



**Mid Central Community Action, Inc.
2021 Community Action Plan for January 1, 2021—December 31, 2021**

Table of Contents

1. COMMUNITY ACTION PLAN SUMMARY:	2
2. 2020 Community Needs Assessment Summary	3
Data Collection & Analysis	3
FY20 Quick Summary & FY19 Mclean County Data and Comparison	4
Demographics	9
Demographic information for community members	9
Demographic information for community stakeholders	11
Community Needs Analysis 2019 and 2020	11
Community Members	11
Who responded to the survey (non-demographic)?	12
What did they have to say?	12
Other Items	17
Client Satisfaction Survey (Community Members only)	17
Community Stakeholders	18
Who responded to the survey	18
What did they have to say?	19
Limitations for FY19 and Plans for FY20	21
FY21 Changes to Community Needs Assessment & Distribution	21
3. DESCRIPTION OF SERVICE DELIVERY SYSTEM:	23
4. DESCRIPTION OF LINKAGES	25
5. COORDINATION	29
6. INNOVATIVE COMMUNITY AND NEIGHBORHOOD-BASED INITIATIVES	31
7. OUTCOMES	31
8. APPENDIX A: Full Community Needs Assessment Livingston County	
9. APPENDIX B: Community Needs Assessment Survey- Community Members	
10. APPENDIX C: Community Needs Assessment-Stakeholders	

1. COMMUNITY ACTION PLAN SUMMARY:

Incorporated in 1965, Mid Central Community Action's mission is to educate, equip, and empower people to achieve healthy relationships, finances, homes, and neighborhoods. MCCA envisions healthy, economically stable families interacting positively with one another in strong, safe, and diverse neighborhoods to enhance the community while preserving the environment. MCCA's core culture is to treat clients, external contacts, and employees with respect and honesty.

MCCA works in partnership with many community organizations and continues to seek new collaborations. Our programs, offered to residents of McLean and Livingston Counties, are as follows:

- **First Step** Income Support Services
 - Low Income Home Energy Assistance Program (LIHEAP)
 - Percentage of Income Payment Program (energy assistance through utility subsidy payments)
 - Income Support Coaching and Resources
 - Career Counseling
 - Time-sensitive financial assistance
- **Next Step** (Financial Opportunity Center)
 - Basic Financial Literacy Education
 - Credit Building and Debt Reduction
 - Money Management Training
 - Home Buyer Education Program (on-line and classroom)
 - Housing Counseling by HUD Certified Housing Counselors
 - Public Benefits Access Coordination
 - Job Training and Employment Coaching Services
- **Information and Referral Services**
 - Community Resources Access Facilitation
- **Permanent Supportive Housing Program- Mayors Manor**
- **Countering Domestic Violence Services** (McLean County Only)
 - 24 Hour DV Hotline
 - 24 hour Emergency Shelter
 - Transitional Housing
 - Youth and Family-Focused Violence Prevention and Intervention Programs
 - Legal Advocacy
 - Professional counseling and survivor support groups
- **Community Engagement and Neighborhood Revitalization**
 - Community Engagement Strategies to address the West Bloomington and Rural Target area.
- **Affordable housing development & healthy homes initiative**
 - Awareness and education activities
- **Educational Opportunities and Scholarships**

MCCA's services are designed to provide individuals with the knowledge, tools, and opportunity to improve their living conditions, their financial circumstances, and their quality of life. This is done via a holistic service delivery model that allows them to move from survival to economic stabilization and security. The Community Services Block Grant (CSBG) funding is an integral component in MCCA's comprehensive service delivery system. The funds are used to help support the general operations of the agency based on the negotiated Indirect Cost Rate.

The 2021 Community Action Plan (CAP) provides information in the following areas: needs assessment, a description of service delivery system, description of linkages, coordination of services, a description of innovative community and neighborhood-based or rural region based initiatives, and outcomes. An in-depth analysis of each of these seven areas is included in the Plan and review of how each relates to another. This will explain the level of integration of the Plan in order to form a logical path to MCCA's CSBG Work Programs and the general outcomes that are intended for each.

On 16th of September 2020, a report outlining the FY20 Community Needs Assessment data and analysis for Livingston County Illinois was submitted to MCCA's Board of Directors for their review and commentary prior to submitting the report to the Illinois Department of Commerce and Economic Opportunity. The Board of Directors approved the report as noted in the MCCA Community Action Plan. On September 16, 2019 the FY19 Community Needs Assessment provided data and analysis for both Mclean and Livingston County Illinois was approved by MCCA Board of Directors. April 14th of 2020 a Mid Central Community Action COVID-19 Community Needs Assessment was filed with the Department of Commerce and Economic Development. Portions of all three reports are included in the MCCA Community Action Plan.

2. 2020 Community Needs Assessment Summary

Data Collection & Analysis

Mid Central Community Action (MCCA) conducts a local community assessment every year as required for recipients of a Community Services Block Grant (CSBG). In 2020, for the first time, the Community Needs Assessment is focused on Livingston County. In prior years, the assessment also examined McLean County. Both counties are served by MCCA. An assessment in McLean County was conducted in 2019, which fulfills the CSBG requirement to conduct a county-level assessment at least every three years. The Livingston County focus in 2020 provides an opportunity to dig deeper into the unique issues in Livingston County and supports MCCA's goal of learning more about more rural service areas. MCCA will include Livingston County results in the annual Community Action Plan (CAP) and will continue to collaborate with other community service providers to ensure the needs of Livingston County are addressed in a healthy and efficient way, as well as addressing the continuing needs in Mclean County.

