



OF CENTRAL ILLINOIS

CAPCIL

# Community Action Plan 2016

Community Needs Assessment

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COMMUNITY ACTION PARTNERSHIP OF CENTRAL ILLINOIS

Serving Logan, Mason, Menard, Fulton, Piatt, and DeWitt Counties.

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# Community Action Plan Summary

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To comply with the Community Services Block Grant (CSBG) Act, Public Law 105-285, Section 678B (11) eligible entities must complete a Community Action Plan (CAP), as a condition to receive funding through a Community Services Block Grant. Federal law mandates the Community Action Plan to include a community-needs assessment for the community served. The needs assessment is a process used to determine unmet needs of low-income individuals, families, and communities. The needs assessment informs CSBG eligible entities how to utilize CSBG funds to meet the needs of low-income persons in their service areas in accordance with the assurances in the CSBG Act.

Community Action Partnership of Central Illinois (CAPCIL) has taken time in 2015 to completely restructure as an agency. We have cut down the amount of emergency services offered and have moved towards Self-Sufficiency programming. After hours of planning and referencing our ROMA standards we are now confident in our programs and are ready to launch a successful “War against Poverty”. We have implemented a centralized intake system so all consumers now have a single source of entry. As an agency we serve over 4000 families every year, and without a centralized intake system, we had no way to determine if clients were receiving multiple services. This new intake system will revolutionize how we serve our consumers and document their outcomes into reportable data.

Our new approach is not only to have consumers participate in more than one work program within CSBG, but in more than one department in our agency. Clients are assessed at intake to find out which services they are interested in and qualified for. Referrals are then sent out to each department director to distribute among case management staff. The intake and case management staff are cost allocated through all departments in our agency: Senior Nutrition and Nutrition Services, Foster Grandparents, Senior Transportation and Public Transportation, Head Start and Early Head Start, LIHEAP, Continuum of Care, Weatherization, and CSBG.

CSBG has implemented both a Likert scale and phone assessment to screen interested consumers. Eligible consumers will then be paired with a Family Service Worker to create a plan of action for the upcoming year. This not only will help strengthen families by providing self-sufficiency counseling, job training skills, financial skills, home ownership counseling, and possible career opportunities, it will also help them realize their value and self-worth. This will inevitably lead to stronger parenting, wage increases, more stable homes, and a self-sufficient lifestyle.

CAPCIL has undergone an enormous amount of changes within the past year. A new Executive Director and Program Director along with a complete restructuring of the agency and the CSBG program have led to more robust data collecting. Despite the fact that we surveyed over 400 of our consumers last year, and over 100 community partners to compile a new and complete community needs assessment, we knew that we needed to add more qualitative data to our Community Action Plan. In order to gather more qualitative data, we held focus groups in all 6 of our counties. These focus groups consisted of consumers, CAPCIL staff, CAPCIL board members, business partners, and community members. The discussions began with the issues/needs that each group felt was a prominent problem in their community. We then went back through each issue/need and brainstormed on how the community and CAPCIL could be of assistance. Each focus group was followed up with a survey to document the groups thoughts post discussion. This Community Action Plan and Community Needs Assessment will look at the quantitative data from 2014 compiled with the qualitative and quantitative data from 2015.

This plan and assessment is preceded by surveys and focus groups among our consumers, business partners, community members, and staff/board members. It will address the needs identified by our community, service delivery system for the low-income population, linkages and outreach, how CAPCIL coordinates with other agencies, innovative efforts being used by CAPCIL to strengthen families, how our proposed programs will support youth and healthy families, and the outcomes we hope our consumers will achieve. The data collected is proof that CSBG is a needed resource in all of

our counties. The following plan will outline how CAPCIL intends on fighting the war on poverty, offering a hand up, and becoming the number one source for self-sufficiency in Central Illinois.

## **Our Promise**

Community Action changes people's lives, embodies the spirit of hope, improves communities and makes America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.

## **Mission Statement**

It is the mission of Community Action Partnership of Central Illinois to work toward the reduction and eventual elimination of the causes and effects of poverty.

1. Service – Providing the community with opportunities, resources, and support for growth and improvement to enhance quality of life.
2. Advocacy – Presenting positive, emphatic, and evidence-based arguments to our communities and government leaders about Community Action Partnership of Central Illinois, and how our programs benefit the people we serve and improve the communities in which we live.
3. Professionalism – Demonstrating a high degree of competency, integrity, innovation, and respect for the people we serve, community partners, and staff.
4. Knowledge – Engaging in on-going education and training, and relevant experience in the pursuit of excellence.
5. Positive Attitude – Always projecting a spirit of hope and optimism in our work and daily lives.
6. Compassion – Supporting people with dignity, respect, and caring.

## **Vision Statement**

1. Service Delivery – Deliver excellent services and foster meaningful partnerships to enhance the quality of life for the people we serve.
2. Human Resources – Attract and retain a team of dedicated, qualified, and compassionate staff who provide integrated innovative services to meet the needs of the people we serve.
3. Board Engagement – Support the Community Action Partnership of Central Illinois mission, goals, and values through an actively engaged Board of Directors.
4. Organizational Environment – Ensure all Community Action Partnership of Central Illinois fleet and facilities provide a safe, secure, and welcome environment and support the delivery of high quality services.
5. Fiscal Stewardship – Maintain and enhance the financial resources of Community Action Partnership of Central Illinois.

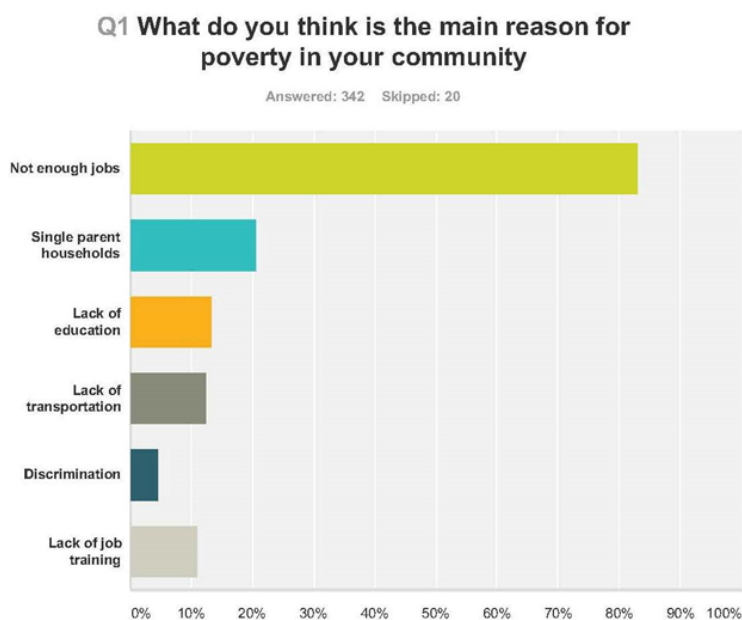
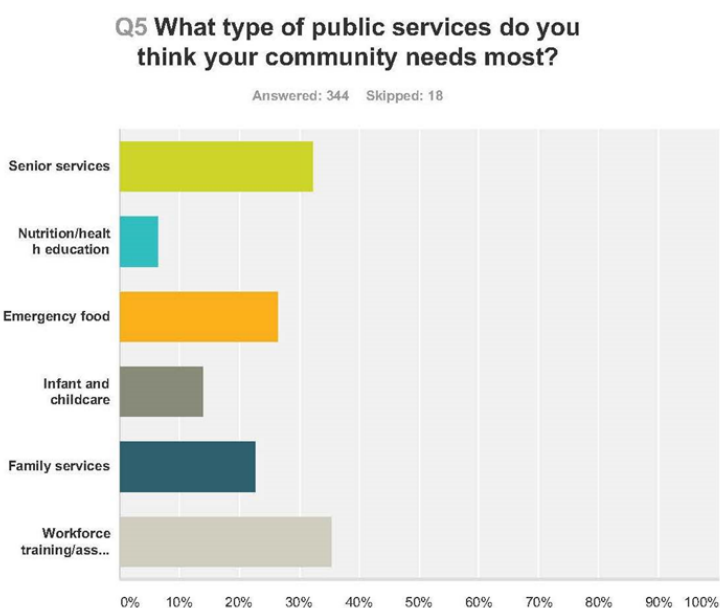
6. Community Relations – Promote awareness of Community Action Partnership of Central Illinois to ensure the public knows who we are and what we do.

## Needs Assessment

### Client and Community Member Surveys

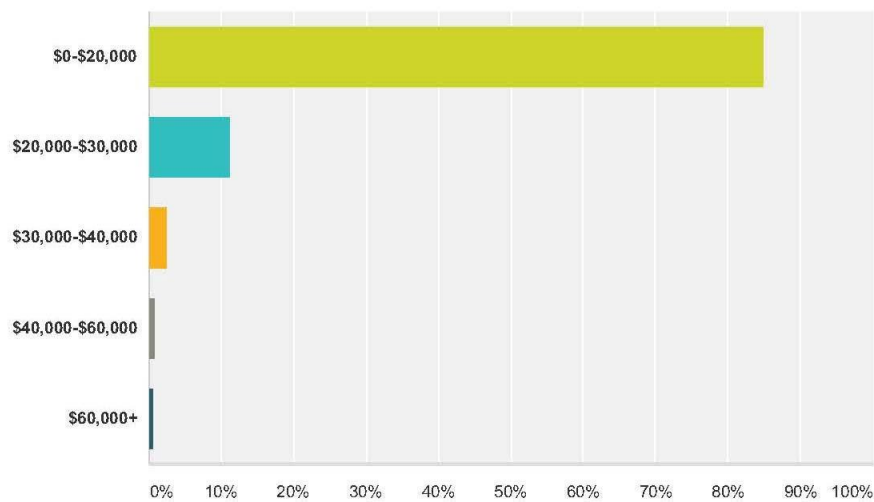
#### 2014

As previously stated, we surveyed 400+ consumers in our service area in 2014. The data that was collected created a pivotal change for the CSBG programs at CAPCIL. We realized that 1.) We were offering programs to our consumers that did not help them out of poverty, 2.) They were duplicated services in our service area and 3.) The programs being offered were not what our consumers wanted or needed. Please note the following survey responses:



