

Tri-County Opportunities Council
Community Action Agency
FACT SHEET – 2020

SERVICE AREA: Bureau, Carroll, LaSalle, Lee, Marshall, Ogle, Putnam, Stark, and Whiteside Counties in Illinois, 5454 square miles

TOTAL 2020 FUNDING:	\$ 17,527,791	TOTAL 2020 STAFF: (W-2's)	246
Federal:	\$ 15,238,699	TOTAL 2020 PAYROLL/FRINGE:	\$7.01 million
State:	\$ 1,475,313	TOTAL VOLUNTEER HOURS:	20,535 hrs.
Other:	\$ 813,779	VOLUNTEER SAVINGS:	\$332,114
INKIND & PROFESSIONAL SERVICES:	\$ 37,189		

Major Program Activities, Achievements, Results and Outcomes

Community Services Block Grant (CSBG)

- **Skills Training & Opportunities:**
 - **Project Employment** provided 22 customers opportunities to obtain certification and/or training in order to achieve employment with a living wage.
- **Family & Community Development:**
 - 683 customers received case management services to assist them with stabilization and achievement of a higher level of self-sufficiency.
 - 7 customers received assistance to obtain necessary employment supplies.
 - 48 households received assistance to purchase school supplies for their children.
 - 10 children received funding assistance to participate in community, school and wellness activities.
 - 186 customers received direct utility assistance toward a water/sewer bill.
 - 30 homeowners received funding for minor home repairs to maintain a safe home.
 - 21 customers received assistance for medical needs and 9 customers received assistance for dental needs.
 - 90 seniors received grocery vouchers to address the gap in meal service.
 - 115 families received financial assistance to purchase diapers for their children.
 - 210 families received assistance to purchase personal care products.
 - 78 customers received transportation financial assistance to maintain employment or attend school.
 - 7 customers received assistance to obtain necessary identification documents.
- **Scholarship Program:** 14 scholarships were awarded to eligible customers pursuing a post-secondary education at an accredited Illinois institution of higher learning.
- **Emergency Assistance:** 120 customers affected by a disaster beyond their control were assisted with direct emergency assistance to meet basic needs. 55 received temporary housing, 9 received permanent housing, 7 received home repairs, 42 received food assistance and 7 received emergency clothing.
- **Outreach Services:** 1,287 customers were provided comprehensive needs assessments, information and referrals.

COVID-19 Programs and Relief Funding

- **CARES Act Work Programs**
 - 895 households received rent assistance in order to avoid an eviction.
 - 178 households received mortgage assistance in order to avoid foreclosure.

- 92 households received utility assistance towards their primary and secondary heating sources and/or utility arrears.
 - 1 household received prescription assistance.
 - 78 households received transportation services to meet their transportation needs.
 - 76 households that do not receive SNAP benefits received food assistance.
- **COVID Relief Funds**
 - Quad Cities Community Foundation Funds (Carroll and Whiteside counties)**
 - 22 households affected by COVID-19 received rent assistance in order to avoid an eviction.
 - 2 households affected by COVID-19 received mortgage assistance in order to avoid foreclosure.
 - 3 households affected by COVID-19 received utility assistance towards their arrears.
 - Timken Foundation Funds (Residents of Fulton in Whiteside County)**
 - 8 households affected by COVID-19 received rent assistance in order to avoid an eviction.
 - 13 households affected by COVID-19 received utility assistance towards either electric, gas, or water bill.
 - City of Peru Funds (Residents of Peru in LaSalle County)**
 - 9 households affected by COVID-19 received rent assistance in order to avoid an eviction.
 - 2 households affected by COVID-19 received mortgage assistance in order to avoid foreclosure.
 - Illinois Association of Community Action Agencies (IACAA)**
 - 21 households affected by COVID-19 received rent assistance in order to avoid an eviction.
 - 4 households affected by COVID-19 received mortgage assistance in order to avoid foreclosure.
 - 13 households affected by COVID-19 received utility assistance towards either their electric, gas, or water bill.

Housing Programs:

- **Emergency Solutions Grant (ESG):** 24 homeless families received assistance to obtain housing.
- **Homeless Prevention:** 102 households received one-time assistance with rent/deposit or mortgage to prevent homelessness.
- **Voucher Shelter:** 17 individuals received emergency shelter to prevent homelessness.
- **Rental Housing Support:** 25 households received monthly rental assistance while living in participating landlord properties.

Bureau County Food Pantry:

The pantry provided 1,233 households (2,853 individuals) with emergency food assistance to meet their basic food needs. 11,641 pounds of food was donated to the pantry in 2020 and 9,701 meals were provided.

Foster Grandparent Program

Provides stipend volunteer opportunities for low-income individuals age 55 and over who give supportive mentoring services to at-risk children. Impacts on the children are measured throughout the year. In 2020, the program had 69 Foster Grandparent volunteers working in 32 different volunteer station sites and providing mentoring services to a total of 292 children.

Early Head Start/Head Start

- **Early Head Start:** Comprehensive Early Head Start services were provided for 191 pregnant women, infants or toddlers through both center and home-based options. This is a full-year program with the same services as those in the Head Start Program. This program provides services to pregnant women, infants and toddlers throughout three licensed centers and home-based programming options.
- **Head Start:** This comprehensive child and family development program provided center-based services for 577 three and four-year-old children from families experiencing low-income. The program operates 17 licensed centers with 8 part-day classes, 19 extended day classes, and three full-day/full-year classes. Key components of the program are:

school readiness; social and emotional development; medical, dental, mental health and nutrition services; support to children with disabilities and special needs; family supportive services; and parent education and involvement opportunities.