As in past years, the MCCA Community Needs Assessment was developed in two separate versions: one for general community members, and one for community stakeholders (employees or board members of community or social service agencies). Mclean and Livingston County were both

included in the FY19 survey. For FY20 Livingston County only was surveyed. MCCA utilized paper copies for the Community Members version and digital versions of both surveys were also developed in Survey Monkey and distributed digitally. Links to the digital surveys were included on the home screen of our website (www.mccainc.org) as well as our Facebook page.

Community Stakeholder surveys were distributed via email to MCCA staff and board members, as well as contacts at other community and social service agencies, education institutions, and faith based entities throughout Livingston County. The Community Members surveys were distributed via email (digital link) and/or in-person (paper copies) to MCCA clients, and were distributed by MCCA staff at community events throughout the year, as well as provider meetings in Livingston County and through agencies and educational institutions such as Heartland Community College Pontiac Office. Surveys were collected August 5, 2019 – June 15, 2020; data entry of all paper copies was completed by June 30, 2020 (entered into Survey Monkey). Data was exported from Survey Monkey and analyzed using IBM SPSS Statistics software and Microsoft Excel. Data collection processes did experience a stagnation after the COVID-19 Pandemic of 2020 stay at home order issued for the state of Illinois March 2020. The pandemic slowed the collection of physical surveys and marketing and distribution efforts related to the 2020 Survey in Livingston County.

In total, 113 people responded to the Livingston County Community Assessment survey in 2020. Of those, 106 were valid and included in the following analysis. Ninety three (93) individuals responded to the “Community Member” (residents) survey. Seven (7) of those ninety three respondents were excluded from all of the following analysis, because they reported residing outside Livingston County, leaving eighty-six (86) valid community member responses.

The community assessment process, as in prior years, utilized both primary and secondary data sources. Primary data was gleaned from the survey. Secondary data came from a variety of sources as explained in the Community Needs Assessment. Analysis of primary data and collection and synthesis of secondary data, as well as the production of this report, were managed by Mosaic Collective, LLC, an external consultant contracted on a project basis. During the analysis phase, the consultant retrieved additional data and information from secondary sources including the 2019 Livingston County Community Health Needs Assessment (CHNA), 2019 - 2020 Heartland Head Start Community Assessment, the Livingston County Health Department, the Greater Livingston County Economic Development Department, the Pontiac Chamber of Commerce, Heartland Community College Pontiac Campus, the Grundy-Livingston-Kankakee Workforce Board, and the US Census Bureau. Secondary data sources were also referenced, where applicable.

FY20 Quick Summary & FY19 Mclean County Data and Comparison

The identified needs between FY19 and FY20 appear to be comparable but the 2020 responses clearly identified a shift toward basic needs. The top three biggest needs among residents in 2020 are related to Basic Needs, Food Security, and Housing. Basic Needs in this survey includes Utilities, which was by far the most commonly cited need. Housing including rent and mortgage assistance, was the most cited Housing need. This may be due to the fact that a majority of the customer surveys were distributed through customers accessing the LIHEAP program as revealed by 32.35% of those that responded stated they received no MCCA services in the prior year. Among the

remaining nearly 70 percent that responded, the most commonly cited service was Energy assistance of LIHEAP/PIPP. This pattern is consistent with years past and most likely impacts the general results since most resident survey respondents sought help with energy bills.

In comparison to the 2019 dual county survey, the 2020 Livingston County survey revealed a more pronounced need for transportation resources. Residents expressed needs related to the cost of getting and maintaining their own reliable vehicle, including license, insurance and fuel costs, in multiple questions. They also cited the need for reliable transportation to get to work and school. Stakeholders cited transportation as the most frequently identified barrier to getting or keeping a job for low-income residents, the second biggest barrier to self-sufficiency for low-income families, and the biggest need for elderly residents. While the County has an interstate and Amtrak station facilitating commerce and travel into and out of and through the county, improved transportation choices within the County for residents is clearly a need; this might include public options, but residents expressed a preference for help getting an affordable, dependable, personal vehicle.

The Livingston County survey results revealed that a high percentage of respondents identified Basic needs, food and nutrition, housing, health, and financial and legal aid, and transportation as the top 6 ranked needs of residents surveyed.

Rank	Area of Need	% Residents that need help
1	Basic Needs	55.00%
2	Food & Nutrition	43.21%
3	Housing	35.90%
4	Health	35.53%
5	Financial & Legal	32.93%
6	Transportation	30.00%
7	Employment	19.54%
8	Education	17.50%
9	Safety	16.95%
10	Parenting & Family Support	10.61%
11	Child Care & Development	8.82%

The table below shows which specific problems residents reported having under each area of need shown above, in the same order. In some cases, there was a tie between two or three specific problems in a category.