### Q11 What is your family's income per year?

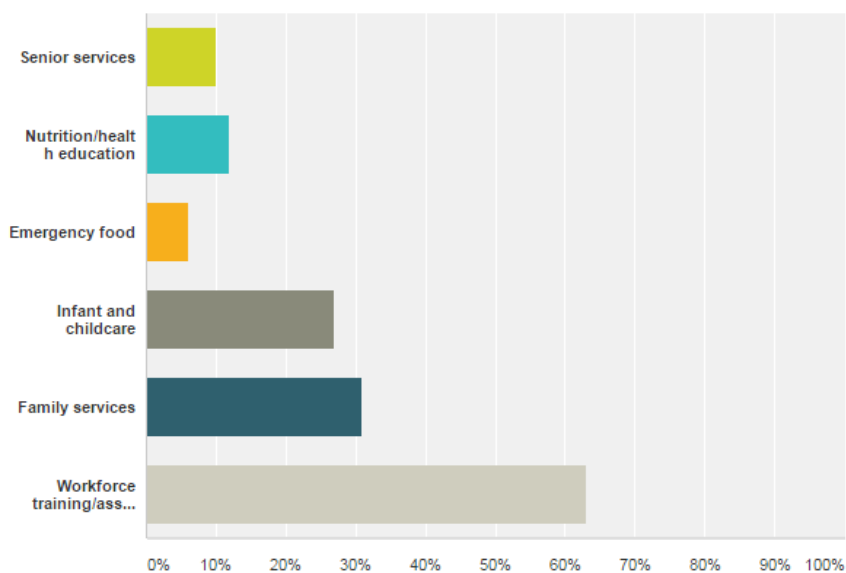
Answered: 331 Skipped: 31



We also surveyed local business owners/partners and community members to assess their opinions on poverty in our service area. An overwhelming number of them believed that the biggest need in our community was a developed workforce training program. (See graph below) These are the individuals who are the job holders in our community. They are the ones on the front lines interacting with our consumers on a daily basis; whether it is via job inquiries and applications or managing untrained workers. This data helped solidify our plan and the changes we wanted to make within the CSBG program and CAPCIL as a whole.

### What type of public services do you think the community needs most?

Answered: 100 Skipped: 0



## Community Member Responses and Surveys

### 2015

We knew we needed to add qualitative data to our Community Needs Assessment, so we implemented a round of focus groups in all 6 counties we serve. Despite the fact that our service area is so spread out, the same core issues were a problem in each county among our community members and partners.

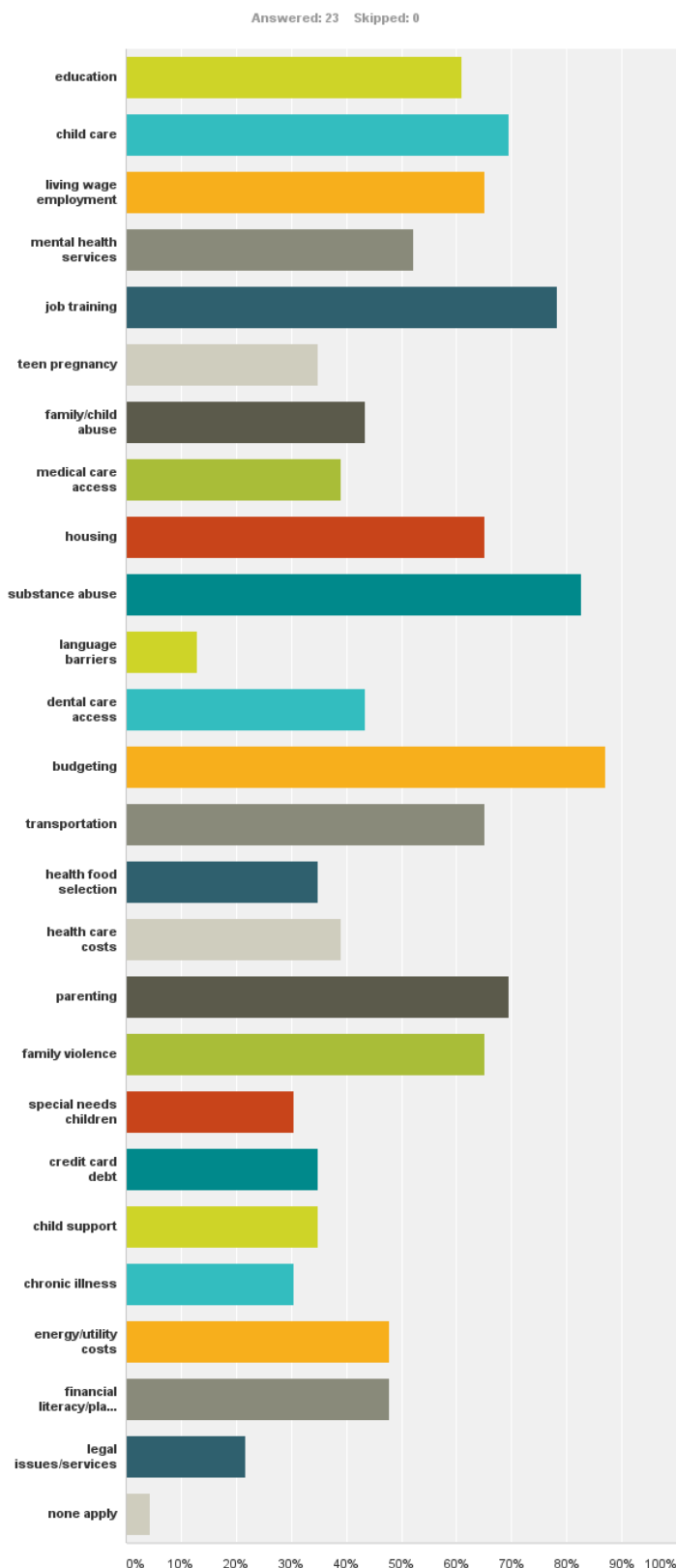
The top issues addressed were as follows:

- Job Training – Both technical and soft skills (78%)
- Financial Assistance – Budgeting and education on fiduciary matters (87%)
- Lack of Assisted Childcare (70%)
- Parenting (70%)
- Substance Abuse (83%)

The data and research collected validated our 2014 surveys. Our entire service area expressed the need for more job training and skills building. The community was frustrated with limited income individuals who “abused” the system. Our service area has a high rate of work capable individuals who stay on the system because of the benefits they can receive. According to a report (*Modeling Potential Income and Welfare-Assistance Benefits in Illinois*) written by Erik Randolph, a Senior Fellow of the Illinois Policy Institute, “The potential sum of welfare benefits can reach \$47,894 annually for single-parent households and \$41,237 for two-parent households. Welfare benefits will be available to some households earning as much as \$74,880 annually.” He further writes, “A single mom has the most resources available to her family when she works full time at a wage of \$8.25 to \$12 an hour. Disturbingly, taking a pay increase to \$18 an hour can leave her with about one-third fewer total resources (net income and government benefits). In order to make work “pay” again, she would need an hourly wage of \$38 to mitigate the impact of lost benefits and higher taxes.” This study was done in Cook, Lake, and St. Clair Counties.

It is not a stretch to understand the frustration held by our community tax payers, knowing that the amount of assistance being provided in our state is so high, but does not help individuals get out of poverty. It does the exact opposite. Our consumers become trapped in the system and in this cycle of

### Q17 Which of the following issues do you believe are the greatest challenges low-income families and individuals are currently facing? select all that apply:



Post focus group survey for quantitative data purposes

poverty because of predominantly two reasons: 1.) It is “easier.” Why would they go out and get a full time job when they “make more” on social services, or 2.) They do not know how to escape the cycle. Many may want to provide a better life for themselves and their families but they need someone to offer them a hand up out of the cycle.

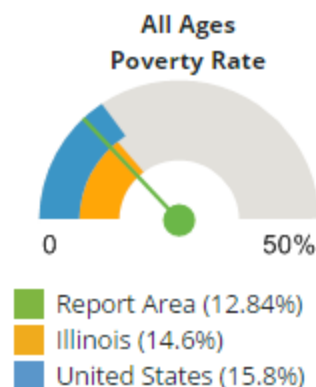
The majority of our community members and business associates wanted to see a program that would be implemented in our service area to assist these individuals break the poverty cycle. They expressed their opinion that the best way to get out of poverty is to become gainfully employed and to know how to manage money properly. Currently, there is not any agency in our service area that are offering programs to this extent.

## Consumer Responses and Surveys

### 2015

Our consumer base had both similarities and differences to the responses of our community members. The top concerns/issues expressed during the focus groups were as follows:

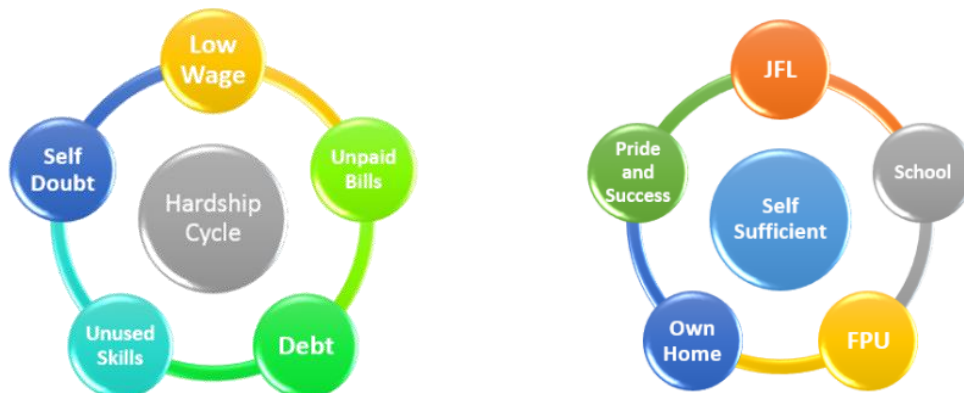
- Finding permanent full-time job that will support family (83%)
- Getting financial assistance to complete education (71%)
- Budgeting, managing money, and understanding credit scores (40%)
- Qualifying for a loan to buy a home (57%)
- Making home more energy efficient (71%)
- Getting food from food pantries, food banks, or food shelves (60%)
- Finding affordable childcare (100%)
- Having dependable transportation to and from work (75%)



Consumers from across our service area relayed similar information as to why they did not have gainful employment. Some of the reasons were lack of education and job training, lack of childcare, lack of transportation, low job availability, and disabilities. They expressed their desire to have job training and computer classes, support networks, and mentors to help them achieve success.