Low-Income Home Emergency Assistance Program (LIHEAP)

The Low Income Home Energy Assistance Program (LIHEAP) assists households at or below 200% of the federal poverty guidelines with their home energy needs. Guidelines for new PIPP enrollment was set at or below 150% of the federal poverty guidelines and PIPP re-certifications were at or below 200% of the federal poverty guidelines. The Percentage of Income Payment Plan program (PIPP) assists households with maintaining their energy bills while staying on a budget plan with their utility company. Applicants were given the choice between the PIPP Program and the LIHEAP Program, choosing the program that best fits their family needs. In 2020, 7,395 households were assisted with LIHEAP funding and an additional 1,039 households were assisted through enrollment in PIPP program. The program also assisted 63 households with furnace repairs/replacements, 230 households with the Jo/Carroll Neighbor-to-Neighbor program, 85 households with the ComEd Hardship program, 198 households with the Ameren Cares Grant and 42 households with the Nicor Energy Aide program. Financial literacy and energy conservation tips were provided to clients at the time of application.

Illinois Home Weatherization Assistance Program

Funded by HHS, DOE, and the State of Illinois funds, 62 homes we made more energy efficient during 2020. Weatherization includes such measures as weather stripping, caulking, insulation, set-back thermostats, replacement of windows, doors and refrigerators, if needed. There is also a furnace repair/replacement component. The outcome of this program is to reduce the amount of fuel needed to heat the home. Total program expenditures were \$468,842.32

Housing Program

The agency owns 14 buildings located in Sterling, Rock Falls, Dixon and Wyanet with a total of 29 rental units. All 29 units are affordable housing for low-income individuals and families.



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BUREAU COUNTY

Major Program Activities, Achievements, Results and Outcomes

Community Services Block Grant (CSBG):

- **Family & Community Development:**
 - 8 customers received case management services to assist them with stabilization and achievement of a higher level of self-sufficiency.
 - 3 households received assistance to purchase school supplies for their children.
 - 1 homeowner received funding for minor home repairs to maintain a safe home.
 - 1 senior received a grocery voucher to address the gap in meal service.
 - 2 households received financial assistance to purchase personal care products.
- **Scholarship Program:** 1 scholarship was awarded to an eligible customer pursuing a post-secondary education at an accredited Illinois institution of higher learning.
- **Emergency Assistance:** 8 customers affected by a disaster beyond their control was assisted with direct emergency assistance to meet basic needs.
- **Outreach Services:** 125 customers were provided comprehensive needs assessments, information and referrals.

Housing Programs:

- **Emergency Solutions Grant (ESG):** 1 homeless family received assistance to obtain housing.
- **Homeless Prevention:** 6 households received one-time assistance with rent/deposit or mortgage to prevent homelessness.

Bureau County Food Pantry:

The pantry provided 1,233 households/2,853 individuals with emergency food assistance to meet their basic food needs. 11,641 pounds of food was donated to the pantry in 2019 and 9,701 meals were provided.

Covid-19 Programs and Relief Funding

- **CARES Act Work Programs:**
 - 20 households received rent assistance in order to avoid an eviction.
 - 5 households received mortgage assistance in order to avoid foreclosure.
 - 1 household received utility assistance towards their primary and secondary heating source and/or utility arrears.
 - 1 household received prescription assistance.
 - 1 household received transportation services to meet their transportation needs.

- **COVID Relief Funds:**
Illinois Association of Community Action Agencies (IACAA)
 - 1 household affected by COVID-19 received utility assistance towards either their electric, gas or water bill.

Foster Grandparent Program:

- 7 Grandparent volunteers were assigned to 5 volunteer station sites and virtual services were provided to 110 students. These 7 grandparents provided 8,017 volunteer hours in 2020.

Early Head Start/Head Start:

- **Early Head Start:** Early Head Start serves pregnant women and children birth up to 3 years of age. This program served 16 Marshall County children in a combined Bureau/Putnam/Marshall County home-based option during 2020. Early Head Start is a full-year program with the same services as those in Head Start. Based on a dollar per child calculation, \$184,592 was spent on this combined service area during 2020.
- **Head Start:** The program provided child and family development services to 18 center-based children. The center is located in Spring Valley. Children served in the Head Start Program are 3 and 4 year olds. Key components of the program are: school readiness; social and emotional development; medical services; dental services; mental health services; nutrition services; support to children with disabilities and special needs; family supportive services; parent education; parent involvement opportunities. Based on a dollar per child calculation, \$190,854 was spent within the county for these services.

Low Income Home Energy Assistance Program (LIHEAP):

- **LIHEAP:** This program assists households at or below 200% of poverty with their home energy needs. Financial literacy and energy conservation tips are provided to members of the eligible households. In 2020, the LIHEAP program assisted 540 households through LIHEAP funding.
- **Percentage of Income Payment Plan (PIPP):** PIPP is a program option for LIHEAP eligible clients that is funded with state LIHEAP funds. The program served 150 households with PIPP funding.
- **Furnace Repairs/Replacements:** The program assisted 6 households with furnace repair/replacement.
- **Ameren Cares Grant:** The program assisted 36 households with Ameren Cares Grant.
- **Nicor Gas Energy Aide:** The program assisted 1 household through the Nicor Energy Aide program.