Area of Need	Most Common Problem	% that need help with most common problem
Basic Needs	Utilities	43.75%
Food & Nutrition	Getting food from food pantries/banks	16.05%
	Having enough food at home	16.05%
Housing	Help with rent/mortgage	23.08%
Health	Dental care availability	14.47%
Financial & Legal	Budgeting	13.41%
Transportation	Buying dependable car	10.00%
	Car repairs	10.00%
	Registration/license fees	10.00%
Employment	Education/training	9.64%
Education	Getting HSD/ GED/HSED	7.50%
Safety	In parks/playgrounds	8.47%
Parenting & Family Support	Bullying/violence of child's friends	4.55%
	Helping child cope w/ stress/depression/emotions	4.55%
Child Care & Development	Financial assistance with school/club activities	4.41%

Possibly due to the challenging times of a global pandemic and a constantly changing new normal with all areas of people's lives, the reported needs over the last year has changed from years prior. The table below shows the top six specific problems cited by residents, in order of most to least common, the past three years in Livingston County. Utilities is consistently the most commonly cited problem, which is predictable since most respondents are MCCA's LIHEAP/PIPP clients. Food security and paying for housing have both moved up in terms of importance since 2018. In 2020,

dental care access and buying a dependable car appear in the top six problems for the first time in the past three years. Meanwhile, problems like budgeting, finding a full-time job, getting personal care items, and car repairs have fallen off the list. These trends seem to suggest that more people in Livingston County might be struggling with more basic needs than in prior years (e.g., food and housing). The inclusion of “getting food from food pantries/food banks” every year may suggest a transportation barrier in addition to food insecurity.

Rank	2018	2019	2020
1	Utilities	Utilities	Utilities
2	Budgeting	Getting food from pantries/banks	Having enough food
3	Finding full-time job	Budgeting	Getting food from food pantries/banks
4	Getting food from pantries/banks	Finding full-time job	Rent or mortgage
5	Rent or mortgage	Personal items	Dental care availability
6	Car repairs	Rent or mortgage	Buying dependable car

Child care and parenting concerns rose this year, with 33.7% of households with children under 18 reporting that they needed help with child care or child development issues (15.6% in FY18), and 27.4% (also 15.6% in FY18) reporting wanting help with parenting issues. Most needs for child care/development were focused on expenses related to child care costs (38.4%), school or club activities (36.0%, 47.4% for LivCo), and school supplies (32.3%, 43.3% of rural-area households). Parenting concerns were also more prevalent this year, with 48.1% of respondents reporting that they needed help learning how to help their children cope with stress, depression, or emotional issues (69.2% for LivCo). Respondents with children also reported wanting help with learning how to communicate with their teenagers (43.6%), setting goals/plans for their family (36.8%), and learning how to discipline their children more effectively (34.6%). This area is ever increasing now due to schools closing and children sent home to learn remotely.

COVID-19 Pandemic Impact

The following information was addressed in the April 2020 Community Assessment Update including in the Community Action Plan for CARES is in response to a global health pandemic that has not only affected every community in the United States but has also led to the most significant economic disruption since the Great Depression. This assessment is an initial effort to capture some of the emerging needs in the community as well as to forecast how those needs may evolve over the coming weeks and months.

In December 2019, the novel coronavirus disease of 2019 (COVID-19) was discovered to be the causative agent for acute respiratory and flu-like symptoms and began infecting increasing numbers of people in the Wuhan Province of China. The first case in the United States was

confirmed by the Centers for Disease Control and Prevention on January 22, 2020. Despite efforts to contain the virus, by March 11, 2020, the World Health Organization declared COVID-19 a global pandemic. By March 17, 2020, all 50 US States had confirmed cases of the virus.

Because of the highly contagious nature of COVID-19, the alarmingly high rate of fatalities associated with it and the lack of a vaccine or treatment, the only effective way to prevent mass illness is through restricted travel, physical distancing, frequent hand washing, coughing in elbows, not touching the face, and staying at home. By mid-March 2020, with the virus clearly past the stage of effective isolation and contact tracing, local, state and federal public health officials recommend extreme measures to minimize a public health catastrophe: mass quarantine, physical distancing, and a virtual lockdown of all public gatherings and economic activity.

While all types of people are getting sick from the disease, older adults and people of any age who experience serious underlying medical conditions, many which are more prevalent in African American communities, and, to some extent, Latin and Native American communities, are at increased risk for severe symptoms from COVID-19. Persons of color, immigrants, and women are also disproportionately impacted by underlying health conditions linked to poverty, face discrimination in medical care, and are more likely to work jobs that require them to leave their homes. Also, persons with disabilities or chronic conditions are more vulnerable to COVID-19 due to their inability to thoroughly isolate themselves (need for hands-on care), physical impairments, environmental barriers, or interrupted services. The following additional populations experience differential exposure and extensive corresponding implications as a result of the pandemic: frontline workers, persons experiencing homelessness, gig-economy workers, low-income communities under quarantine, and especially in urban settings, rural communities, tribal communities, incarcerated persons and returning citizens.

The COVID-19 Pandemic has greatly affected the local economy and created massive unemployment and economic instability. The unemployment in McLean County has gone from a rate of 2.6% at the start of March 2020 to 13% in April 2020. Livingston County Illinois went from 3.2% unemployment March 1, 2020 to 12.2% in April of 2020. The State of Illinois was not prepared for the drastic increase in those applying for unemployment and did not have the technology or staff to handle. There have been 818,917 Illinoisans who have filed for unemployment since March 21, 2020, but only 681,041 drew unemployment benefits by April 25, 2020.

According to the Bureau of Labor Statistics, the unemployment rate in McLean County was 3.7% in June 2019, a 1.0% decrease from June 2018 (4.7%)

(<https://fred.stlouisfed.org/series/ILMCLE2URN>). The Livingston County unemployment rate is similar, at 3.9% in June 2019, a drop from 4.7% in June 2018

(<https://fred.stlouisfed.org/series/ILLIVI5URN>). Comparably, the state-wide unemployment rate for Illinois was 4.0% in June 2019, a 0.7% reduction from June 2018 (4.7%), and the nationwide unemployment rate was 3.7% in June 2019. Both the Livingston County and McLean County unemployment rates rose slightly in January 2019 (6.2% and 5.3%, respectively) along with the Illinois employment rate (5.2%).