## The Hand Up Project

The mission statement for the CSBG department at CAPCIL is: To empower our clients to break free from the cycle of poverty and coach them on how to create lasting solutions for a self-sufficient lifestyle. In order to fulfill this mission statement the CSBG department developed The Hand Up Project. The Hand Up Project is a series of classes and scholarship opportunities to help consumers leave the hardship poverty cycle and progress towards self-sufficiency. Please refer to following visual aids:





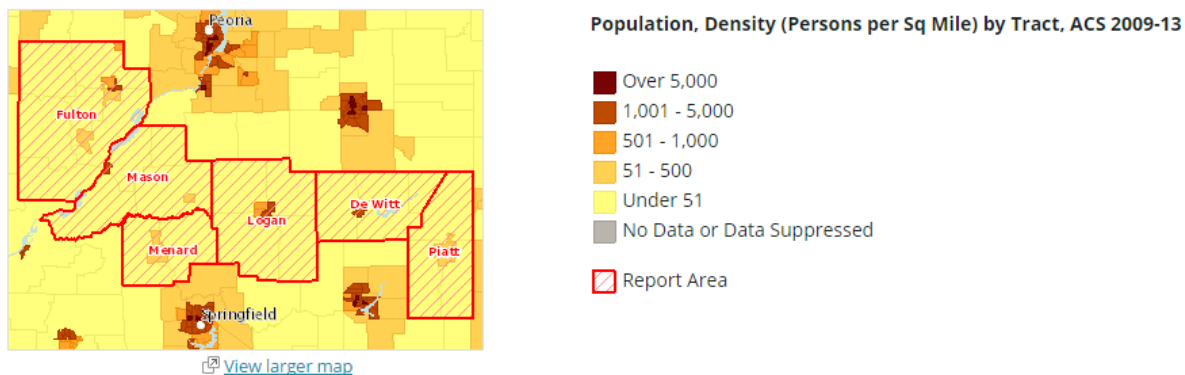
A limited income consumer who is facing hardship and poverty, the obvious main source of the problem is a lack of income. Often our consumers are either unemployed or underemployed, which inevitably leads to bills not being paid. The bills pile up, and as that happens the debt begins to increase (sometimes to unthinkable amounts). Consumers get caught up in the first part of this cycle and they do whatever they can to provide for their family. During crisis mode, an individual is not focused on honing in on their personal strengths and skills which causes them to go unused and be underdeveloped. This leads to self-doubt and a repeatable cycle.

CAPCIL is offering a solution to this hardship/poverty cycle – a holistic, self-sufficient lifecycle that will give our consumers the Hand Up they have been needing. We offer job/life training, multiple scholarships, financial counseling, and home ownership classes. Our hope is that our consumers will gain the skills they need to acquire and keep a job, maintain a budget, learn about home ownership, increase their education, and ultimately have pride and success for what they have accomplished. At this point we want to plug them back into the community as volunteers and mentors so they can help the next wave of individuals on their journey.

## Statistics

The following section will analyze the changes in the demographic and statistical characteristics of CAPCIL's six county service area. The outcome statements and intended work programs are then developed according to the needs indicated.

In order to obtain the following data, CAPCIL relied upon the US Census Bureau, American Community Survey, and the Decennial Census 2009-13 to determine the community need of the service area.



## Demographic Analysis

CAPCIL's service area consists of six rural areas stretching across the middle portion of the state. These counties include DeWitt, Fulton, Logan, Mason, Menard, and Piatt.

According to the 2013 US Census Bureau, the population for each county in CAPCIL's service area is as follows:

DeWitt-16,511    Fulton-36,829    Logan-30,177    Mason-14,508    Piatt-16,620    Menard-12,687

A total of 127,332 persons live within the 3175 square miles of this service area. Many communities within CAPCIL's service area have less than five hundred residents. Since the 2012 census there are 3,788 less people in the service area compared to 2010.

## Poverty Rate

According to the 2013 census the national average of those living in poverty is 15.8% for all people. County rates for CAPCIL's service area per census data for 2000 and 2012 are as follows:

### 100% of Poverty Level 2013

DeWitt-2,227 individuals/13.8%

Fulton-4,967 individuals/14.8%

Logan-3,463 individuals/13.6%

Mason-1,959 individuals/14%

Menard-1,343 individuals/10.8%

Piatt-1,175 individuals/7.2%

### 100% of Poverty Level 2000

DeWitt-1,560 individuals/9.5%

Fulton-3,950 individuals/11.1%

Logan-2,800 individuals/10.5%

Mason-1,727 individuals/10.9%

Mendard-1,079 individuals/8.7%

Piatt-965 individuals/6%

The statistics for the CAPCIL service area show that the number of individuals that live at the poverty level has increased from a total of 9.8% to 12.8% from 2000 to 2013.

## Graduation Rate

Demographic data that analyzed family types and educational attainment levels was beneficial to CAPCIL's research process in regards to community needs. The statewide high school diploma attainment rate is 27.1% according to the US Census Bureau. The high school graduate rates for CAPCIL's service area are as follows:

DeWitt-43.6%

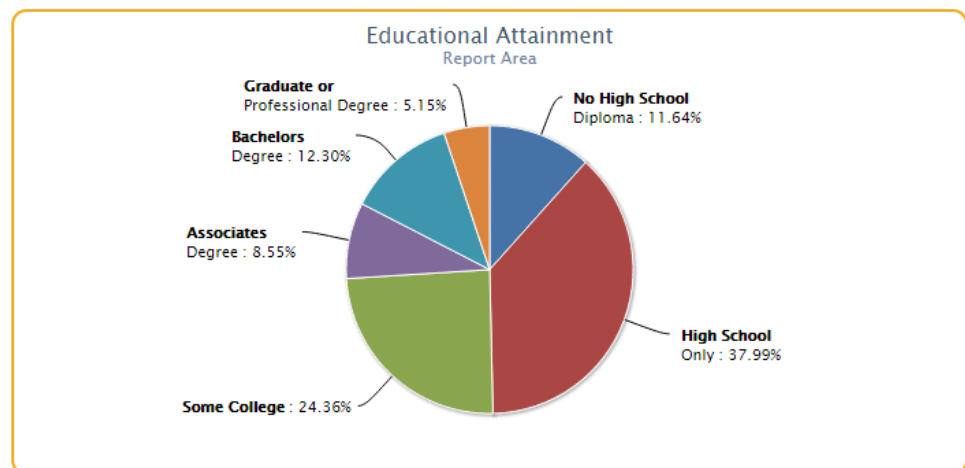
Fulton-37.4%

Logan-36.4%

Mason-39.6%

Menard-39.1%

Piatt-34.5%



Without a high school diploma or GED it becomes almost impossible to get a job with a living wage. Often there are free classes provided to help consumers prepare for GED testing, but the test modules can cost up to \$300. This is a roadblock facing many of our consumers, because they cannot front the cost of the test.

## Transportation

Logan Mason Public Transportation (LMPT) program provides reliable transportation for our clients in Logan and Mason counties. The program offers rides to all seniors for a suggested donation only and has expanded to offer low cost transportation to the public. Despite the fact that LMPT has grown in ridership throughout Logan and Mason counties, almost 75% of our clients surveyed stated that dependable transportation was a problem. Since LMPT is only available in Logan and Mason counties, Family Service Workers in the remaining counties have to refer to outside sources to assist their clients. There are several other social service agencies that provide transportation in DeWitt, Piatt, Fulton and Menard, as well as taxi services. Piatt County offers public transportation in the form of a bus service.

Due to the current budget impasse at the State of Illinois this program is looking at a possible suspension of services. LMPT and Senior Transportation provide more than 9000 medical based rides every year – 6000 of those rides are for seniors. At least 15 individuals receive transport to their dialysis appointments every week. This doesn't include the regular rides that our consumers require. The potential impact on losing this program will be huge in our service area.

Client responses to unmet needs:

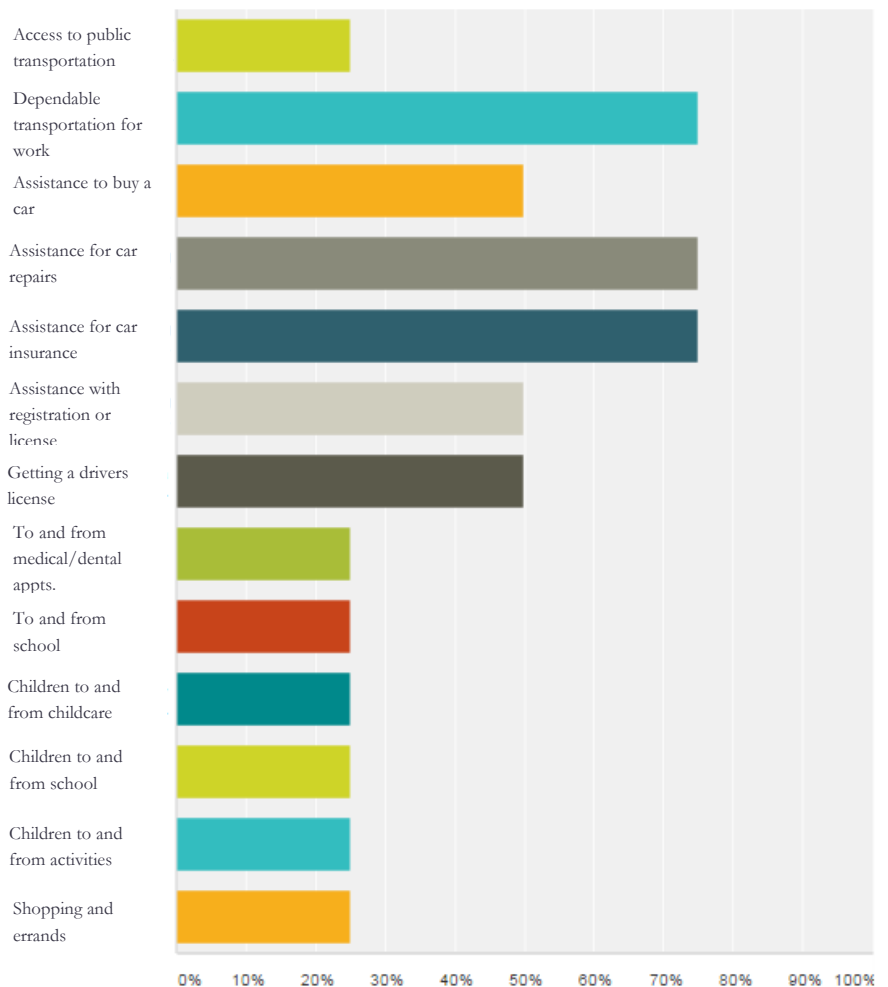
*"I need more help with transportation"*