Illinois Home Weatherization Assistance Program:

- Weatherization includes such measures as weather stripping, caulking, insulation, set-back thermostats, replacement of windows and doors, replacement of non-energy efficient refrigerators and water heaters, etc. There is also a furnace repair/replacement component to the program. The agency assisted addressed issues in 9 homes during the 2020 year. The cost of that work for labor and materials was \$74,492.67.

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CARROLL COUNTY

Major Program Activities, Achievements, Results and Outcomes

Community Services Block Grant (CSBG):

- **Skills Training & Opportunities:**
 - **Project Employment** provided 3 customers with the opportunity to obtain certification and/or training to achieve employment with a living wage.
- **Family & Community Development:**
 - 161 customers received case management services to assist them with stabilization and achievement of a higher level of self-sufficiency.
 - 7 customers received assistance to obtain necessary employment supplies.
 - 6 households received assistance to purchase school supplies for their children.
 - 2 children were provided funding to participate in community, school and wellness activities.
 - 50 households received direct utility assistance toward a water/sewer bill.
 - 6 homeowners received funding for minor home repairs to maintain a safe home.
 - 4 customers received assistance for medical needs and 3 customers received assistance for dental needs.
 - 51 seniors received grocery vouchers to address the gap in meal service.
 - 36 families received financial assistance to purchase diapers for their children.
 - 95 families received assistance to purchase personal care products.
 - 35 customers received transportation financial assistance to maintain employment, attend school or to meet basic needs.
 - 7 customers were provided assistance to obtain necessary identification documents.
- **Scholarship Program:** 1 scholarship was awarded to an eligible customer pursuing a post-secondary education at an accredited Illinois institution of higher learning.
- **Emergency Assistance:** 1 customer affected by a disaster beyond their control was assisted with direct emergency assistance to meet basic needs.
- **Outreach Services:** 157 customers were provided comprehensive needs assessments, information and referrals.

COVID-19 Programs and Relief Funding

- **CARES Act Work Programs**
 - 17 households received rent assistance in order to avoid an eviction.
 - 2 households received mortgage assistance in order to avoid foreclosure.
 - 1 household received utility assistance towards their primary and secondary heating sources and/or utility arrears.
 - 4 households received transportation services to meet their transportation needs.

- 5 households that do not receive SNAP benefits received food assistance.
- **COVID Relief Funds**
 - **Quad Cities Community Foundation Funds (Carroll and Whiteside counties)**
 - 8 households affected by COVID-19 received rent assistance in order to avoid an eviction.
 - 1 household affected by COVID-19 received mortgage assistance in order to avoid foreclosure.
 - 3 households affected by COVID-19 received utility assistance towards their arrears.
 - **Illinois Association of Community Action Agencies (IACAA)**
 - 3 households affected by COVID-19 received rent assistance in order to avoid an eviction.
 - 1 household affected by COVID-19 received utility assistance towards either their electric, gas, or water bill.

Housing Programs:

- **Homeless Prevention:** 4 households were assisted with one-time assistance with rent/deposit or mortgage assistance to prevent homelessness.
- **Voucher Shelter:** 1 individual received emergency shelter to prevent homelessness.
- **Rental Housing Support:** 6 households received monthly rental assistance while living in participating landlord properties.

Foster Grandparent Program:

- 4 Grandparent volunteers were assigned to 3 volunteer station sites and assisted 17 at-risk children with mentoring services. These 4 grandparents provided 4,708 volunteer hours in 2020.

Early Head Start/Head Start:

- **Early Head Start:** No Early Head Start services within the county.
- **Head Start:** The program provided child and family development center-based services to 17 children in 2020. The center is located in Savanna. Children served in the Head Start Program are 3 and 4 year olds. Key components of the program are: school readiness; social and emotional development; medical services; dental services; mental health services; nutrition services; support to children with disabilities and special needs; family supportive services; parent education; parent involvement opportunities. Based on a dollar per child calculation, \$180,251 was spent within the county for these services.

Low Income Home Energy Assistance Program (LIHEAP):

- **LIHEAP:** This program assists households at or below 200% of poverty with their home energy needs. Financial literacy and energy conservation tips are provided to members of the eligible households. In 2020 the LIHEAP program assisted 652 households through LIHEAP funding.
- **Percentage of Income Payment Plan (PIPP):** PIPP is a program option for LIHEAP eligible clients that is funded with state LIHEAP funds. The program served 6 households in 2020.
- **Jo-Carroll Neighbor-to-Neighbor Assistance Program:** The agency took applications for 230 households for the Neighbor-to-Neighbor program.

- ***Furnace Replacement/Repair:*** The program assisted 7 households with furnace replacement/repair.
- ***Nicor Energy Aide:*** The program assisted 2 households through the Nicor Energy Aide program.

Illinois Home Weatherization Assistance Program:

- Weatherization includes such measures as weather stripping, caulking, insulation, set-back thermostats, replacement of windows and doors, replacement of non-energy efficient refrigerators and water heaters, etc. There is also a furnace repair/replacement component to the program. The agency assisted addressed issues in 6 homes during the 2020 year. The cost of that work for labor and materials was \$60,519.50.

