

**Tri-County Opportunities Council**  
**Community Action Agency**  
**FACT SHEET – 2019**

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

<b>TOTAL 2019 FUNDING:</b>	\$ 16,866,644	<b>TOTAL 2019 STAFF: (W-2's)</b>	256
Federal:	\$ 14,040,857	<b>TOTAL 2019 PAYROLL/FRINGE:</b>	\$6.39 million
State:	\$ 2,070,877	<b>TOTAL VOLUNTEER HOURS:</b>	133,408 hrs.
Other:	\$ 754,910	<b>VOLUNTEER SAVINGS:</b>	\$2,003,392
<b>INKIND &amp; PROFESSIONAL SERVICES:</b>	\$ 157,590		

*Major Program Activities, Achievements, Results and Outcomes*

**Community Services Block Grant (CSBG)**

- **Skills Training & Opportunities:**
  - ✓ **Project Employment** provided 34 customers opportunities to obtain certification and/or training in order to achieve employment with a living wage.
- **Family & Community Development:**
  - ✓ 351 customers received case management services to assist them with stabilization and achievement of a higher level of self-sufficiency.
  - ✓ 14 customers received assistance to obtain necessary employment supplies.
  - ✓ 60 households received assistance to purchase school supplies for their children.
  - ✓ 44 children received funding assistance to participate in community, school and wellness activities.
  - ✓ 2 individuals gained the required skills to complete their GED.
  - ✓ 135 customers received direct utility assistance toward a water/sewer bill.
  - ✓ 25 homeowners received funding for minor home repairs to maintain a safe home.
  - ✓ 27 customers received assistance for medical needs and 9 customers received assistance for dental needs.
  - ✓ 45 seniors received grocery vouchers to address the gap in meal service.
  - ✓ 109 families received financial assistance to purchase diapers for their children.
  - ✓ 136 families received assistance to purchase personal care products.
  - ✓ 80 customers received transportation financial assistance to maintain employment or attend school.
  - ✓ 17 customers received assistance to obtain necessary identification documents.
- **Scholarship Program:** 13 scholarships were awarded to eligible customers pursuing a post-secondary education at an accredited Illinois institution of higher learning.
- **Emergency Assistance:** 27 customers affected by a disaster beyond their control were assisted with direct emergency assistance to meet basic needs.
- **Outreach Services:** 814 customers were provided comprehensive needs assessments, information and referrals.

**Housing Programs:**

- **Emergency Solutions Grant (ESG):** 86 homeless families received assistance to obtain housing.
- **Homeless Prevention:** 19 households received one-time assistance with rent/deposit or mortgage to prevent homelessness.
- **Voucher Shelter:** 14 individuals received emergency shelter to prevent homelessness.
- **Rental Housing Support:** 28 households received monthly rental assistance while living in participating landlord properties.

### **Bureau County Food Pantry:**

The pantry provided 1,731 households (4,293 individuals) with emergency food assistance to meet their basic food needs. 70,774 pounds of food was donated to the pantry in 2019 and 58,978 meals were provided.

### **Foster Grandparent Program**

Provides stipend volunteer opportunities for low-income persons age 55 and over who give supportive mentoring services to at-risk children. Impacts on the children are measured throughout the year. In 2019, the program had 80 Foster Grandparent volunteers working in 35 different volunteer station sites and providing mentoring services to a total of 323 children.

### **Early Head Start/Head Start**

- **Early Head Start:** Comprehensive Early Head Start services were provided for 228 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 913 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 150% of the federal poverty level with their home energy needs. 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 2019, 6,233 households were assisted with LIHEAP funding and an additional 786 households were assisted through enrollment in PIPP program. The program also assisted 56 households with furnace repairs/replacements, 311 households with the Jo/Carroll Neighbor-to-Neighbor program, 211 households with the ComEd Hardship program and 188 households with the Ameren Cares Grant. 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, 94 homes we made more energy efficient during 2019. 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 \$765,055.78