*"I'm disabled 60 year old man with child. I'm on a fixed income and make too much for food stamps. My medical bills are too high, as well as food prices. Transportation is an issue, and my child is not getting everything he needs."*

*"I need help getting to my medical appointments."*

### Transportation: Which transportation needs could you or your family use help with (select all that apply)

Answered: 4 Skipped: 3



## Energy Assistance

CAPCIL is the provider for 5 of the 6 counties in our service area for Energy Assistance Programs. We have improved our internal service delivery mechanisms within our Agency by improving the Client Intake Process and providing client management counseling services by way of our Family Service Workers. In Fulton County, the local health department administers the Program. As you can see by the survey results below from both 2014 and 2015, energy assistance is a high concern for the majority of our consumers

Answer Choices	Responses
▼ Affordable infant care (0-2 years)	3.14% 13
▼ Affordable preschool (2-5 years)	2.90% 12
▼ Safe and affordable housing	17.87% 74
★ Enough money to pay utility bills	65.46% 271
▼ Enough food to feed family	36.96% 153
▼ Help finding a job	19.08% 79
▼ Adequate medical care	17.39% 72
▼ Reliable transportation	19.57% 81
▼ Nutritional services	4.83% 20
Total Respondents: 414	

## 2014 Survey

Answer Choices	Responses
▼ Getting basic furniture, appliances, or house wares	25.00% 1
▼ Getting personal care items such as soap, diapers, toilet paper, etc	75.00% 3
▼ Getting clothing and shoes	50.00% 2
▼ Doing yard work or snow removal	50.00% 2
▼ Doing house work or laundry	50.00% 2
▼ Managing medications	25.00% 1
▼ Having a reliable phone	25.00% 1
▼ Having access to the internet	50.00% 2
★ Getting financial assistance with my utility bills (heating, electric, and/or water)	100.00% 4
Total Respondents: 4	

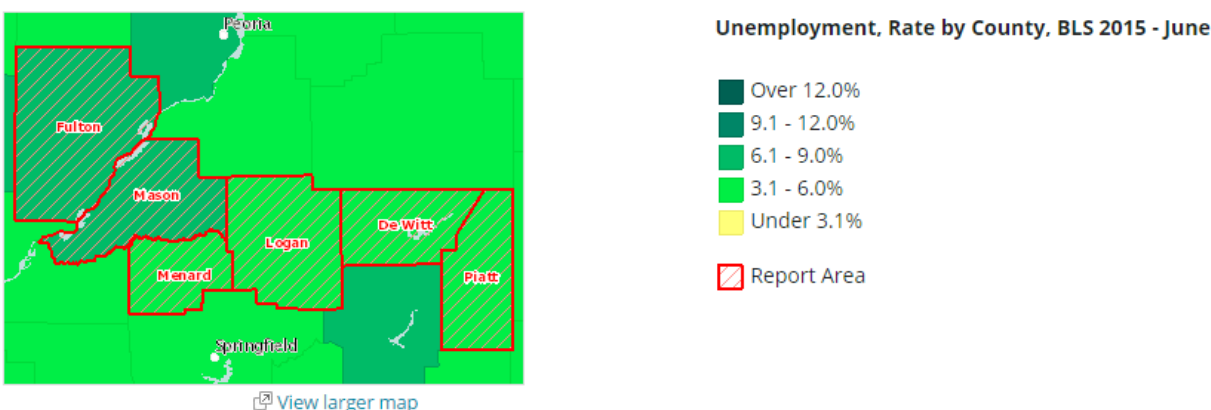
## 2015 Survey

The amount of energy assistance that CAPCIL is going to be able to offer our consumers will drastically reduce from years previous due to the fiduciary decisions at the Illinois State level. CAPCIL has already dropped 307 consumers from the PIPP (Percent of Income Payment Plan) Program. This program allowed eligible customers to pay a percentage of their monthly income to maintain their utility service. This was a great program because it kept consumers accountable to paying their portion of their bill. If they missed or were late for more than 3 payments they were dropped from the program. Summer cooling was not offered this year and CAPCIL has had many consumers calling for assistance that isn't available. In the fall, the priority periods will be pushed back an entire month leaving the general public without energy assistance until December. With consumers already reporting disconnect notices, the rest of the year may prove trying for the LIHEAP department.

According to one surveyed client, *“I’m so thankful for the energy assistance. It helps me feel I can use my electric stove and cook more healthy meals. Plus stay warmer. Great program all the way around.”*

## Unemployment

The Unemployment Rate for each of the six counties in CAPCIL’s service area according to the Illinois Department of Employment is listed on the chart below. The report area experienced an average 5.5% unemployment rate as of June 2015. In the past, CAPCIL has not played an active role in assisting consumers with gaining employment, with exception to our Foster Grandparent Program that offers a stipend to income eligible seniors. Our new lifecycle strategy aims to help decrease the unemployment rates in our service area. By offering our job skills training classes and academic/training/GED scholarships we hope to assist in reducing these percentages over time.



Many of our consumers are either unemployed or underemployed. This affects every aspect of their journey towards self-sufficiency. Even when our consumers receive income, they do not know how to properly budget their money to make it work for them. Both consumers and community members stressed a need for financial literacy training in our service areas. Many consumers listed needing assistance with pay day loans, credit cards, budgeting, and staying financially stable.

## Healthcare

Prior to the implementation of the Affordable Care Act in 2014, nearly 1 out of every 7 working age adults in Illinois lacked health insurance despite the fact that the majority of them were working full time. More than 40% of Illinois’ 1.2 million eligible uninsured residents were enrolled by April 2014 (287,000 in Medicaid and 217,000 in the Marketplace). Despite the implementation of the Affordable Care Act and the expansion of Medicaid in the State of Illinois, many Illinois residents remain uninsured. The percentage of uninsured residents in CAPCIL’s service area is as follows:

DeWitt-10.2%    Fulton-12.4%    Logan-10.4%    Piatt-9.1%    Mason-12.7%    Menard-10.5%

Due to the fact that CAPCIL’s service area is largely rural, there is a lack of health facilities in the service area. While all counties that are served have at least one health clinic and one hospital in the county, all counties lack adequate mental health facilities. This has led to many individuals in the CAPCIL service area to travel outside of the county for specialists and mental health services.

## Nutrition

There are several public assistance programs in the state of Illinois for food including DHS’s SNAP program, and free/reduced lunch rates for school aged children. The USDA Food and Nutrition Service administers several programs

that provide healthy food to children including the National School Lunch Program, the School Breakfast Program, the Child and Adult Care Food Program, the Summer Food Service Program, the Fresh Fruit and Vegetable Program, and the Special Milk Program. Administered by State agencies, each of these programs helps fight hunger and obesity by reimbursing organizations such as schools, child care centers, and after-school programs for providing healthy meals to children.

The Head Start program operates in all 6 counties and has an average of 298 students every school year. These children receive a combination of breakfast, lunch and snack. In order to be creditable, meals served to children must meet the Child and Adult Care Food Program meal pattern requirements.

The percentage of children who are involved with the Free/Reduced Lunch Program per county is as follows:

Logan-46.59%    Mason-47.72%    Menard-29.75%    Piatt-29.76%    Fulton-49.55%    DeWitt-43.45%

The percentage of individuals that receive SNAP (food stamp) benefits through DHS per county is as follows:

Logan-12.51%    Mason-14.9%    Menard-8.1%    Piatt-7.36%    Fulton-12.9%    DeWitt-10.97%

CAPCIL's service area has multiple food pantries and/or food banks available for those in need. CAPCIL has an emergency food pantry in five of the six counties in the service area. Fulton County is the only county without a food pantry; however Fulton County clients are referred to the Mason County food pantry. The food pantry service provided by CAPCIL continues to be a vital resource to the local communities. CAPCIL relies on the donations of churches, clubs, schools, individuals, and other service organizations to keep the shelves of the food pantries stocked.

The Senior Nutrition program provided by CAPCIL is an essential program to both Logan and Mason Counties. Senior Nutrition prepares and delivers 5 nutritionally balanced meals each week to home bound seniors and disabled individuals age 60 and over. Congregate sites also provide an opportunity for seniors and the disabled age 60 and over to meet in a social setting to share a meal. The congregate meals occur Monday through Friday at the advertised sites in both Logan and Mason Counties. For some seniors, these 5 meals are the only meals with adequate nutrition that they receive each week. This program is in jeopardy because of the current budget impasse at the State of Illinois. CAPCIL is in the process of recruiting volunteers to deliver the meals to cut down on costs so services can continue. If this program is cut, many home bound individuals will go hungry.

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*"I am 77 and my husband is 83 with Alzheimer disease. He takes much of my time and I so appreciate the senior home meals."*

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## ***Housing***

40% of CAPCIL clients who were surveyed in 2014 said that they were in need of affordable housing. Some households are spending well over half of their income on housing, and then have to do without when it comes to other life essentials. CAPCIL's Family Assistance Specialists work with Housing Directors, Realtors, and Landlord Associations to advocate for the low-income through referrals. Central Illinois Continuum of Care (COC) money is used in DeWitt, Logan, Mason, Fulton, Menard, and Piatt counties to prevent evictions and homelessness. COC is based on a crisis need only, and can be very limiting to those who need financial assistance but do not fall within the parameters of a crisis as defined by the program. Budget counseling is performed for those individuals to educate them on proper household budget decisions and to enhance their financial knowledge. The goal of the financial literacy piece is to help clients determine the amount of rent they can afford on a sustainable timeline and thus prevent them from needing

rental assistance in the future. CAPCIL is working with Fulton County's Heart of Illinois Continuum of Care and offers referrals to their program.