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LASALLE COUNTY

Major Program Activities, Achievements, Results and Outcomes

Community Services Block Grant (CSBG):

- ***Skills Training & Opportunities:***
 - **Project Employment** provided 1 customer with the opportunity to obtain certification and/or training to achieve employment with a living wage.
- ***Family & Community Development:***
 - 74 customers received case management services to assist them with stabilization and achievement of a higher level of self-sufficiency.
 - 1 customer received assistance to obtain necessary employment supplies.
 - 13 households received assistance to purchase school supplies for their children.
 - 3 children received funding assistance to participate in community, school and wellness activities.
 - 3 customers received direct utility assistance toward a water/sewer bill.
 - 2 homeowners received funding for minor home repairs to maintain a safe home.
 - 9 customers received assistance for medical needs and 2 customers received assistance for dental needs.
 - 24 seniors received grocery vouchers to address the gap in meal service.
 - 19 families received financial assistance to purchase diapers for their children.
 - 52 families received assistance to purchase personal care products.
 - 12 customers received transportation financial assistance to maintain employment, attend school, or meet basic needs.
- ***Scholarship Program:*** 4 scholarships were awarded to eligible customers pursuing a post-secondary education at an accredited Illinois institution of higher learning.
- ***Emergency Assistance:*** 1 customer affected by a disaster beyond their control was assisted with direct emergency assistance to meet basic needs.
- ***Outreach Services:*** 307 customers were provided comprehensive needs assessments, information and referrals.

COVID-19 Programs and Relief Funding

- **CARES Work Programs**
 - 86 households received rent assistance in order to avoid an eviction.
 - 10 households received mortgage assistance in order to avoid foreclosure.

- 5 households received utility assistance towards their primary and secondary heating sources and/or utility arrears.
 - 9 households received transportation services to meet their transportation needs.
 - 9 households that do not receive SNAP benefits received food assistance.
- **COVID Relief Funds**
 - **City of Peru Funds (Residents of Peru in LaSalle County)**
 - 9 households affected by COVID-19 received rent assistance in order to avoid an eviction.
 - 2 households affected by COVID-19 received mortgage assistance in order to avoid foreclosure.
 - **Illinois Association of Community Action Agencies (IACAA)**
 - 15 households received rent assistance in order to avoid an eviction due to being affected by COVID-19.
 - 2 households received mortgage assistance in order to avoid foreclosure due to being affected by COVID-19.
 - 5 households received utility assistance towards either their electric, gas, or water bill due to being affected by COVID-19.

Housing Programs:

- **Emergency Solutions Grant (ESG):** 7 homeless families received assistance to obtain housing.
- **Homeless Prevention:** 24 households received one-time assistance with rent/deposit or mortgage to prevent homelessness.
- **Voucher Shelter:** 8 individuals received emergency shelter to prevent homelessness.

Foster Grandparent Program:

- 3 Grandparent volunteers were assigned to 3 volunteer station sites and virtual services were provided to 34 students. These 3 grandparents provided 2,728 volunteer hours in 2020.

Early Head Start/Head Start:

- **Early Head Start:** Early Head Start serves pregnant women and children birth through 3 years of age. The agency served 105 Early Head Start pregnant women and children during 2020. Early Head Start is a full-year program with the same services as those in the Head Start program. Based on a dollar per child calculation, \$1,211,385 was spent on this option during 2020.
- **Head Start:** The program provided child and family development, center-based services to 258 children in 2020. Centers are located in Earlville, Mendota, LaSalle, Peru, Ottawa, Seneca and Streator. Children served in the Head Start Program are 3 and 4 year olds. Key components of the program are: school readiness; social and emotional development; medical services; dental services; mental health services; nutrition services; support to children with disabilities and special needs; family supportive services; parent education; parent involvement opportunities. Based on a dollar per child calculation, \$2,735,574 was spent within the county for these services in 2020.

Low Income Home Energy Assistance Program (LIHEAP):

- **LIHEAP:** This program assists households at or below 200% of poverty with their home energy needs. Financial literacy and energy conservation tips are provided to members of the eligible households. In 2020 the LIHEAP program assisted 2,259 households through LIHEAP funding.
- **Percentage of Income Payment Plan (PIPP):** PIPP is a program option for LIHEAP eligible clients that is funded with state LIHEAP funds. The program served 485 households with PIPP funding in 2020.
- **COM-ED Hardship Program:** The program assisted 23 households through the COM-ED Hardship program.
- **Ameren Cares Grant:** The Agency assisted 127 Ameren customers with services through the Ameren Cares Grant.
- **Furnace Repair/Replacement:** The program assisted 19 households with furnace repair/replacements.
- **Nicor Energy Aide:** The program assisted 6 households through the Nicor Energy Aide program.

Illinois Home Weatherization Assistance Program:

- Weatherization includes such measures as weather stripping, caulking, insulation, set-back thermostats, replacement of windows and doors, replacement of non-energy efficient refrigerators and water heaters, etc. There is also a furnace repair/replacement component to the program. The agency assisted addressed issues in 15 homes during the 2020 year. The cost of that work for labor and materials was \$104,519.45.