### **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.



**Tri-County Opportunities Council**  
**Community Action Agency**  
**FACT SHEET 2019**

**BUREAU COUNTY**

*Major Program Activities, Achievements, Results and Outcomes*

**Community Services Block Grant (CSBG):**

- **Family & Community Development:**
  - ✓ 15 customers received case management services to assist them with stabilization and achievement of a higher level of self-sufficiency.
  - ✓ 2 children received funding assistance to participate in community, school and wellness activities.
  - ✓ 5 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 assistance for medical needs
  - ✓ 1 senior received grocery vouchers to address the gap in meal service.
  - ✓ 1 family received 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:** 3 customers affected by a disaster beyond their control was assisted with direct emergency assistance to meet basic needs.
- **Outreach Services:** 81 customers were provided comprehensive needs assessments, information and referrals.

**Housing Programs:**

- **Emergency Solutions Grant (ESG):** 3 homeless families received assistance to obtain housing.
- **Homeless Prevention:** 1 household received one-time assistance with rent/deposit or mortgage to prevent homelessness.

**Bureau County Food Pantry:**

The pantry provided 1,731 households/4,293 individuals with emergency food assistance to meet their basic food needs. 70,774 pounds of food was donated to the pantry in 2019 and 58,978 meals were provided.

**Foster Grandparent Program:**

- 11 Grandparent volunteers were assigned to 5 volunteer station sites and assisted 35 at-risk children with mentoring services. These 11 grandparents provided 9,785 volunteer hours in 2019.

### **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 3 Bureau County children in a combined Bureau/Putnam/Marshall County home-based option during 2019. Early Head Start is a full-year program with the same services as those in Head Start. Based on a dollar per child calculation, \$126,908 was spent on this combined service area during 2019.
- **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, \$190,865 was spent within the county for these services.

### **Low Income Home Energy Assistance Program (LIHEAP):**

- **LIHEAP:** This program assists households at or below 150% of poverty with their home energy needs. Financial literacy and energy conservation tips are provided to members of the eligible households. In 2019, the LIHEAP program assisted 501 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 125 households with PIPP funding.
- **Furnace Repairs/Replacements:** The program assisted 4 households with furnace repair/replacement.
- **COM-ED Hardship Program:** The program assisted 3 households through the COM-ED Hardship program.
- **Ameren Cares Grant:** The program assisted 49 households with 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 assisted addressed issues in 10 homes during the 2019 year. The cost of that work for labor and materials was \$102,666.59.

**Tri-County Opportunities Council**  
**Community Action Agency**  
**FACT SHEET 2019**

**CARROLL COUNTY**

*Major Program Activities, Achievements, Results and Outcomes*

**Community Services Block Grant (CSBG):**

- ***Skills Training & Opportunities:***
  - ✓ **Project Employment** provided 4 customers with the opportunity to obtain certification and/or training to achieve employment with a living wage.
- ***Family & Community Development:***
  - ✓ 64 customers received case management services to assist them with stabilization and achievement of a higher level of self-sufficiency.
  - ✓ 9 households received assistance to purchase school supplies for their children.
  - ✓ 21 customers received direct utility assistance toward a water/sewer bill.
  - ✓ 2 homeowners received funding for minor home repairs to maintain a safe home.
  - ✓ 3 customers received assistance for medical needs and 3 customers received assistance for dental needs.
  - ✓ 18 seniors received grocery vouchers to address the gap in meal service.
  - ✓ 31 families received financial assistance to purchase diapers for their children.
  - ✓ 45 families received assistance to purchase personal care products.
  - ✓ 25 customers received transportation financial assistance to maintain employment or attend school.
- ***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:*** 3 customers affected by a disaster beyond their control were assisted with direct emergency assistance to meet basic needs.
- ***Outreach Services:*** 88 customers were provided comprehensive needs assessments, information and referrals.

**Housing Programs:**

- ***Emergency Solutions Grant (ESG):*** 3 homeless families received assistance to obtain housing.
- ***Voucher Shelter:*** 2 individuals received emergency shelter to prevent homelessness.
- ***Rental Housing Support:*** 7 households received monthly rental assistance while living in participating landlord properties.

**Foster Grandparent Program:**

- 3 Grandparent volunteers were assigned to 3 volunteer station sites and assisted 19 at-risk children with mentoring services. These 3 grandparents provided 3,877 volunteer hours in 2019.