One of the common issues reported by clients regarding their need to vacate a residence and move to a new residence is unsafe/unsanitary conditions of their current housing. The percentage of unsafe/unsanitary housing per county that CAPCIL serves is as follows:

Fulton-.54%	DeWitt-.3%	Logan-.23%	Piatt-.13%	Mason-.53%	Menard-.23%
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A large percentage of clients who request assistance with their rent and mortgage have struggled to find and/or maintain a job over the past year. 83% of surveyed clients stated that the main reason for poverty in their community was a lack of jobs. The median salary in the State of Illinois is \$55,126, which is far from the average CAPCIL client income of \$0-20,000 a year. The median salaries in the Community Action service area is as follows:

Fulton-\$45,130	DeWitt-\$51,051	Logan-\$47,133	Piatt-\$63,027	Mason-\$42,260	Menard-\$58,190
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When addressing homeless situations, Family Assistance Specialists always do a thorough screening of the clients past due bills. 59% of CAPCIL clients indicated that their energy bill was the most difficult to manage. CAPCIL is able to assist eligible clients with utility assistance and weatherization services through the LIHEAP (Low Income Housing Energy Assistance Program) and Weatherization program. 78% of the 348 individuals surveyed from 2014 in CAPCIL's service area had utilized the LIHEAP program. CAPCIL will continue to offer this service to our clients, as well as look into energy saving classes to offer to the community.

## Description of the Service Delivery System

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### Overview

Our focus at Community Action Partnership of Central Illinois (CAPCIL) is to link families with appropriate services and to provide dedicated support and coaching systems on the consumer's journey to self-sufficiency. CAPCIL staff act as liaisons and support for consumer's, as they navigate the available programs based on a client's eligibility. It is the responsibility of the staff to ensure that referrals and assistance are provided and documented based on guidelines provided to the Client Management Service by each program.

CAPCIL has a single point of entry for all consumers and supports them with appropriate services based on eligibility and need. We provide consumers with a dedicated support worker focused on a holistic approach to combating poverty and its causes. Positive outcomes with measurable results are a priority for all of CAPCIL's consumers.

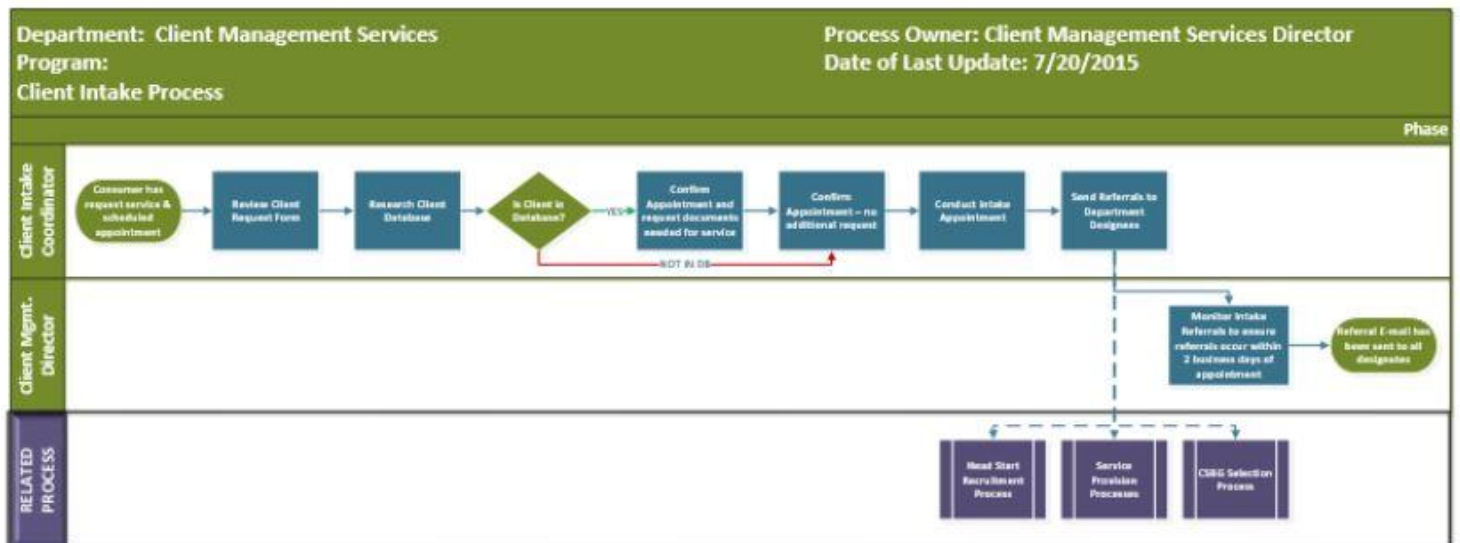
CAPCIL has established working agreements and networks within each of its 6 counties. When a consumer's need is beyond the scope of work provided by CAPCIL, these agreements assist staff in providing consumers with information and referrals to other agencies who provide assistance. CAPCIL partners with entities such as the Salvation Army, Churches, Chambers of Commerce, community groups, WIOA, etc. to provide the very best resources and options for our consumers.

CAPCIL has improved its Service Delivery model in order to meet and exceed the assurances. The new processes are efficient, specific, and outcome-driven, integrated for maximum efficiency.



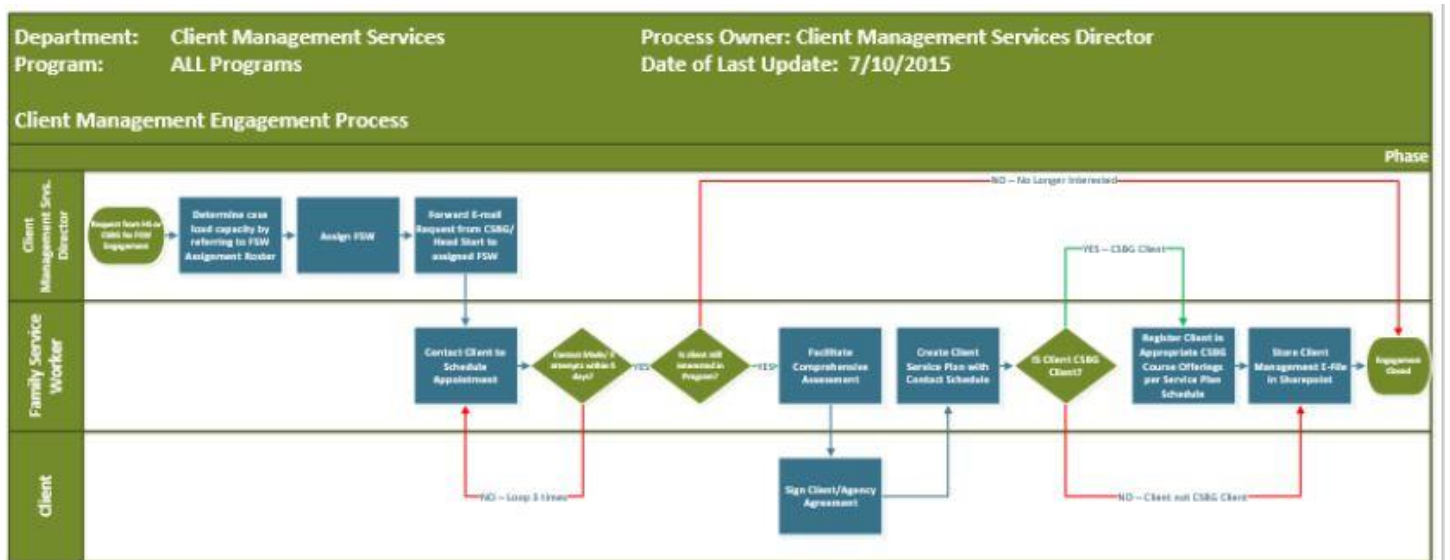
## Intake

Clients are scheduled for an appointment, interviewed in order to complete the Intake Form, and provided information based on need for the services for which s/he is both pre-qualified (by income, age or both) and interested. If there is an immediate need – emergency service like food pantry or energy assistance – the client is served immediately. If there are no emergencies, the client is provided with a list of referrals. Some referrals are for Agency Services, while others are for services provided outside the agency. The Intake worker sends communication to the Agency Contact within the County for the services requested.



## Service Provider Engagement

Due to budget pinches, we are able to provide Client Management services only to those candidates who are either selected for CSBG participation OR are required to have client management services as part of their Head Start enrollment. Head Start and/or CSBG Clients are assigned a Family Service Worker at which point the FSW will complete a Comprehensive Assessment. The Assessment results will be used to jointly derive a Service Plan that outlines specific goals (Short/Intermediate/Long-Term), desired outcomes, and performance measures. Together, the Client and the FSW work through the Service Plan to ensure success. Some of the Goals are accomplished by participation in CSBG Programming, while others are achieved outside the walls of CAPCIL. Both are monitored and supported by CAPCIL staff.





## Description of Linkages

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The Family Service Workers manage the cases with regular checkpoints established during the development of their Service Plans. They followed the prescribed Service Plan after it is developed and the Director of Client Management Services conducts regular audits of the Client files as well as random Client Satisfaction surveys. Clients and FSW staff members sign an Agreement upon engagement detailing the responsibilities of each party signing the Agreement. Clients have clear understanding when they choose to participate in the Program that there are identifiable and achievable goals that must be rigorously pursued to maintain participation in the program.

It is the responsibility of the CAPCIL staff to provide applicable resources for the client, and the client's responsibility to utilize the resources provided. Both have the obligation to continue a two-way dialog regarding progress and changes in course.

Community Action has actively reached out over the last 12 months to establish a comprehensive list of faith-based organizations, education providers, health/mental health providers, and other social services agencies in order develop, maintain and support the work of our collaborative partners. We currently have 187 collaborative partners in our Database and it grows daily. Many of our collaborators have agreed to sign Memorandums of Understanding that are revisited annually. Both the Intake Staff and the Family Service Workers received training in advance of the launch of the new Client Intake Process and will continue to receive ongoing training as the Database and our use of it evolves.

### **Among the services that are offered by our partners are:**

- ☐ Emergency Assistance
- ☐ Food Pantry
- ☐ Utility Assistance
- ☐ Rental Assistance
- ☐ Health Services
- ☐ Job Training
- ☐ Domestic Violence Services
- ☐ Senior Meals
- ☐ Transportation
- ☐ State Agency
- ☐ Housing
- ☐ Education



We have also created a CSBG Selection Process that allows us to prioritize consumers who can make a time commitment of 2-4 hours per week for skills training/job readiness, financial literacy courses, housing counseling and other invaluable programming. These consumers are also screened to ensure that they are aware that they are making a commitment to a holistic, consumer-centric, and outcome-based lifecycle of services.