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LEE COUNTY

Major Program Activities, Achievements, Results and Outcomes

Community Services Block Grant (CSBG):

- **Skills Training & Opportunities:**
 - **Project Employment** provided 2 customers with the opportunity to obtain certification and/or training to achieve employment with a living wage.
- **Family & Community Development:**
 - 29 customers received case management services to assist them with stabilization and achievement of a higher level of self-sufficiency.
 - 1 customer received assistance to obtain necessary employment supplies.
 - 9 customers received direct utility assistance toward a water/sewer bill.
 - 1 homeowner received funding for minor home repairs to maintain a safe home.
 - 1 customer received health assistance to meet their medical needs and 1 customer received dental assistance for their dental needs.
 - 5 seniors received grocery vouchers to address the gap in meal service.
 - 2 families received financial assistance to purchase diapers for their children.
 - 1 household received assistance to purchase personal care products.
 - 6 customers received transportation financial assistance to maintain employment, attend school or meet basic needs.
 - 1 customer received assistance to obtain necessary identification documents.
- **Scholarship Program:** 3 scholarships were awarded to eligible customers pursuing a post-secondary education at an accredited Illinois institution of higher learning.
- **Outreach Services:** 116 customers were provided comprehensive needs assessments, information and referrals.

COVID-19 Programs and Relief Funding

- **CARES Act Work Programs**
 - 42 households received rent assistance in order to avoid an eviction.
 - 7 households received mortgage assistance in order to avoid foreclosure.
 - 1 households received utility assistance towards their primary and secondary heating sources and/or utility arrears.
 - 7 households received transportation services to meet their transportation needs.
- **COVID Relief Funds**

Illinois Association of Community Action Agencies (IACAA)

- 1 household received rent assistance in order to avoid an eviction due to being affected by COVID-19.

Housing Programs:

- **Emergency Solutions Grant (ESG):** 4 homeless families received assistance to obtain housing.
- **Homeless Prevention:** 8 households received one-time assistance with rent/deposit or mortgage to prevent homelessness.
- **Rental Housing Support:** 2 households received monthly rental assistance while living in participating landlord properties.

Foster Grandparent Program:

- 21 Grandparent volunteers were assigned to 9 volunteer station sites and assisted 33 at-risk children with mentoring services. These 21 grandparents provided 17,436 volunteer hours in 2020.

Early Head Start/Head Start:

- **Early Head Start:** Early Head Start serves pregnant women and children birth through 3 years of age. The program served 18 Pregnant women, infants and toddlers in 2020. Early Head Start is a full-year program with the same services as those in the Head Start program. Based on a dollar per child calculation, \$207,666 was spent on this option during 2020.
- **Head Start:** The program provided child and family development, center-based services to 49 children in 2020. The center is located in Dixon. Children served in the Head Start Program are 3 and 4 year olds. Key components of the program are: school readiness; social and emotional development; medical services; dental services; mental health services; nutrition services; support to children with disabilities and special needs; family supportive services; parent education; parent involvement opportunities. Based on a dollar per child calculation, \$519,547 was spent within the county for these services in 2020.

Low Income Home Energy Assistance Program (LIHEAP):

- **LIHEAP:** This program assists households at or below 200% of poverty with their home energy needs. Financial literacy and energy conservation tips are provided to members of the eligible households. In 2020 the LIHEAP program assisted 775 households through LIHEAP funding.
- **Percentage of Income Payment Plan (PIPP):** PIPP is a program option for LIHEAP eligible clients that is funded with state LIHEAP funds. The program served 107 households with PIPP funding in 2020.
- **COM-ED Hardship Program:** The program assisted 20 households through the COM-ED Hardship program.
- **Furnace Repair/Replacement:** The program assisted 13 households with furnace repair/replacement.
- **Nicor Energy Aide:** The program assisted 9 households through the Nicor Energy Aide program.

Illinois Home Weatherization Assistance Program:

- Weatherization includes such measures as weather stripping, caulking, insulation, set-back thermostats, replacement of windows and doors, replacement of non-energy efficient

refrigerators and water heaters, etc. There is also a furnace repair/replacement component to the program. The agency assisted addressed issues in 6 homes during the 2020 year. The cost of that work for labor and materials was \$39,924.59.

Tri-County Opportunities Council
Community Action Agency
FACT SHEET 2020

MARSHALL COUNTY

Major Program Activities, Achievements, Results and Outcomes

Community Services Block Grant (CSBG):

- **Skills Training & Opportunities:**
 - **Project Employment** provided 1 customer with the opportunity to obtain certification and/or training in order to achieve employment with a living wage.
- **Family & Community Development:**
 - 14 customers received case management services to assist them with stabilization and achievement of a higher level of self-sufficiency.
 - 1 household received assistance to purchase school supplies for their children.
 - 4 families received financial assistance to purchase diapers for their children.
 - 6 households received assistance to purchase personal care products.
 - 4 customers received transportation financial assistance to maintain employment, attend school or meet basic needs.
 - 1 customer received assistance to obtain necessary identification documents.
- **Emergency Assistance:** 1 customer affected by a disaster beyond their control was provided direct emergency assistance in order to meet basic needs.
- **Outreach Services:** 46 customers were provided comprehensive needs assessments, information and referrals.

COVID-19 Programs and Relief Funding

- **CARES Act Work Programs**
 - 18 households received rent assistance in order to avoid an eviction.
 - 2 households received utility assistance towards their primary and secondary heating sources and/or utility arrears.

Foster Grandparent Program:

- There were no Foster Grandparents in Marshall County during the 2020 year.