### **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 313 and 4 year old children in 2019. 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, \$190,865 was spent within the county for these services.

### **Low Income Home Energy Assistance Program (LIHEAP):**

- **LIHEAP:** This program assists households at or below 150% of poverty with their home energy needs. Financial literacy and energy conservation tips are provided to members of the eligible households. In 2019 the LIHEAP program assisted 459 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 8 households in 2019.
- **Jo-Carroll Neighbor-to-Neighbor Assistance Program:** The agency took applications for 311 households for the Neighbor-to-Neighbor program.
- **Furnace Replacement/Repair:** The program assisted 6 households with furnace replacement/repair.

### **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 2019 year. The cost of that work for labor and materials was \$79,986.35.

**Tri-County Opportunities Council**  
**Community Action Agency**  
**FACT SHEET 2019**

**LASALLE 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:***
  - ✓ 83 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.
  - ✓ 26 households received assistance to purchase school supplies for their children.
  - ✓ 18 children received funding assistance to participate in community, school and wellness activities.
  - ✓ 23 customers received direct utility assistance toward a water/sewer bill.
  - ✓ 5 homeowners received funding for minor home repairs to maintain a safe home.
  - ✓ 15 customers received assistance for medical needs and 2 customers received assistance for dental needs.
  - ✓ 11 seniors received grocery vouchers to address the gap in meal service.
  - ✓ 31 families received financial assistance to purchase diapers for their children.
  - ✓ 62 families received assistance to purchase personal care products.
  - ✓ 16 customers received transportation financial assistance to maintain employment or attend school.
  - ✓ 1 customer received 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:*** 7 customers affected by a disaster beyond their control were assisted with direct emergency assistance to meet basic needs.
- ***Outreach Services:*** 181 customers were provided comprehensive needs assessments, information and referrals.

**Housing Programs:**

- ***Emergency Solutions Grant (ESG):*** 10 homeless families received assistance to obtain housing.
- ***Homeless Prevention:*** 3 households received one-time assistance with rent/deposit or mortgage to prevent homelessness.
- ***Voucher Shelter:*** 2 individuals received emergency shelter to prevent homelessness.

### **Foster Grandparent Program:**

- 3 Grandparent volunteers were assigned to 3 volunteer station sites and assisted 16 at-risk children with mentoring services. These 3 grandparents provided 2,147 volunteer hours in 2019.

### **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 122 Early Head Start pregnant women and children during 2019. 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, \$599,931 was spent on this option during 2019.
- **Head Start:** The program provided child and family development, center-based services to 408 children in 2019. 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, \$2,375,209 was spent within the county for these services in 2019.

### **Low Income Home Energy Assistance Program (LIHEAP):**

- **LIHEAP:** This program assists households at or below 150% of poverty with their home energy needs. Financial literacy and energy conservation tips are provided to members of the eligible households. In 2019 the LIHEAP program assisted 2,103 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 346 households with PIPP funding in 2019.
- **COM-ED Hardship Program:** The program assisted 60 households through the COM-ED Hardship program.
- **Ameren Cares Grant:** The Agency assisted 91 Ameren customers with services through the Ameren Cares Grant.
- **Furnace Repair/Replacement:** The program assisted 19 households with furnace repair/replacements.

### **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 16 homes during the 2019 year. The cost of that work for labor and materials was \$132,730.27.