Once a consumer has been through the Intake Process and been referred to our CSBG Team for Selection, the CSBG Coordinators determine if the client is eligible for services. If chosen, the client referral is sent to the Client Management director who then connects them with a Family Service Worker. The role of the Family Service Worker is to complete a comprehensive assessment, and work directly with the consumer to develop a Service Plan. The Service Plan is a schedule that provides: clear objectives, defined outcomes, short/intermediate/long-term goals, measurements and measurement tools. All of these tie to National Performance Indicators (NPI) and personal Key Performance Indicators (KPI) for the Consumer.

Service Plan Category	Outcome Objectives	CAPCIL Service Solution	Short Term Goal	Target/Actual Completion Date	Intermediate Goal	Target/Actual Completion Date	Long Term Goal	Target/Actual Completion Date	NPI/KPI for Desired Outcome	Output	M
Employment – (WP) Skills Training (S) General Job Skills	* Become more self-sufficient * Improve Family well-being * Employment Training	Jobs for Life Course	Confirmed Registration in Course	/	Mid-Term report	/	Course Completion	/	Obtain a skill required for employment	Certificate of Completion	Atte Hon prog
Employment – (WP) Other Employment Projects (S) Cert for	* Become more self-sufficient * Improve Family well-being * Employment Training * Income	Economic Development Scholarship	Compile CSBG Portfolio and complete application	/	Register for eligible course	/	Obtain work	/	Employed or maintained a job for 90 days	Scholarship award	Sele from Cor

From the Comprehensive Assessment, we are able to not only determine which services CAPCIL can provide, but also identify services that are available elsewhere in our communities. We have worked over the last year to develop an exhaustive, six-county Linkages Database accessible to anyone employed at the Agency. But more importantly, once the Service Plan has been established, the Family Service Worker monitors, supports, and guides the client to completion of the objectives both for CAPCIL-bound services and referral services.

Our CSBG Family used recent year Community Assessments and Focus Group meetings to determine gaps in services in our service area. The CSBG Services offered at CAPCIL fill those gaps and rely heavily on the collaborative relationships with Faith-based organizations, business partners, education providers and other social service agencies.

Organizations	County	Services
ILLINOIS DEPARTMENT OF HUMAN SERVICES	DeWitt	State Agency
DEWITT COUNTY FRIENDSHIP CENTER	DeWitt	Emergency Assistance;#Senior Meals;#Transportation
DEWITT-PIATT BI-COUNTY HEALTH DEPARTMENT	DeWitt	Health Services
HUMAN RESOURCE CENTER	DeWitt	Health Services;#Domestic Violence Services;#Emergency Assistance
DOVE/DAX	DeWitt	Emergency Assistance;#Food Pantry;#Domestic Violence Services
ST. JOHN'S CATHOLIC CHURCH	DeWitt	Emergency Assistance;#Rental Assistance;#Utility Assistance
FIRST CHRISTIAN CHURCH	DeWitt	Emergency Assistance;#Food Pantry;#Utility Assistance
SANTA ANNA TOWNSHIP	DeWitt	Emergency Assistance;#Utility Assistance;#Rental Assistance;#Senior Meals
SALT CREEK RESOURCE CENTER	DeWitt	Emergency Assistance;#Food Pantry
CLINTONIA TOWNSHIP	DeWitt	Emergency Assistance;#Utility Assistance;#Rental Assistance
WAYNESVILLE TOWNSHIP	DeWitt	Emergency Assistance;#Utility Assistance;#Rental Assistance
WAPPELLA TOWNSHIP	DeWitt	Emergency Assistance;#Utility Assistance;#Rental Assistance
NIXON TOWNSHIP	DeWitt	Emergency Assistance;#Utility Assistance;#Rental Assistance
ANGEL TREE/SAMARITAN ROOM	DeWitt	Emergency Assistance
RICHLAND COMMUNITY COLLEGE	DeWitt	Job Training
WRITE STUFF FOR KIDS	DeWitt	Emergency Assistance
GROWING STRONG	DeWitt	Emergency Assistance;#Health Services;#Domestic Violence Services
CHILD PROTECTION NETWORK	DeWitt	Emergency Assistance;#Domestic Violence Services
YMCA	DeWitt	Health Services
KTB FINANCIAL SERVICES	DeWitt	Health Services
BIG BROTHERS/BIG SISTERS	DeWitt	Health Services
U OF I EXTENSION	DeWitt	Job Training;#Health Services
FIRST CHURCH OF THE NAZARENE	DeWitt	Food Pantry
KIWANIS CLUB OF CLINTON	DeWitt	Emergency Assistance
PRAIRIELAND LEGAL SERVICES	DeWitt	Emergency Assistance
SHOW BUS	DeWitt	Transportation
BACKPACK PROGRAM (GRADES K-5)	DeWitt	Food Pantry

BACKPACK PROGRAM (GRADES 6-12)	DeWitt	Food Pantry
DEWITT COUNTY HOUSING AUTHORITY	DeWitt	Housing;#Food Pantry
VILLAGE APARTMENTS OF CLINTON	DeWitt	Housing
KLEEMAN VILLAGE	DeWitt	Housing
ENCORE THRIFT STORE	DeWitt	Emergency Assistance;#Job Training
ASSEMBLY OF GOD CHURCH	DeWitt	Food Pantry
CHILDCARE RESOURCE AND REFERRAL NETWORK	DeWitt	Emergency Assistance
SERVICES FOR SENIORS	Piatt	Emergency Assistance;#Health Services;#Senior Meals;#Transportation;#Utility Assistance
MONTICELLO UNITED METHODIST CHURCH	Piatt	Emergency Assistance;#Food Pantry;#Utility Assistance;#Rental Assistance
MONTICELLO CHRISTIAN CHURCH	Piatt	Emergency Assistance;#Food Pantry;#Utility Assistance;#Rental Assistance
A SMALL HAND	Piatt	Emergency Assistance;#Utility Assistance;#Rental Assistance;#Domestic Violence Services
DEPARTMENT OF HUMAN SERVICES	Piatt	Health Services;#State Agency
PIATT COUNTY MENTAL HEALTH	Piatt	Emergency Assistance;#Transportation
FRIENDS IN ACTION OF DEWITT COUNTY	DeWitt	Health Services;#Senior Meals;#Transportation
TOWNSHIP SUPERVISOR- MONTICELLO	Piatt	Emergency Assistance;#Utility Assistance;#Rental Assistance
TOWNSHIP SUPERVISOR- CISCO	Piatt	Emergency Assistance;#Utility Assistance;#Rental Assistance
TOWNSHIP SUPERVISOR- BEMENT	Piatt	Emergency Assistance;#Utility Assistance;#Rental Assistance
TOWNSHIP SUPERVISOR- MANSFIELD	Piatt	Emergency Assistance;#Utility Assistance;#Rental Assistance
TOWNSHIP SUPERVISOR- CERRO GORDO	Piatt	Emergency Assistance;#Utility Assistance;#Rental Assistance
TOWNSHIP SUPERVISOR- ATWOOD	Piatt	Emergency Assistance;#Utility Assistance;#Rental Assistance
TOWNSHIP SUPERVISOR- WHITE HEATH	Piatt	Emergency Assistance;#Utility Assistance;#Rental Assistance
TOWNSHIP SUPERVISOR- DELAND	Menard	Emergency Assistance;#Utility Assistance;#Rental Assistance
EASTERN ILLINIOIS FOODBANK	Piatt	Emergency Assistance;#Food Pantry
PIATTTRAN	Piatt	State Agency;#Transportation

WORKFORCE INVESTMENT ACT (WIA)	Piatt	State Agency;#Job Training
VETERAN'S ASSISTANCE	Piatt	Emergency Assistance;#State Agency;#Rental Assistance;#Utility Assistance
PIATT COUNTY HOUSING AUTHORITY	Piatt	Emergency Assistance;#Housing
BACKPACK PROGRAM	Piatt	Emergency Assistance
PEACE MEALS	Piatt	Senior Meals;#State Agency
DEWITT PIATT BI COUNTY HEALTH DEPARTMENT	Piatt	Emergency Assistance;#Health Services;#State Agency
FAITH IN ACTION	Piatt	Emergency Assistance;#Transportation
GOD'S LIFELIFE FOOD PANTRY	Piatt	Food Pantry
LAPLACE CHURCH OF THE BRETHREN	Piatt	Food Pantry
UNITED METHODIST CHURCH (MARTHA'S CUPBOARD)	Piatt	Food Pantry
LODGE CHURCH OF GOD	Piatt	Food Pantry
SALVATION ARMY	Logan	Emergency Assistance;#Utility Assistance
JEFFERSON STREET CHRISTIAN CHURCH	Logan	Rental Assistance;#Food Pantry;#Utility Assistance
COMMUNITY ACTION	Logan	Emergency Assistance;#Health Services
LINCOLN TOWNSHIP EAST	Logan	Emergency Assistance;#Rental Assistance
LINCOLN TOWNSHIP WEST	Logan	Emergency Assistance;#Rental Assistance
SALVATION ARMY (SANGAMON COUNTY)	Logan	Emergency Assistance
HOLY FAMILY FOOD PANTRY	Logan	Emergency Assistance;#Food Pantry
LINCOLN-LOGAN FOOD PANTRY	Logan	Food Pantry
AFFORDABLE CARE ACT ASSISTANCE	Logan	State Agency
CHILD CARE CONNECTIONS	Logan	State Agency
LOGAN COUNTY HEALTH DEPARTMENT	Logan	Health Services
LOGAN COUNTY DHS	Logan	State Agency
SOJOURN SERVICES	Logan	Emergency Assistance;#Domestic Violence Services
PREGNANCY RESOURCE CENTER	Logan	Health Services
MENARD COUNTY HOUSING AUTHORITY	Menard	Emergency Assistance;#Food Pantry;#Utility Assistance;#Rental Assistance;#Job Training;#Domestic Violence Services;#Housing
MENARD COUNTY FOOD PANTRY	Menard	Emergency Assistance;#Food Pantry
MENARD COUNTY COMMUNITY SERVICES	Menard	Emergency Assistance;#Utility Assistance;#Rental Assistance;#Job Training
FIRST BAPTIST CHURCH	Menard	Emergency Assistance;#Rental Assistance;#Utility Assistance