MCCA is including these results in our annual Community Action Plan (CAP), as well as the results and needs identified by other regional studies, and will continue to collaborate with other community service providers to ensure the needs of our community are addressed in a healthy and efficient way.

Demographics

Note that the percentages below reflect the percent of valid responses (e.g. of those who responded for the item) – invalid responses were not included in percentage calculations. Please also note that the total number of responses for a particular demographic may not add up to the total responses/surveys, as some items were not completed by all respondents.

The majority responses for each demographic are identified in the ‘full demographics’ chart below for three year comparison.

Demographic information for community members

While the FY19 demographic data is similar to that of FY18 respondents, there were a few notable differences, which are outlined here. Full demographic data is included in the chart below.

- The majority of respondents were in the 26-35 age group (25.0%) in FY18, while the majority of FY19 respondents were in the 36-45 age group (23.8%) and with the Livingston County only 2020 data revealed the majority of respondents were again 26-35 (23.3). The largest number of respondents for Livingston County survey 2020 were stakeholders’ age 46-55 age group at (35.0).
- More respondents reported being divorced in FY18 (6.3% in FY18, 20.6% in FY19) and fewer reported being single (68.5% in FY18, 55.5% in FY19). This may not necessarily reflect our population, as some respondents may have previously reported that they were “single” instead of selecting “divorced.” The three year marital status comparison is as noted in the following graph:

Marital Status of Residents	2018	2019	2020
Single	43 (58.1%)	50 (37.0%)	30 (35.71%)
Married	14 (18.9%)	29 (21.5%)	16 (19.05%)
Separated	6 (8.1%)	5 (3.7%)	8 (9.52%)
Divorced	7 (9.5%)	41 (30.4%)	19 (22.62%)
Widowed	4 (5.4%)	10 (7.4%)	11 (13.10%)

- The general composition of residents’ households, in terms of size and number of children present, has not changed significantly since prior surveys. Collectively, residents in the survey population live in households with an average of 2.54 persons, which is higher than in the prior two years (2.43 in 2019; 2.44 in 2018) and also higher than Livingston County (2.37 persons [US Census]). The majority of respondents reported a household of one (1),

which is consistent with the fact that most respondents also reported being single and in the 26-35 age bracket.

- Respondents in FY19 reported slightly lower monthly household income than in FY18 (91.6% reported less than \$2,000/month in FY19, 89.9% in FY18), with a minor reduction in the number of households who reported employment income as an income source (36.3% in FY19, 40.5% in FY18). While as below in the Analysis above under “economic stability,” most respondents reported “no change” or “decreased” *annual* income, as a group, there is a small trend towards higher *net monthly* household incomes over the past three years. A greater portion of residents reported \$2,001 or higher in 2020 compared to prior years (10.84% in 2020; 5.8% in 2019; and 6.0% in 2018). There is no immediately obvious explanation for these two seemingly conflicting patterns, although it should be noted that ten (10) respondents skipped the net monthly income question (11.6%), which may have affected the results. Regardless, those netting between \$1,000 and \$2,000 per month have consistently been the largest group of respondents.

***Note that with significant and sudden increases in local unemployment as noted in COVID-19 Community Needs Assessment and Action Plan of April 2020 that community members’ income and their sources of income may have drastically changed relevant to earned employment income especially due to continuous fluctuations of the workforce related to the current COVID-19 pandemic.**

Residents’ Net Monthly Income	2018	2019	2020
No income	12 (17.9%)	23 (19.5%)	8 (9.64%)
\$1 – 1,000	24 (35.8%)	33 (28.0%)	26 (36.14%)
\$1,001 – 2,000	27 (40.3%)	54 (45.8%)	35 (43.37%)
\$2,001 – 3,000	4 (6.0%)	4 (3.4%)	5 (7.23%)
\$3,001 – 4,000	0 (0%)	2 (1.7%)	0 (0%)
Over \$4,000	0 (0%)	2 (1.7%)	2 (3.61%)

Residents' Source(s) of Household Income	2018	2019	2020
Social Security	13.2%	22.2%	41.18%
Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI)	17.1%	17.0%	31.76%
Employment	34.2%	40.7%	28.24%
No income	13.2%	14.8%	7.06%
Child support/alimony	9.2%	8.1%	7.06%
Unemployment insurance	6.6%	0.0%	3.53%
Self-employed	2.6%	3.7%	2.35%
Pension/retirement plan	2.6%	5.9%	1.18%
TANF/FIP	1.3%	2.2%	1.18%
Other (includes Family, Workman's Comp, SSA, Veteran's Disability, Unspecified)	2.6%	4.4%	5.90%

- The large percentage of respondents receiving SSI or SSDI is generally consistent with the large percentage of respondents with a documented disability in Livingston County. Limitations to this data point is that for 2020 only Livingston County numbers are represented while in 2018 and 2019 the percentages represent both Mclean and Livingston Counties.
- Additionally a great number of respondents from Livingston County (41.18%) were receiving social security benefits which tends to skew the statistical income data and may not be a true reflection of the county income distribution.