Early Head Start/Head Start:

- **Early Head Start:** Early Head Start serves pregnant women and children birth up to 3 years of age. This program served 16 Marshall County children in a combined Bureau/Putnam/Marshall County home-based option during 2020. Early Head Start is a full-year program with the same services as those in Head Start. Based on a dollar per child calculation, \$184,592 was spent on this combined service area during 2020.

- **Head Start:** The program provided child and family development, center-based services to 18 children in 2020. The center is located in Lacon. Children served in the Head Start Program are 3 and 4 year olds. Key components of the program are: school readiness; social and emotional development; medical services; dental services; mental health services; nutrition services; support to children with disabilities and special needs; family supportive services; parent education; parent involvement opportunities. Based on a dollar per child calculation, \$190,854 was spent within the county for these services in 2020.

Low Income Home Energy Assistance Program (LIHEAP):

- **LIHEAP:** This program assists households at or below 200% of poverty with their home energy needs. Financial literacy and energy conservation tips are provided to members of the eligible households. In 2020 the LIHEAP program assisted 207 households through LIHEAP funding.
- **Percentage of Income Payment Plan (PIPP):** PIPP is a program option for LIHEAP eligible clients that is funded with state LIHEAP funds. The program served 51 households with PIPP funding.
- **Ameren Cares Grant:** The Agency assisted 15 Ameren customers with services through the Ameren Cares Grant.
- **Furnace Repair/Replacement:** The program assisted 1 household with furnace repair/replacement.

Illinois Home Weatherization Assistance Program:

- Weatherization includes such measures as weather stripping, caulking, insulation, set-back thermostats, replacement of windows and doors, replacement of non-energy efficient refrigerators and water heaters, etc. There is also a furnace repair/replacement component to the program. The agency assisted addressed issues in 3 homes during the 2020 year. The cost of that work for labor and materials was \$27,429.19.

Tri-County Opportunities Council
Community Action Agency
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OGLE COUNTY

Major Program Activities, Achievements, Results and Outcomes

Community Services Block Grant (CSBG):

- **Family & Community Development:**
 - 22 customers received case management services to assist them with stabilization and achievement of a higher level of self-sufficiency.
 - 4 households received assistance to purchase school supplies for their children.
 - 3 households received direct utility assistance toward a water/sewer bill.
 - 2 homeowners received funding for minor home repairs to maintain a safe home.
 - 2 customers received assistance for medical needs.
 - 12 seniors received grocery vouchers to address the gap in meal service.
 - 2 families received financial assistance to purchase diapers for their children.
 - 5 households received assistance to purchase personal care products.
 - 5 customers received transportation financial assistance to maintain employment, attend school, or to meet basic needs.
- **Scholarship Program:** 2 scholarships were awarded to eligible customers pursuing a post-secondary education at an accredited Illinois institution of higher learning.
- **Emergency Assistance:** 54 customers affected by a disaster beyond their control were assisted with direct emergency assistance to meet basic needs: 12 received temporary housing, 35 received food assistance and 7 received emergency clothing.
- **Outreach Services:** 184 customers were provided comprehensive needs assessments, information and referrals.

COVID-19 Programs and Relief Funding

- **CARES Work Programs**
 - 40 households received rent assistance in order to avoid an eviction.
 - 4 households received mortgage assistance in order to avoid foreclosure.
 - 3 households received utility assistance towards their primary and secondary heating sources and/or utility arrears.
 - 3 households received transportation services to meet their transportation needs.
 - 4 households that do not receive SNAP benefits received food assistance.
- **COVID Relief Funds**
Illinois Association of Community Action Agencies (IACAA)

- 2 households affected by COVID-19 received rent assistance in order to avoid an eviction.
- 1 households affected by COVID-19 received mortgage assistance in order to avoid foreclosure.
- 6 households affected by COVID-19 received utility assistance towards either their electric, gas, or water bill.

Housing Programs:

- **Emergency Solutions Grant (ESG):** 3 homeless families received assistance to obtain housing.
- **Homeless Prevention:** 17 households received one-time assistance with rent/deposit or mortgage to prevent homelessness.

Foster Grandparent Program:

- 3 Grandparent volunteers were assigned to 2 volunteer stations. These 3 grandparents provided 3,021 volunteer hours in 2020.

Early Head Start/Head Start:

- **Early Head Start:** Early Head Start serves pregnant women and children birth through 3 years of age. The program served 20 pregnant women, infants and toddlers in 2 home-based options. Based on a dollar per child calculation, \$230,740 spent in 2020.
- **Head Start:** The program provided child and family development, center-based services to 65 children in 2020. Centers are located in Oregon, Rochelle and Polo. Children served in the Head Start Program are 3 and 4 year olds. Key components of the program are: school readiness; social and emotional development; medical services; dental services; mental health services; nutrition services; support to children with disabilities and special needs; family supportive services; parent education; parent involvement opportunities. Based on a dollar per child calculation, \$689,195 was spent within the county for these services in 2020.

Low Income Home Energy Assistance Program (LIHEAP):

- **LIHEAP:** This program assists households at or below 200% of poverty with their home energy needs. Financial literacy and energy conservation tips are provided to members of the eligible households. In 2020 the LIHEAP program assisted 893 households through LIHEAP funding.
- **Percentage of Income Payment Plan (PIPP):** PIPP is a program option for LIHEAP eligible clients that is funded with state LIHEAP funds. The program served an additional 53 households with PIPP funding in 2020.
- **COM-ED Hardship Program:** The program assisted 13 households through the COM-ED Hardship program.
- **Furnace Repair/Replacement:** The program assisted 4 households with furnace repair/replacement in 2020.
- **Nicor Energy Aide:** The program assisted 5 households through the Nicor Energy Aide program.