**Tri-County Opportunities Council**  
**Community Action Agency**  
**FACT SHEET 2019**

**LEE COUNTY**

*Major Program Activities, Achievements, Results and Outcomes*

**Community Services Block Grant (CSBG):**

- ***Skills Training & Opportunities:***
  - ✓ **Project Employment** provided 6 customers with the opportunity to obtain certification and/or training to achieve employment with a living wage.
- ***Family & Community Development:***
  - ✓ 22 customers received case management services to assist them with stabilization and achievement of a higher level of self-sufficiency.
  - ✓ 5 households received assistance to purchase school supplies for their children.
  - ✓ 4 children received funding assistance to participate in community, school and wellness activities.
  - ✓ 10 customers received direct utility assistance toward a water/sewer bill.
  - ✓ 3 homeowners received funding for minor home repairs to maintain a safe home.
  - ✓ 2 customers received assistance for dental needs.
  - ✓ 1 senior received grocery vouchers to address the gap in meal service.
  - ✓ 2 families received financial assistance to purchase diapers for their children.
  - ✓ 2 families received assistance to purchase personal care products.
  - ✓ 8 customers received transportation financial assistance to maintain employment or attend school.
  - ✓ 1 customer received assistance to obtain necessary identification documents.
- ***Scholarship Program:*** 2 scholarships were awarded to eligible customers pursuing a post-secondary education at an accredited Illinois institution of higher learning.
- ***Emergency Assistance:*** 2 customer affected by a disaster beyond their control were assisted with direct emergency assistance to meet basic needs.
- ***Outreach Services:*** 68 customers were provided comprehensive needs assessments, information and referrals.

**Housing Programs:**

- ***Emergency Solutions Grant (ESG):*** 20 homeless families received assistance to obtain housing.
- ***Homeless Prevention:*** 1 household received one-time assistance with rent/deposit or mortgage to prevent homelessness.
- ***Rental Housing Support:*** 3 households received monthly rental assistance while living in participating landlord properties.

### **Foster Grandparent Program:**

- 19 Grandparent volunteers were assigned to 11 volunteer station sites and assisted 84 at-risk children with mentoring services. These 19 grandparents provided 18,969 volunteer hours in 2019.

### **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 12 Pregnant women, infants and toddlers in 2019. 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, \$69,223 was spent on this option during 2019.
- **Head Start:** The program provided child and family development, center-based services to 57 children in 2019. 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, \$360,523 was spent within the county for these services in 2019.

### **Low Income Home Energy Assistance Program (LIHEAP):**

- **LIHEAP:** This program assists households at or below 150% of poverty with their home energy needs. Financial literacy and energy conservation tips are provided to members of the eligible households. In 2019 the LIHEAP program assisted 723 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 80 households with PIPP funding in 2019.
- **COM-ED Hardship Program:** The program assisted 36 households through the COM-ED Hardship program.
- **Furnace Repair/Replacement:** The program assisted 5 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 assisted addressed issues in 18 homes during the 2019 year. The cost of that work for labor and materials was \$143,448.52.

**Tri-County Opportunities Council**  
**Community Action Agency**  
**FACT SHEET 2019**

**MARSHALL 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 in order to achieve employment with a living wage.
- **Family & Community Development:**
  - ✓ 23 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.
  - ✓ 6 children received funding assistance to participate in community, school and wellness activities.
  - ✓ 1 individual gained the required skills to complete their GED.
  - ✓ 6 families received financial assistance to purchase diapers for their children.
  - ✓ 6 families received assistance to purchase personal care products.
  - ✓ 6 customers received transportation financial assistance to maintain employment or attend school.
  - ✓ 1 customer received 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.
- **Outreach Services:** 26 customers were provided comprehensive needs assessments, information and referrals.

**Foster Grandparent Program:**

- There were no Foster Grandparents in Marshall County during the 2019 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 13 Marshall County children in a combined Bureau/Putnam/Marshall County home-based option during 2019. Early Head Start is a full-year program with the same services as those in Head Start. Based on a dollar per child calculation, \$126,908 was spent on this combined service area during 2019.
- **Head Start:** The program provided child and family development, center-based services to 33 children in 2019. 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, \$180,261 was spent within the county for these services in 2019.

**Low Income Home Energy Assistance Program (LIHEAP):**

- ***LIHEAP:*** This program assists households at or below 150% of poverty with their home energy needs. Financial literacy and energy conservation tips are provided to members of the eligible households. In 2019 the LIHEAP program assisted 187 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 37 households with PIPP funding.
- ***COM-ED Hardship Program:*** The program assisted 4 households through the COM-ED Hardship program.
- ***Ameren Cares Grant:*** The Agency assisted 11 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 assisted addressed issues in 7 homes during the 2019 year. The cost of that work for labor and materials was \$50,901.11.

