (72.4%), and grocery shopping (72.4%).

McLean county stakeholders identified that there are a good number of living wage employment opportunities in the community (79.0% said ‘some’ or ‘many’), while only 50.0% of Livingston County stakeholders said that there were ‘some’ opportunities available (the other 50% said “few”). 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 (80.4%), get transportation when needed (80.4%), and lack of education (78.6%).

Employment (86.9%), job training (76.8%), and housing (74.7%) were identified as areas that stakeholders believe low-income households need the most assistance with, although financial planning, transportation, and mental health (all 70.7%) and education (68.7%) were also identified as high needs. Stakeholders believe that low-income families need information, education, guidance, and/or assistance primarily with financial coaching-related topics, including budgeting or money management issues (85.9%), credit cards or financial credit issues (71.7% overall, 58.3% in Livingston County), car title or payday loans (68.7%), and banking [checking and savings accounts] (65.7% overall, 33.3% in Livingston County). They also felt that home-related costs like home energy/utility cost issues (70.7%) and home repair/maintenance (64.6% overall, 75% in Livingston County) were important informational topics. However, stakeholders in both counties agreed that homes in their community were generally in good repair (87.9% said ‘some’ or ‘most’), which is a 5.1% decrease from the FY17 Community Needs survey.

A few other additional challenges stakeholders identified for low-income households in both counties include obtaining living-wage employment (79.6%), housing (75.5%), and mental health services (76.5%, a 12.7% increase from FY17). Livingston County stakeholders continue to identify that access to child care (90.9%), dental care (90.9%), and transportation (81.8%), are major challenges for low-income households in the community.

### Limitations for FY18 and Plans for FY19

We made a significant effort to increase response collection in FY18 and saw great results, increasing our Community Members responses by 1,425 (489% increase) and increasing our Community Stakeholders by 65 responses (238% increase). However, most responses continue to be from individuals seeking LIHEAP services through MCCA, and we intend to further diversify our responses for FY19 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.

### FY19 Changes to Community Needs Assessment & Distribution

For the FY19 Community Needs Assessment (Community Members version), some minor changes were made to response options based on responses from FY17 and FY18 surveys:

- (*Demographic*) Changed “Are you disabled” to “Do you have a documented disability?”
- (*Demographic*) Removed “Common law” from the marital status response options and added “Divorced” and “Widowed” based on responses received in FY17 and FY18.
- (*Demographic*) Added “Medicare” to the benefits options.
- (*Demographic*) Moved the “West Bloomington” item to be included in the demographic items, rather than neighborhood items.
- (*Health*) Added “Finding an affordable wellness and/or exercise program” to the health item to match available options in the Stakeholders version of the survey, since stakeholders identified it as a major need.
- (*Unmet Needs*) Updated the online version of the ‘unmet needs’ item to include a drop-down menu of most-identified needs to help identify common unmet needs more easily during analysis.

- (*Neighborhood Improvements*) Added “Nothing” as a response option in the online version based on FY17 and FY18 responses.
- (*How did you hear about MCCA*) Clarified some of the response options, removed “phone book or public directory” due to low responses, and combined “Television” and “Radio” due to low responses.
- (*Workshop availabilities*) Changed from “select one” to “select all that apply.”
- (*Needs items*) Added “Prefer not to respond” option to the online version only for any needs items that do not include an “Other” response to help with data analysis (to be used for data entry for surveys with items left blank on the paper copy).

The following minor changes were made to the Community Stakeholders version of the Community Needs Assessment for FY19:

- “Service availability” items were moved to group all similar items together (in past years there were two groups of “service availability” items split by youth-focused questions).
- (*Public Transportation*) Removed “trolley” due to low response rates.
- (*Public Transportation*) Added “Amtrak/Train” and “Uber, Lyft, or other ride share service” based on “other” responses from FY18.