Demographic information for community stakeholders

FY19 stakeholder demographics are similar to those from FY18; however, there were significantly fewer stakeholder responses collected in FY19 (54 in FY19, 112 in FY18). The majority of respondents in FY19 were MCCA staff and board members (64.8%), a significant difference from FY18 where 41.4% of responses were collected from other community stakeholders (26.0% from MCCA staff and board members). Unlike in 2019 when most of the community stakeholders were MCCA staff and board members (64.8%), only one (5%) stakeholder respondent in 2020 was a MCCA staff member; 55% of stakeholder responses were collected from "other" community stakeholders and 40% were collected from "board or staff of another community agency (not MCCA)." This may be due to a differing outreach processes with the 2020 Livingston County Survey.

Community Needs Analysis 2019 and 2020

Community Members

Please note again that percentages below reflect the percentage of responses out of the total individuals who responded for the designated item (e.g. did not leave the item blank), unless otherwise noted.

Who responded to the survey (non-demographic)?

1,401 individuals responded for the 'Community Member' assessment, with 1,264 in McLean County and 137 in Livingston County. For the 2020 Livingston County Survey 113 people responded with an actual valid response of 86 due to being a verified resident of Livingston County.

In the 2019 Mclean and Livingston County Survey 13.0% respondents reported that they had not heard of MCCA before completing the survey (20, 1.6%) or did not provide a response (162, 11.6%). Of those who had heard of MCCA prior to the survey, a majority (79.5%) reported that they had heard about MCCA by word of mouth, including the following responses: through a family member or friend (42.7%), another current or former MCCA client (12.6%), or because they or their family had received MCCA services previously (24.3%).

In 2019, there were 41.1% (476) of respondents reported that their household had not received any services from MCCA within the past 12 months (another 244 did not respond for the item). The 2020 Livingston County survey revealed that 32.35% of those that responded stated they received no MCCA services in the prior year. Among those that responded, the most commonly cited service was "Energy assistance (LIHEAP/PIPP)," which was reported by 46 respondents. This is over half of all valid residents' responses (53.5%) and over two-thirds (67.65%) of those that answered this question. This pattern is consistent with years and most likely impacts the general results since most resident survey respondents sought help with energy bills.

What did they have to say?

Responses provided on the Community Needs Assessment (Community Members) were analyzed and are included below in order of identified importance. Highest-selected need categories (e.g. basic needs, food and food security, housing ...) are listed first, with the least-identified categories listed last. For each category listed below, the top-identified needs (most selected specific needs) are listed for each year.

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

- Getting financial assistance with utility bills (heating, electric, and/or water)
 - 38.5% (486) overall, and 69.4% of those who identified a basic need 2019
 - 55.0% of Livingston county respondents identified a basic need 2020
- Getting food from food pantries, food banks, or food shelves
 - 17.4% (244) overall, and 61.5% of those who identified a food or nutrition need 2019
 - 43.21% of Livingston county respondents identified a food or nutrition need 2020
- Housing
 - 42.4% of those who identified housing as a need 2019
 - 35.90 of Livingston county respondents identified housing as a need 2020
- Getting financial assistance with rent or mortgage payments
 - 14.6% (205) overall, and 36.2% of those who identified a housing need 2019
 - 23.08% of Livingston county respondents identified a housing need 2020
- Budgeting was a priority ranked first in 2018, second in 2019, and has fallen off the priority list in 2020 with residents but with stakeholders was ranked fourth at 50%.

- Finding a permanent full-time job that will support me and/or my family
 - 16.6% (232) overall, and 53.5% of those who identified an employment need 2019
 - 19.4% of Livingston county respondents identified an employment need 2020

The most-selected category was “**Basic Needs**,” with 50.0% (701) reporting that did not need help with basic needs (40.2%) or did not respond for the item (9.9%). Of the 700 (50.0%) respondents who reported wanting help with basic needs:

- 69.4% (486) - Getting financial assistance with my utility bills (heating, electric, and/or water) (79.5% [62] for LivCo residents, 77.0% for rural-area residents) in 2019 and 55% in 2020. **This again may be due to the majority of respondents were LIHEAP/ PIPP customers who attend MCCA in person for utility resources.*

The second highest was previously identified need was “**Financial/Legal**” with 59.1% (828) of respondents reporting they did not need help with anything related to their financial or legal situation (45.4%, up from 36.1% in FY18) or did not respond for the item (13.7%). Of the 573 (40.9%) who reported wanting help in 2019. The 2020 survey now reveals that **Food and Nutrition** has become the second highest need at 43.21%. Financial and legal needs have fallen to 5th in ranking of needs. ** This may be due to current issue of COVID-19 pandemic and higher costs of food and resources being experienced locally in recent months and moratorium on evictions in place till December 2020 due to COVID-19.*

Food/Nutrition – 71.7% (1,004) (an increase from 64.0% in FY18) said they did not need help with food or nutrition (56.5%, up from 47.3% in FY18) or did not respond for the item (15.1%). The 2020 Livingston County noted that 43.21% of population now reported wanting help. Below is the breakout of areas respondents requested help in regard to food and food security.

- In 2019, 61.5% (47.2% for LivCo, 53.7% for rural-area) and in 2020 Livingston county 16.05% - Getting food from food pantries, food banks, or food shelves
- 33.2% (44.4% for LivCo, an increase of 10.1% from FY18 [34.3%]) and in 2020 Livingston County 16.05% - Having enough food at home
- 30.5% (22.4% for rural-area) and in 2020 9.98% - Learning how to stretch my food dollar

State Referrals recorded by the Helpillinoisfamilies.com related to food security as of September 19th, 2020 were at 315 for Mclean County and 113 for Livingston County. These referral numbers only reflect those who have applied through the State of Illinois system in regard to requesting assistance with food and nutrition needs.