**Tri-County Opportunities Council**  
**Community Action Agency**  
**FACT SHEET 2019**

**OGLE COUNTY**

*Major Program Activities, Achievements, Results and Outcomes*

**Community Services Block Grant (CSBG):**

- ***Skills Training and Opportunities:***
  - ✓ **Project Employment** provided 3 customer with the opportunity to obtain certification and/or training in order to achieve employment with a living wage job.
- ***Family & Community Development:***
  - ✓ 36 customers received case management services to assist them with stabilization and achievement of a higher level of self-sufficiency.
  - ✓ 5 customers received assistance to obtain necessary employment supplies.
  - ✓ 7 households received assistance to purchase school supplies for their children.
  - ✓ 2 children received funding assistance to participate in community, school and wellness activities.
  - ✓ 10 customers received direct utility assistance toward a water/sewer bill.
  - ✓ 1 homeowner received funding for minor home repairs to maintain a safe home.
  - ✓ 2 customers received assistance for medical needs.
  - ✓ 5 seniors received grocery vouchers to address the gap in meal service.
  - ✓ 12 families received financial assistance to purchase diapers for their children.
  - ✓ 6 families received assistance to purchase personal care products.
  - ✓ 11 customers received transportation financial assistance to maintain employment or attend school.
  - ✓ 3 customers received assistance to obtain necessary identification documents.
- ***Scholarship Program:*** 6 scholarships were awarded to eligible customers pursuing a post-secondary education at an accredited Illinois institution of higher learning.
- ***Outreach Services:*** 120 customers were provided comprehensive needs assessments, information and referrals.

**Housing Programs:**

- ***Emergency Solutions Grant (ESG):*** 15 homeless families received assistance to obtain housing.
- ***Homeless Prevention:*** 8 households received one-time assistance with rent/deposit or mortgage to prevent homelessness.
- ***Voucher Shelter:*** 1 individual received emergency shelter to prevent homelessness.

**Foster Grandparent Program:**

- 5 Grandparent volunteers were assigned to 3 volunteer stations and they assisted 18 children with mentoring services. These 5 grandparents provided 2,701 volunteer hours in 2019.

**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 23 pregnant women, infants and toddlers in 2 home-based options. Based on a dollar per child calculation, \$138,446 spent in 2019.
- **Head Start:** The program provided child and family development, center-based services to 111 children in 2019. 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, \$731,649 was spent within the county for these services in 2019.

**Low Income Home Energy Assistance Program (LIHEAP):**

- **LIHEAP:** This program assists households at or below 150% of poverty with their home energy needs. Financial literacy and energy conservation tips are provided to members of the eligible households. In 2019 the LIHEAP program assisted 783 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 48 households with PIPP funding in 2019.
- **COM-ED Hardship Program:** The program assisted 38 households through the COM-ED Hardship program.
- **Furnace Repair/Replacement:** The program assisted 6 households with furnace repair/replacement in 2019.

**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 11 homes during the 2019 year. The cost of that work for labor and materials was \$62,735.52.

**Tri-County Opportunities Council**  
**Community Action Agency**  
**FACT SHEET 2019**

**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 homeowner received funding for minor home repairs to maintain a safe home.
  - ✓ 1 family received assistance to purchase personal care products.
- **Outreach Services:** 4 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:** 1 household received one-time assistance with rent/deposit or mortgage to prevent homelessness.
- **Rental Housing Support:** 3 households received monthly rental assistance while living in participating landlord properties.

**Foster Grandparent Program:**

- There were no Foster Grandparent volunteers in Putnam County in 2019.

**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 2 Putnam County children in a combined Bureau/Putnam/Marshall County home-based option during 2019. Early Head Start is a full-year program with the same services as those in Head Start. Based on a dollar per child calculation, \$126,908 was spent on this combined service area during 2019.
- **Head Start:** The program provided child and family development services to 0 children 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, \$0 was spent within the county for these services in 2019.

**Low Income Home Energy Assistance Program (LIHEAP):**

- ***LIHEAP:*** This program assists households at or below 150% of poverty with their home energy needs. Financial literacy and energy conservation tips are provided to members of the eligible households. In 2019 the LIHEAP program assisted 68 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 16 households were assisted with PIPP funding in 2019.
- ***Ameren Cares Grant:*** The Agency assisted 22 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 7 homes during the 2019 year. The cost of that work for labor and materials was \$8,688.14.