GIVE & TAKE (MENARD COUNTY HOUSING AUTHORITY)	Menard	Emergency Assistance
FAMILY GUIDANCE CENTERS	Menard	Emergency Assistance;#Health Services
DAISY'S ANGELS	Menard	Emergency Assistance
FIRST UNITED METHODIST CHURCH	Mason	Health Services
USDA RURAL DEVELOPMENT	Fulton	Emergency Assistance
SPOON RIVER COLLEGE	Mason	Job Training
JACIL	Mason	Job Training;#State Agency
AMERICAN RED CROSS	Logan	Emergency Assistance
DEPARTMENT OF CHILDREN AND FAMILY SERVICES (DCFS) HOTLINE	Logan	State Agency
DEPARTMENT OF HUMAN SERVICE (PUBLIC AID)	Mason	Emergency Assistance
SOCIAL SECURITY ADMINISTRATION	Mason	Emergency Assistance
MASON CO. HOUSING AUTHORITY	Mason	Emergency Assistance;#Housing
ILLINOIS JOB SERVICE	Mason	Job Training
MASON COUNTY ADULT EDUCATION SERVICES	Mason	Job Training
HAVANA PUBLIC LIBRARY	Mason	Education
CENTRAL CHRISTIAN CHURCH	Mason	Food Pantry
BLUE RIDGE CUSD 18	DeWitt	Education
MISSION OF HOPE	Mason	Food Pantry
CANTON CUSD 66	Fulton	Education
OLYMPIA SCHOOL DISTRICT 16	Logan	Education
SENIOR SERVICES OF CENTRAL ILLINOIS	Mason	Emergency Assistance
TRI-COUNTY SPECIAL EDUCATION ASSOCIATION	Logan	Education
SANGAMON AREA SPECIAL EDUCATION DISTRICT	Menard	Education
MACON-PIATT SPECIAL EDUCATION	Piatt	Education
TAZEWELL-MASON COUNTY SPECIAL EDUCATION ASSOCIATION	Mason	Education
SPECIAL EDUCATION ASSOCIATION OF PEORIA COUNTY	Fulton	Education
LEWISTOWN CUSD 97	Fulton	Education
BEMENT CUSD	DeWitt	Education
LAND OF LINCOLN LEGAL ASSISTANCE	Mason	Emergency Assistance
FULTON-MASON CRISIS SERVICE	Fulton	Emergency Assistance;#Domestic Violence Services



SAFELINK WIRELESS	Mason	State Agency
FULTON COUNTY CHILD ADVOCACY CENTER (CAC)	Fulton	Emergency Assistance;#Domestic Violence Services
CHILD CARE CONNECTION	Mason	State Agency
BACKPACK PROGRAM	Mason	Emergency Assistance
AMERICAN RED CROSS	DeWitt	Emergency Assistance;#State Agency
CHELP	DeWitt	State Agency
CUMBERLAND ASSOCIATES SENIOR PROGRAMS	DeWitt	Emergency Assistance;#Health Services
DEWITT COUNTY EMERGENCY & DISASTER AGENCY	DeWitt	Emergency Assistance
EAST CENTRAL ILLINOIS AREA AGENCY ON AGING	DeWitt	Emergency Assistance;#Health Services;#State Agency
EASTER SEAL SOCIETY OF CENTRAL ILLINOIS	DeWitt	Emergency Assistance;#Health Services;#Education
FARMER CITY REHAB AND HEALTHCARE	DeWitt	Health Services
HERITAGE BEHAVIORAL HEALTH CENTER	DeWitt	Emergency Assistance;#Health Services;#Food Pantry;#Education;#Housing
HOME HELPERS AND DIRECT LINK	DeWitt	Emergency Assistance
ILLINOIS DEPT. OF REHABILITATION OF THE BLIND	DeWitt	State Agency;#Education
ILLINOIS EMPLOYMENT AND TRAINING CENTER	DeWitt	Job Training;#State Agency
LIFE CENTER FOR INDEPENDENT LIVING	DeWitt	Health Services;#Education
BROMENN ADULT DAY SERVICES	DeWitt	Health Services
TRI COUNTY SPECIAL EDUCATION ASSOCIATION	DeWitt	Health Services;#Education
WELDON LIONS CLUB	DeWitt	Health Services
WARM NEIGHBORS AMERICAN IP	DeWitt	Emergency Assistance;#Utility Assistance
KENNEY METHODIST CHURCH	DeWitt	Food Pantry
BARNETT TOWNSHIP	DeWitt	Emergency Assistance;#Utility Assistance;#Rental Assistance
CREEK TOWNSHIP OFFICE	DeWitt	Emergency Assistance;#Utility Assistance;#Rental Assistance
DEWITT TOWNSHIP OFFICE	DeWitt	Emergency Assistance;#Utility Assistance;#Rental Assistance
HARP TOWNSHIP OFFICE	DeWitt	Emergency Assistance;#Utility Assistance;#Rental Assistance
TEXAS TOWNSHIP OFFICE	DeWitt	Emergency Assistance;#Utility Assistance;#Rental Assistance
TURNBRIDGE TOWNSHIP	DeWitt	Emergency Assistance;#Utility Assistance;#Rental Assistance



WILSON TOWNSHIP OFFICE	DeWitt	Emergency Assistance;#Utility Assistance;#Rental Assistance
ARBOR APARTMENTS	DeWitt	Housing
ABLE CENTER	DeWitt	Health Services
MENARD COUNTY COMMUNITY SERVICES	Menard	Emergency Assistance;#Utility Assistance;#Rental Assistance
ATHENS AREA FOOD PANTRY	Menard	Emergency Assistance;#Food Pantry
GREENVIEW FOOD PANTRY	Menard	Emergency Assistance;#Food Pantry
SENIOR SERVICES - MEANRD COUNTY	Menard	Emergency Assistance;#Transportation;#Senior Meals;#Health Services
Department of Human resources	Fulton	Health Services
SAFELINK WIRELESS	Logan	Emergency Assistance
TARGETING PROGRAM REFERRAL	Logan	Housing
LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION	Logan	Emergency Assistance
PRESCRIPTION DISCOUNT CARDS	Logan	Health Services
THE SALAVATION ARMY SUPPORTIVE SERVICES FOR VETERAN FAMILIES	Piatt	Emergency Assistance;#Rental Assistance;#Transportation;#Utility Assistance;#Housing
CHRISTIAN CHILD CARE	Logan	Education
HOPE ACADEMY	DeWitt	Education
ADAMS	Logan	Education
WASHINGTON-MONROE SCHOOL	Logan	Education
ZION LUTHERAN SCHOOL	Logan	Education
LINCOLN JUNIOR HIGH SCHOOL	Logan	Education
ROBERTSON CHARTER SCHOOL	DeWitt	Education
CLINTON ELEMENTARY SCHOOL	DeWitt	Education
ILLINI CENTRAL SCHOOL	Mason	Education
HARTSBURG/EMDEN	Logan	Education
BABY TALK EARLY HEAD START	DeWitt	Education
PERSHING EARLY LEARNING CENTER	DeWitt	Education
YOUTH WITH A POSITIVE DIRECTION	DeWitt	Education
LINCOLN YMCA	Logan	Education
DECATUR YMCA	DeWitt	Education
BOYS AND GIRLS CLUB	DeWitt	Education
ANNA WATERS NEW HORIZONS HEAD START	DeWitt	Education
ANNA WATERS EFFIE OLIVER HEAD START	DeWitt	Education
CAPCIL HEAD START: LOGAN I & III	Logan	Education
CAPCIL HEAD START: LOGAN II	Logan	Education
CAPCIL HEAD START: MASON I	Mason	Education

CAPCIL HEAD START: MASON II	Mason	Education
CAPCIL HEAD START: PIATT	Piatt	Education
CAPCIL HEAD START: FULTON IV	Fulton	Education
AMEICAN RED CROSS	Fulton	Emergency Assistance
DEPARTMENT OF HUMAN SERVICES	Fulton	Emergency Assistance;#State Agency;#Housing
FULTON COUNTY HEALTH DEPARTMENT	Fulton	Emergency Assistance;#Health Services;#Utility Assistance
CAREER LINK	Fulton	Job Training
UNITD METHODIST CHURCH FOOD PANTRY	Fulton	Food Pantry
ST. MARY'S CATHOLIC CHURCH	Fulton	Food Pantry
FIRST BAPTIST CHURCH	Fulton	Food Pantry
FULTON COUNTY LUNCH WITH FRIENDS	Fulton	Senior Meals
FULTON COUNTY HOUSING AUTHORITY	Fulton	Housing
CANTON COURTESY CAB	Fulton	Transportation
FULTON COUNTY RURAL TRANSIT,INC	Fulton	Transportation
UNITED WAY FOR SPOON RIVER COUNTRY	Fulton	Emergency Assistance;#Domestic Violence Services
HEARTLAND COMMUNITY COLLEGE	Logan	Education
MENTAL HEALTH CENTERS OF CENTRAL ILLINOIS	Logan	Health Services
MEMORIAL HOME SERVICES	Logan	Health Services
COMMUNITY CARE SYSTEMS	Logan	Health Services
HELP AT HOME	Logan	Health Services
ADDUS HEALTH CARE	Logan	Health Services

## Description of Innovative Community and Neighborhood-Based Initiatives

CAPCIL is committed to reviewing and reevaluating its Community Information Profile. Annually, we complete an assessment that allows us the opportunity to reexamine the evolving needs in our service communities. The assessment will include both a demographic examination with verifiable, quantitative data obtained from authoritative sources like the US Census Bureau and the US Department of Labor. An additional tool that CAPCIL uses to stay attuned to the community's needs is to have an Agency-wide commitment to participating in local Chambers of Commerce and other community service boards.

Interaction between employees of the various state agencies and other providers working with client families are regarded as essential. These inter-agency meetings bring representatives of social service organizations together on a regular basis to discuss activities and facilitate an open communication system.

Collaboration, coordination, and cooperation between social service providers are essential in rural areas. Resources are often scarce and coordination of projects and services are essential if the needs of our clients are not met. CAPCIL participates in a variety of local groups throughout the service area designed to facilitate a coordinated approach towards social services. These partnerships, coordinating councils and coalitions, exist for the purpose of sharing information between agencies and maximizing the total resources and effect we can have on our communities. CAPCIL's staff is encouraged to participate on local boards and committees who have missions consistent with that of CAPCIL. Information on the activities of these groups is shared with program directors, and is disseminated to appropriate CAPCIL staff members.