Illinois Home Weatherization Assistance Program:

- Weatherization includes such measures as weather stripping, caulking, insulation, set-back thermostats, replacement of windows and doors, replacement of non-energy efficient refrigerators and water heaters, etc. There is also a furnace repair/replacement component to the program. The Agency addressed issues in 10 homes during the 2020 year. The cost of that work for labor and materials was \$67,953.34.

Tri-County Opportunities Council
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FACT SHEET 2020

PUTNAM COUNTY

Major Program Activities, Achievements, Results and Outcomes

Community Services Block Grant (CSBG):

- **Family & Community Development:**
 - 2 customers received case management services to assist them with stabilization and achievement of a higher level of self-sufficiency.
 - 1 household received assistance to purchase personal care products.
- **Outreach Services:** 6 customers were provided comprehensive needs assessments, information and referrals.

Housing Programs:

- **Rental Housing Support:** 2 households received monthly rental assistance while living in participating landlord properties.

Foster Grandparent Program:

- There were no Foster Grandparent volunteers in Putnam County in 2020.

Early Head Start/Head Start:

- **Early Head Start:** Early Head Start serves pregnant women and children birth up to 3 years of age. This program served 16 Marshall County children in a combined Bureau/Putnam/Marshall County home-based option during 2020. Early Head Start is a full-year program with the same services as those in Head Start. Based on a dollar per child calculation, \$184,592 was spent on this combined service area during 2020.
- **Head Start:** The program provided child and family development services to 1 child in center-based services. There are no centers in Putnam County, however, interested and eligible children may attend the Spring Valley Head Start center. Children served in the Head Start Program are 3 and 4 year olds. Key components of the program are: school readiness; social and emotional development; medical services; dental services; mental health services; nutrition services; support to children with disabilities and special needs; family supportive services; parent education; parent involvement opportunities. Based on a dollar per child calculation, \$10,603 was spent within the county for these services in 2020.

Low Income Home Energy Assistance Program (LIHEAP):

- **LIHEAP:** This program assists households at or below 200% of poverty with their home energy needs. Financial literacy and energy conservation tips are provided to members of the eligible households. In 2020 the LIHEAP program assisted 51 households through LIHEAP funding.

- **Percentage of Income Payment Plan (PIPP):** PIPP is a program option for LIHEAP eligible clients that is funded with state LIHEAP funds. The program served 21 households were assisted with PIPP funding in 2020.
- **Ameren Cares Grant:** The Agency assisted 8 Ameren customers with services through the Ameren Cares Grant.

Illinois Home Weatherization Assistance Program:

- Weatherization includes such measures as weather stripping, caulking, insulation, set-back thermostats, replacement of windows and doors, replacement of non-energy efficient refrigerators and water heaters, etc. There is also a furnace repair/replacement component to the program. The agency addressed issues in 2 homes during the 2020 year. The cost of that work for labor and materials was \$13,057.12.

Tri-County Opportunities Council
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STARK COUNTY

Major Program Activities, Achievements, Results and Outcomes

Community Services Block Grant (CSBG):

- **Family & Community Development:**
 - 8 customers received case management services to assist them with stabilization and achievement of a higher level of self-sufficiency.
 - 2 households received direct utility assistance toward a water/sewer bill.
 - 3 households were provided financial assistance to purchase personal care products.
- **Outreach Services:** 11 customers were provided comprehensive needs assessments, information and referrals.

COVID-19 Programs and Relief funding

- **CARES Act Work Programs**
 - 3 households received rent assistance in order to avoid an eviction.
 - 3 households received utility assistance towards their primary and secondary heating sources and/or utility arrears.

Foster Grandparent Program:

- There were no Foster Grandparent volunteers in Stark County in 2020.

Early Head Start/Head Start:

- **Early Head Start:** No Early Head Start services within the county in 2020.
- **Head Start:** The program provided child and family development, center-based services to 16 children in 2020. The center is located in Wyoming. Children served in the Head Start Program are 3 and 4 year olds. Key components of the program are: school readiness; social and emotional development; medical services; dental services; mental health services; nutrition services; support to children with disabilities and special needs; family supportive services; parent education; parent involvement opportunities. Based on a dollar per child calculation, \$169,648 was spent within the county for these services in 2020.

Low Income Home Energy Assistance Program (LIHEAP):

- **LIHEAP:** This program assists households at or below 200% of poverty with their home energy needs. Financial literacy and energy conservation tips are provided to members of the eligible households. In 2020 the LIHEAP program assisted 96 households through LIHEAP funding.
- **Percentage of Income Payment Plan (PIPP):** PIPP is a program option for LIHEAP eligible clients that is funded with state LIHEAP funds. The program served 33 households with PIPP funding.

- **Ameren Cares Grant:** The Agency assisted 12 Ameren customers with services through the Ameren Cares Grant.
- **Furnace Repair/Replacement:** The program assisted 2 households with furnace repair/replacement.

Illinois Home Weatherization Assistance Program:

- Weatherization includes such measures as weather stripping, caulking, insulation, set-back thermostats, replacement of windows and doors, replacement of non-energy efficient refrigerators and water heaters, etc. There is also a furnace repair/replacement component to the program. The agency addressed issues in 2 home during the 2020 year. The cost of that work for labor and materials was \$14,693.59.