**Tri-County Opportunities Council**  
**Community Action Agency**  
**FACT SHEET 2019**

## **STARK COUNTY**

*Major Program Activities, Achievements, Results and Outcomes*

**Community Services Block Grant (CSBG):**

- ***Skills Training & Opportunities:***
  - ✓ **Project Employment** provided 6 customers with the opportunity to obtain certification and/or training in order to achieve employment with a living wage.
- ***Family & Community Development:***
  - ✓ 10 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.
  - ✓ 2 children received funding assistance to participate in community, school and wellness activities.
  - ✓ 4 customers received direct utility assistance toward a water/sewer bill.
  - ✓ 3 homeowners received funding for minor home repairs to maintain a safe home.
  - ✓ 3 customers received assistance for medical needs.
  - ✓ 1 customer received transportation financial assistance to maintain employment or attend school.
- ***Outreach Services:*** 16 customers were provided comprehensive needs assessments, information and referrals.

**Foster Grandparent Program:**

- There were no Foster Grandparent volunteers in Stark County in 2019.

**Early Head Start/Head Start:**

- ***Early Head Start:*** No Early Head Start services within the county in 2019.
- ***Head Start:*** The program provided child and family development, center-based services to 26 children in 2019. 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, \$180,261 was spent within the county for these services in 2019.

**Low Income Home Energy Assistance Program (LIHEAP):**

- ***LIHEAP:*** This program assists households at or below 150% of poverty with their home energy needs. Financial literacy and energy conservation tips are provided to members of the eligible households. In 2019 the LIHEAP program assisted 88 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 24 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 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 2019 year. The cost of that work for labor and materials was \$23,867.14.

**Tri-County Opportunities Council**  
**Community Action Agency**  
**FACT SHEET 2019**

**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:***
  - ✓ 95 customers received case management services to assist them with stabilization and achievement of a higher level of self-sufficiency.
  - ✓ 8 customers received assistance to obtain necessary employment supplies.
  - ✓ 9 households received assistance to purchase school supplies for their children.
  - ✓ 10 children received funding assistance to participate in community, school and wellness activities.
  - ✓ 1 individual gained the required skills to complete their GED.
  - ✓ 59 customers 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 2 customers received assistance for dental needs.
  - ✓ 9 seniors received grocery vouchers to address the gap in meal service.
  - ✓ 27 families received financial assistance to purchase diapers for their children.
  - ✓ 13 families received assistance to purchase personal care products.
  - ✓ 13 customers received transportation financial assistance to maintain employment or attend school.
  - ✓ 11 customers received 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.
- ***Outreach Services:*** 230 customers were provided comprehensive needs assessments, information and referrals.

**Housing Programs:**

- ***Emergency Solutions Grant (ESG):*** 34 homeless families received assistance to obtain housing.
- ***Homeless Prevention:*** 5 households received one-time assistance with rent/deposit or mortgage to prevent homelessness.
- ***Voucher Shelter:*** 9 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:**

- 39 Grandparent volunteers were assigned to 10 volunteer station sites and they assisted 151 (plus summer school children) at-risk children by providing mentoring services. These 39 grandparents provided 39,973 volunteer hours during 2019.

### **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 53 pregnant women, infants and toddlers in 2019. 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, \$403,780 was spent on this option in 2019.
- **Head Start:** The program provided child and family development, center-based services to 216 children in 2019. 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, \$1,272,433 was spent within the county for these services in 2019.

### **Low Income Home Energy Assistance Program (LIHEAP):**

- **LIHEAP:** This program assists households at or below 150% of poverty with their home energy needs. Financial literacy and energy conservation tips are provided to members of the eligible households. In 2019 the LIHEAP program assisted 1,321 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 102 households with PIPP funding.
- **COM-ED Hardship Program:** The program assisted 70 households through the COM-ED Hardship program.
- **Furnace Repair/Replacement:** The program assisted 12 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 19 homes during the 2019 year. The cost of that work for labor and materials was \$160,032.14.