### **DeWitt County**

Angel Tree

DeWitt County Chamber of Commerce

### **Logan County**

Continuum Of Care Board of Directors

Healthy Community Partnership

Human Service Transportation Provider Region 7

Illinois Public Transportation Association

LEPC – Logan Emergency Preparedness

Logan County Chamber of Commerce

Senior Issue Taskforce

### **Mason County**

Mason County Chamber of Commerce

Mason County Coordinating Council

### **Menard County**

Menard County Chamber of Commerce

### **Piatt County**

Piatt County Cares Coalition

Piatt County Chamber of Commerce

### **Fulton County**

Fulton County Chamber of Commerce

## **Youth Programming**

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Our Head Start Programs are offered throughout the 6 counties in our service area. In addition to the work that we do through this Program, we have countless partnerships forged through this program. We work with many of the local school districts to assist with Health and developmental screenings. We cooperate in areas of nutrition, hearing and vision support. Head Start promotes adult literacy and proactive parenting skills to ensure parents and children lead lives as lifelong learners.

Our Foster Grandparent Program has volunteers in all of the Head Start Centers, in countless early childhood child care centers, YMCA organizations, Church after school programs, and other programs available to children and teens with

disabilities. Below are only a few of the organizations that address youth issues that aid in preventing crime and assisting in health development.

Lincoln Christian Child Care

WIOA

YMCA of Decatur

The Boys and Girls Club

Hope Academy

Zion Lutheran Schools

## Outcome

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The CAP and Community Needs Assessment evaluated the needs of low-income households, addressed the resources that were available and identified new gaps and needs that are to be addressed. The outcomes below will map out what CAPCIL, by means of work programs and outcome measures, plans to do to alleviate these needs in our service area. The goals for each work program will address at least one National Performance Indicator as designed by the National Association for State Community Service Programs (NASCSPP).

The CSBG programs will be used to fill gaps and services (identified as problem statements) that have a measurable impact on poverty. The achievements will be monitored by both outcomes of the service plan and the achievement of the National Performance Indicators. The results will be documented and Community Action will report the results quarterly.

The problem statements, the 2016 CSBG work programs and the intended outcome measure are listed according to the CSBG program categories:

### **Skills Training – NPI: 1.2A Obtain skill required for employment.**

1. ACTIVITY that supports CAPCIL Agency Goals: Remove obstacles and problems that block the achievement of self-sufficiency for families and individuals who are attempting to transition away from entitlement programs.

Jobs for Life is a program that addresses the following 3 main components: 1.) Teach consumers the value and integrity that comes with obtaining and keeping a job. 2.) Increase consumers' sphere of influence so that they know and can be influenced by persons who are not in their same situation. 3.) Teach basic soft skills so that job readiness is more than just getting through the interview process. The course is an 8 week course, 2 days per week for 2 hours per day. Not only does the curriculum address the skills training, but the whole program is framed around having Champions from the community to serve as mentors, cheerleaders, and a support team. These champions are business owners, faith leaders, Human Resources professionals, neighbors...and eventually friends.

## **Other Employment Projects – NPI: 1.1A/B Employed or maintained job for 90 days**

ACTIVITY that supports CAPCIL Agency Goals: Secure and retain meaningful employment

With the dissolution of the CSBG Loan Program, CAPCIL is now using these funds to promote economic development through job creation via scholarships. These scholarships will be available for CSBG selected consumers once they have participated in our Jobs for Life Program. Consumers must first demonstrate their willingness to learn how to work and why it is important. After the Jobs for Life graduation they can apply for a licensing or certification scholarship at an Illinois institution. Once licensed or certified, consumers with their Jobs for Life training, can go out and secure gainful employment in a specific industry. Scholarship applications will be reviewed on a quarterly basis by at least a 3 person panel.

## **GED Instruction – NPI: 1.2M Completed ABE/GED and received certificate or diploma**

ACTIVITY that supports CAPCIL Agency Goals: Provide an opportunity to achieve a General Education Degree in order to progress towards a licensing or certification degree.

As stated earlier in this assessment, many of our consumers never completed high school. Through CSBG we have provided a scholarship program to help consumers cover the costs of the testing modules to obtain their General Education Degree (GED). Before consumers are eligible to apply for the GED scholarship they must first complete the Jobs for Life program, and attend the free GED tutoring offered through local community colleges. Family Service Workers as well as Project Coordinators will offer support for the consumer during this period.

## **Other Education Projects – NPI: 1.2.C Making progress towards post-sec degree or certificate**

ACTIVITY that supports CAPCIL Agency Goals: Progress on the self-sufficiency journey by completing a post-secondary degree to better the lives of the individual and their family.

CSBG Scholarship Program is offered to consumers to expound upon their certification/licensing/GED/high school degree. This scholarship will be available to apply for on a quarterly basis by CSBG selected consumers. This scholarship can be used toward tuition, books, travel, computers, or anything needed to help them advance in their education.

## **Housing Financial Counseling – NPI: 1.3B.1 Have and maintain a budget for 90 days**

ACTIVITY that supports CAPCIL Agency Goals: Make better use of available income.

CAPCIL will now be offering financial management classes and a first time home buyer's course for our CSBG eligible consumers. Once they have a (good) job, Project Coordinators will teach them how to manage their money through Financial Peace University courses. These classes are once per week, 2 hours each week for 8 weeks. The course covers emergency funds, debt management and introduce concepts like money market accounts and retirement. After a (good) job, CAPCIL will introduce the concept and reality of homeownership, the ultimate American dream. These courses are once per week, 1 hour each week for 4 weeks. Project Coordinators will cover how to buy a house that fits in the new budget, and how a home creates stability, roots, and pride. Not only will our consumers learn how to make their money work for them, they will have a complete understanding of the home buying planning and process.

## Information and Referral

ACTIVITY that supports CAPCIL Agency Goals: Obtain assistance through CAPCIL grants, or other means to meet immediate and urgent family and individual needs.

- Logan Mason Public Transportation (LMPT) program provides reliable transportation for our clients in Logan and Mason counties. The program offers rides to all seniors for a suggested donation only and has expanded to offer low cost transportation to the public. Despite the fact that LMPT has grown in ridership throughout Logan and Mason counties, almost 16% of our clients surveyed stated that transportation issues were a problem, especially in regards to maintaining a job. Since LMPT is only available in Logan and Mason counties, Family Assistance Specialists in the remaining counties have to refer to outside sources to assist their clients. There are several other social service agencies that provide transportation in DeWitt, Piatt, Fulton and Menard, as well as taxi services. Piatt County offers public transportation in the form of a bus service.
- Free Prescription Discount Cards are given to individuals who need to purchase a prescription but do not have insurance and are unable to afford the medicine.
- Foster Grandparents Program provides adults aged 55+ with an opportunity to give back to the children in our community. This program is both equally important for seniors as it is to children. The seniors in our community are able to stay active and involved, while receiving a tax-free hourly stipend. Children in our community benefit as well because they are able to connect with an individual who can help guide them through difficult times in their lives.
- Providing Weatherization Programs that improve home energy efficiency resulting in lower utility bills and more disposable income. CAPCIL Weatherization staff will go and assess the home and then provide based upon need: weather stripping, air sealing, caulking of windows, furnace inspection and replacement, and other energy efficient solutions.
- Continuum of Care (COC) provides individuals and families rent/mortgage assistance in times of crisis. If a client has a life event that prevents them from affording their housing payment, COC is able to cover up to 3 months back rent and first month's security deposit.
- LIHEAP (Low Income Home Energy Assistance Program) is used to help individuals and families in our service area who struggle to pay their electric bill. This service covers outstanding debt as well as an opportunity to be enrolled on a payment plan. This payment plan known as PIPP (Percentage of Income Payment Plan) pays a percentage of the client's income toward their utility bill. The client then receives a monthly benefit towards their utility bill, and receives a reduction in overdue payments for every on-time payment they make by the bill due date.
- Emergency Food Pantry is available for individuals who meet CSBG income guidelines. This nutrition relief program is provided in our entire service area to provide assistance when our clients are not able to purchase food on their own.

## Training and Technical Assistance – NPI: 5.1I Agency activities that increase the agencies capacity

ACTIVITY that supports CAPCIL Agency Goals: Preparing the agency for the future.

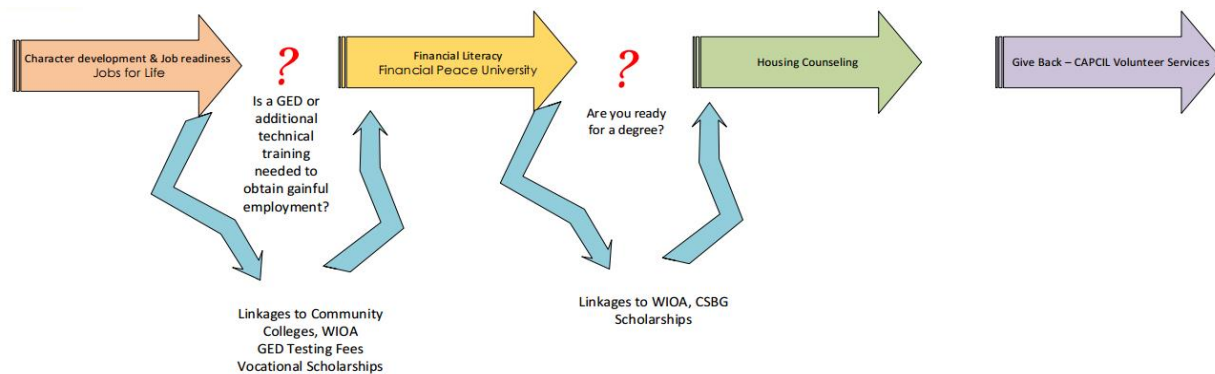
As we have presented, CAPCIL has a lot of changes happening as an agency. In order to accomplish our plan and serve our consumers, we must have fully equipped staff. CAPCIL has been involved in strategic planning sessions, training seminars, and applicable role-playing scenarios. CSBG staff has and will continue to receive trainings and certifications in order to effectively teach and administer classes.

# Bibliography

*American Community Survey (ACS)*. N.p., n.d. Web. 1 Aug. 2015.

"Census.gov." *Census.gov*. N.p., n.d. Web. 1 Aug. 2015.

Randolph, Erik. "Modeling Potential Income and Welfare Assistance Benefits in Illinois." *Illinois Policy Institute* (2014): n. pag. Web.



# Appendix

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2015 Survey Data

2015 Focus Group Data

2014 Survey Data – available upon request