Housing – In 2019 40.4% respondents who reported wanting help with housing. In 2020, Livingston County 35.90 reported needing help with housing. With COVID-19 the state of Illinois through Helpillinoisfamilies.com as of September 19th, 2020, has referred 559 housing need applications for referral to Mid Central Community Action for Mclean County and 237 referrals for housing assistance in Livingston County. These numbers do not include the number of direct requests and agency referrals coming into the agency on a daily basis.

Transportation –In 2019, 64.7% (907) of respondents said they did not need help with anything related to their family’s transportation needs (53.7%, an increase from 46.8% in FY18) or did not respond for the transportation item (11.0%). Of the 494 (35.3%) by 2020 possibly due to stay at home orders with COVID-19, 30 percent of respondents reported wanting help with transportation:

- 39.3% (194) - Getting financial assistance to make car repairs (*55.6% for LivCo, 50.6% for rural-area*) in 2019 and in 2020 this number decreased to 10.0%
- 33.2% (164) - Getting financial assistance to buy a dependable car (*46.7% for LivCo, 39.1% rural-area*) in 2019 and in 2020 this number additionally decreased to 10.0%.
- 27.3% (135) – Getting financial assistance to pay car registration or license fees (*44.4% for LivCo, 35.6% rural-area*) in 2019 and in 2020 this dropped to 10.0%.
- *Livingston County residents also identified “getting to and from medical or dental appointments” (33.3% [15]) and “having dependable transportation to and from work” (28.9% [13]) as unmet needs.*

Child Care/Child Development – In 2019, there were 486 households (42.2%) that reported having a child under 18. Of the households who reported children, 59.1% (287) said they did not need help with any child care or child development needs and 7.2% (35) did not respond to any Child Care/Development items. The 2020 survey revealed an increase in parents reported there were few childcare programs available for low resource families in Livingston County. And this year 4.55% of Livingston County respondents reported families needed with aiding child to cope with stress, depression, or emotions.

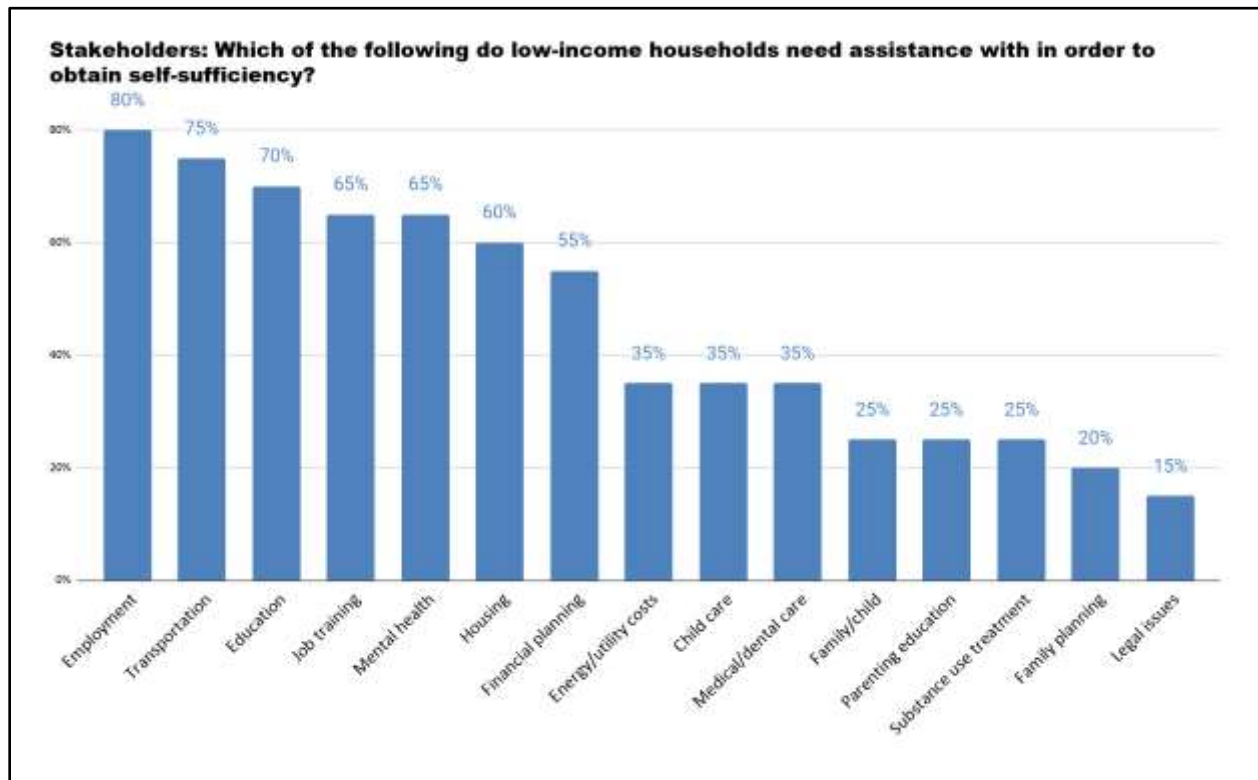
- In 2019, of the 164 (33.7%) who reported wanting help:
 - 38.4% (63) - Getting financial assistance with child care costs
 - 36.0% (59) - Getting financial assistance with school or club activities (*47.4% for LivCo, 43.3% for rural-area residents*)
 - 34.8% (57) – Finding affordable child care (*42.1% for LivCo*)
 - *This is a 7.0% decrease from FY18 (41.8%).*
 - 32.3% (53) – Getting financial assistance with school supplies (*43.3% of rural-area residents*)
 - *Rural-area residents also identified “Getting financial assistance with school fees” as a major need (36.7%) (this was only 18.9% overall).*
 - *In Livingston County 2020 survey of the 68 respondents who had children 91.18% stated they did not need help with childcare and 4.41% noted a need for financial assistance with school and club activities.*

****Limitations to data include: A majority of the data and respondent responses were gathered prior to March 2020 when schools and education institutions closed and implemented tele learning due to COVID-19 pandemic.***

Employment – Employment has experienced the most drastic changes since 2018. In 2019 69.0% (967) said did not need any help with employment (60.2%, an increase from 51.9% in FY18) or did not respond for the item (8.8%). Of the 434 (31.0%) who reported wanting help.