Tri-County Opportunities Council
Community Action Agency
FACT SHEET 2020

WHITESIDE COUNTY

Major Program Activities, Achievements, Results and Outcomes

Community Services Block Grant (CSBG):

- ***Skills Training and Opportunities:***
 - **Project Employment** provided 7 customers with the opportunity to obtain certification and/or training in order to achieve employment with a living-wage job.
- ***Family & Community Development:***
 - 81 customers received case management services to assist them with stabilization and achievement of a higher level of self-sufficiency.
 - 3 customers received assistance to obtain necessary employment supplies.
 - 6 households received assistance to purchase school supplies for their children.
 - 3 children received funding assistance to participate in community, school and wellness activities.
 - 11 households received direct utility assistance toward a water/sewer bill.
 - 4 homeowners received funding for minor home repairs to maintain a safe home.
 - 6 customers received assistance for medical needs.
 - 10 seniors received grocery vouchers to address the gap in meal service.
 - 7 families received financial assistance to purchase diapers for their children.
 - 14 families received assistance to purchase personal care products.
 - 15 customers received transportation financial assistance to maintain employment, attend school or meet basic needs.
 - 5 customers received assistance to obtain necessary identification documents.
- ***Scholarship Program:*** 3 scholarships were awarded to eligible customers pursuing a post-secondary education at an accredited Illinois institution of higher learning.
- ***Emergency Assistance:*** 1 customer affected by a disaster beyond their control was assisted with direct emergency assistance to meet basic needs.
- ***Outreach Services:*** 345 customers were provided comprehensive needs assessments, information and referrals.

COVID-19 Programs and Relief Funding

- **CARES Work Programs**
 - 98 households received rent assistance in order to avoid an eviction.
 - 22 households received mortgage assistance in order to avoid foreclosure.
 - 8 households received utility assistance towards their primary and secondary heating sources and/or utility arrears.

- 9 households received transportation services to meet their transportation needs.
- 11 households that do not receive SNAP benefits received food assistance.
- **COVID Relief Funds**
 - **Quad Cities Community Foundation Funds (Carroll and Whiteside counties)**
 - 14 households affected by COVID-19 received rent assistance in order to avoid an eviction.
 - 2 households affected by COVID-19 received mortgage assistance in order to avoid foreclosure.
 - **Timken Foundation Funds (Residents of Fulton in Whiteside County)**
 - 8 households affected by COVID-19 received rent assistance in order to avoid an eviction.
 - 13 households affected by COVID-19 received utility assistance towards either electric, gas, or water bill.
 - **Illinois Association of Community Action Agencies (IACAA)**
 - 1 households affected by COVID-19 received mortgage assistance in order to avoid foreclosure.

Housing Programs:

- **Emergency Solutions Grant (ESG):** 9 homeless families received assistance to obtain housing.
- **Homeless Prevention:** 43 households received one-time assistance with rent/deposit or mortgage to prevent homelessness.
- **Voucher Shelter:** 8 individuals received emergency shelter to prevent homelessness.
- **Rental Housing Support:** 15 households received monthly rental assistance while living in participating landlord properties.

Foster Grandparent Program:

- 34 Grandparent volunteers were assigned to 10 volunteer station sites and virtual services were provided to 98 students. These 34 grandparents provided 41,256 volunteer hours during 2020.

Early Head Start/Head Start:

- **Early Head Start:** Early Head Start serves pregnant women and children birth through 3 years of age. The program provided services to 32 pregnant women, infants and toddlers in 2020. Early Head Start is a full-year program with the same services as those in the Head Start program. Based on a dollar per child calculation, \$369,184 was spent on this option in 2020.
- **Head Start:** The program provided child and family development, center-based services to 135 children in 2020. The center is located in Sterling. Children served in the Head Start Program are 3 and 4 year olds. Key components of the program are: school readiness; social and emotional development; medical services; dental services; mental health services; nutrition services; support to children with disabilities and special needs; family supportive services;

parent education; parent involvement opportunities. Based on a dollar per child calculation, \$1,431,405 was spent within the county for these services in 2020.

Low Income Home Energy Assistance Program (LIHEAP):

- **LIHEAP:** This program assists households at or below 200% of poverty with their home energy needs. Financial literacy and energy conservation tips are provided to members of the eligible households. In 2020 the LIHEAP program assisted 1,922 households through LIHEAP funding.
- **Percentage of Income Payment Plan (PIPP):** PIPP is a program option for LIHEAP eligible clients that is funded with state LIHEAP funds. The program served 133 households with PIPP funding.
- **COM-ED Hardship Program:** The program assisted 29 households through the COM-ED Hardship program.
- **Furnace Repair/Replacement:** The program assisted 17 households with furnace repair/replacement.
- **Nicor Energy Aide:** The program assisted 19 households through the Nicor Energy Aide program.

Illinois Home Weatherization Assistance Program:

- Weatherization includes such measures as weather stripping, caulking, insulation, set-back thermostats, replacement of windows and doors, replacement of non-energy efficient refrigerators and water heaters, etc. There is also a furnace repair/replacement component to the program. The agency addressed issues in 9 homes during the 2020 year. The cost of that work for labor and materials was \$66,252.87.