Currently Bloomington Illinois according to the U. S. Bureau of Labor statistics went from 2.3 percent unemployment to a high of 10.9 in April and then down to 7.1 unemployment in June 2020. Livingston County went from 4.4 unemployment to a high of 12.1 in April and down to 10.7 percent

unemployment in June 2020. In the 2020 Livingston County Survey all responding stakeholders agreed (80%) that employment was the number one need for low income households in order for them to obtain self- sufficiency. See chart below.



Limitation of Statistical data comparison of 3 year employment and economic security:

*** Data collected for a full year and a majority before Mid Central Community Action closed doors to in person appointments in March of 2020 due to global pandemic, may not reflect actual and current needs related to employment, income, and economic stability.**

Health – In 2019, 70.1% (982) said they did not need help with any health-related issues (57.2%) or did not respond for the health question (12.8%). Of the 419 (29.9%). In the 2020 Livingston County survey 67.47% who reported did not need help. Those reporting needing help reported:

- 33.7% in 2019 and 2020 Livingston County 5.26% - Having need for affordable health or dental insurance
- 28.9% in 2019 and in 2020 Livingston County 10.53% – Dealing with stress, depression, or anxiety
- 28.4% in 2019 - Getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc. (41.3% for LivCo, 37.7% for rural-area) and 2020 11.84%. Livco.
- 28.2% 2019 and in 2020 Livingston County 13.16% - Finding a dentist willing to accept Medicaid

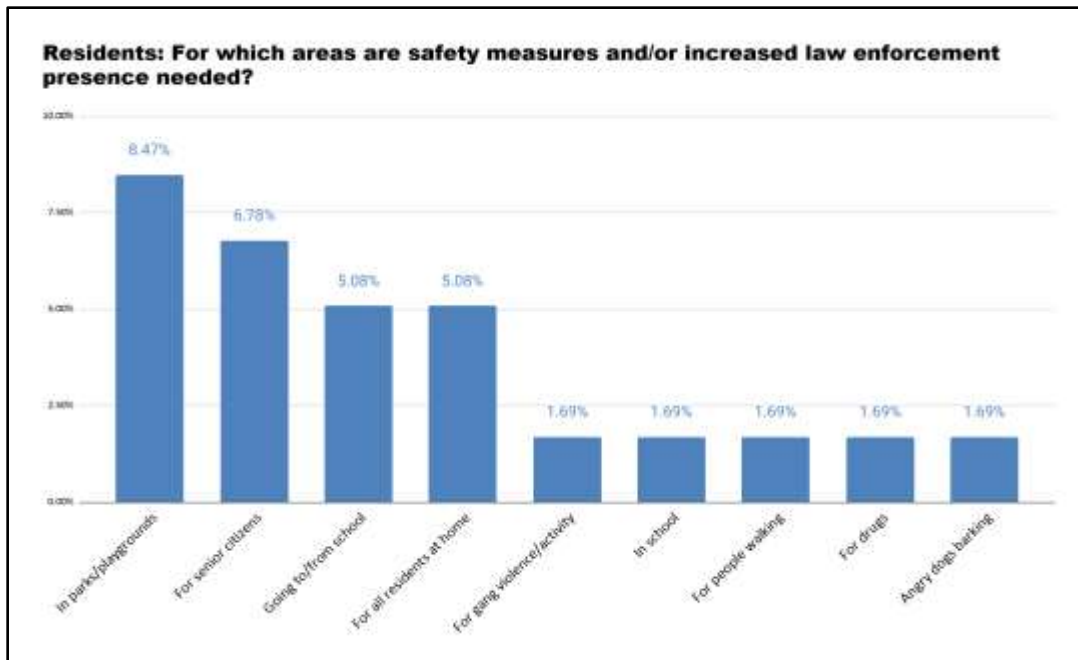
Education – In 2019, 71.2% respondents said they did not need help with any education-related needs (59.6%) or did not respond to the item (11.6%). Of the 28.8% in 2019 and in 2020 82.5 % of Livingston County respondents reported they did not need help with education. Of those who reported wanting help:

- 31.3% in 2019 and 3.75 Livingston County 2020 - Getting financial assistance to complete my education or completing college aid forms (including FAFSA)
- 30.0% in 2019 and 3.75% Livingston County in 2020 - Obtaining a 2-year college degree (Associate's)
- 24.8% in 2019 and 7.5% Livingston County 2020 - Obtaining a high school diploma or GED/HSED
- 23.8% in 2019 and 3.75% Livingston County 2020 – Obtaining a four-year college degree (Bachelor's)

Safety – In 2019, 81.9% and in 2020 83.05% of Livingston County respondents reported that they felt safe in all areas of their neighborhood and did not feel there were unmet needs. Of the 18.1% in 2019 and the 16.95% in Livingston County 2020 who reported unmet safety needs, the most-identified needs were increased safety/security:

- 35.2% in 2019 and 1.69 Livingston County 2020 – For people walking in my neighborhood (*Decreased from 40.5% in FY18*)
- 33.2% in 2019 and 2020 Livingston County 8.47% – In parks, playgrounds, and/or other outdoor recreational areas in the neighborhood (*Decreased from 43.3% in FY18*)
- 30.4% – For children and youth who are going to and from school
 - *Decreased from 52.9% in FY18*
- 27.7% in 2019 and 2020 Livingston County 5.08% – For all residents going about their daily lives (in their homes) (*Decreased from 40.9% in FY18*)
- 25.7% in 2019 and Livingston County 6.78% – For senior citizens who live in the community. (*Decreased from 39.9% in FY18*)

The focus of 2020 survey was to collect data and note the needs of the rural areas in order to have a more comprehensive understanding of the needs in rural areas and how they differ from the urban service areas. The chart below reveals the primary safety concerns noted by the rural Livingston County area for 2020.



Other Items

- Rent and Utility assistance requests has significantly increased according to 22 local agencies reporting an increase of approximately 26.5% during the months of March and April 2020 due to impact of COVID-19 pandemic.
- Rent and mortgage assistance in 2019 was at 21.7% (*increase from 15.5% in FY18*) and significant increases continue in 2020 due to COVID-19 Pandemic and mass unemployment.
- Financial coaching and assistance dropped from 17.1% in FY18 to 9.1% in FY19, but reported need increased in Livingston County in 2020 to 32.93%.

In 2019, 71.4% (882) of respondents reported that they would prefer to attend workshops on weekdays from 8:00 - 4:30 (*77.0% of rural-area residents preferred this option*). 28.8% (335) of respondents reported that they would be interested in serving on a local board or committee that represents and makes decisions for families with low incomes.

Client Satisfaction Survey (Community Members only)

In 2016, MCCA began including the client satisfaction survey in the Community Needs Assessment to ensure data was collected for both purposes from our clients.

In FY19, 1,033 (73.7%) individuals responded for at least one item in the client satisfaction survey. Overall clients appear to be very satisfied with the services they received when visiting MCCA in both McLean and Livingston County, and provided very little feedback for improvements.

- When you came to MCCA for assistance...
 - ... were you helped in a timely manner?
 - 97.0% (993/1,024) said yes (*97.0% in McLean, 96.8% LivCo*)

- ... were you treated with respect?
 - 99.5% (1,028/1,033) said yes (99.6% in McLean, 98.9% LivCo)
- ...was the staff friendly and helpful?
 - 99.5% (1,239/1,250) said yes (99.5% in McLean, 95.9% LivCo)
- ...did you get the information and/or services you needed?
 - 98.9% (948/959) said yes (98.7% in McLean, 95.7% LivCo)
- ...were you informed about other agency or community services?
 - 93.7% (857/915) said yes (94.1% in McLean, 89.4% LivCo)
- Would you recommend MCCA to your family or friends?
 - 99.6% (1,001/1,005) said yes (99.6% McLean, 96.9% LivCo)
- If you were not completely satisfied with your visit and/or the services you received, you received exceptional service, or you have suggestions for how we can improve our services, please include information below about your experience or suggestions.
 - Only five individuals (0.36%) left specific feedback or comments for agency improvements (all McLean county residents), related to the length of their appointment or wait prior to their appointment. Six additional individuals left positive feedback about their experience at MCCA.

In FY20 Livingston County Survey, Community Stakeholders Residents were asked two questions pertaining to customer service; one about referral sources and one about preferred service hours. First, they were asked, “How did you learn about Mid Central Community Action (MCCA)? Select all that apply.” Six (6) respondents skipped this question and only one (1) respondent said they’d never heard of MCCA before completing the survey. Of the seventy-eight residents that cited a referral source, the most commonly cited source was “family or friend” (i.e., word of mouth), followed by “I or my family have received MCCA services.”

Among those that selected “other,” only four (4) wrote in a specific answer; those included two (2) walk-ins, one (1) from ComEd, and one (1) from IHR (which was not defined). There were no referrals specifically reported from United Way, brochure or flier, newspaper, mailing, television or radio.

Community Stakeholders

Who responded to the survey

We had 54 total community stakeholders respond for the FY19 Community Needs Assessment (Community Stakeholders), with 50 (92.6%) in McLean County and four (7.4%) in Livingston County. Because of the small sample size of responses from Livingston County, response data presented in this section includes community stakeholder responses overall, and is not broken out by county. The 2020 Survey 95% of stakeholders that responded to the survey were female. Both are disproportionate to the population of females in the County (49.8% [US Census]). For the past three years, stakeholder responses have been consistently almost 100% female in MCCA’s community assessment process, with only two (2) total stakeholder responses from men in the past three years in Livingston County. The predominance of female responses in one or both categories may skew results.

As in the other portions of this report, percentages below reflect the percent of individuals who responded for the item (individuals who did not respond for the item were not included in calculations).

What did they have to say?

The most significant resource needs identified by stakeholders in 2019 for low-income in families were wellness programs (72.2% said few or none available) and dental services (68.5% said few or none). However, only 54.7% of stakeholders felt that dental care access was a significant challenge for low-income families in the community (decrease from 60.7% in FY18). While 54.7% is still high, twelve other challenges were identified as being more pressing issues for low-income households in 2019.

Stakeholders in 2019 identified that the most significant challenges facing low-income households are accessing living-wage employment (88.7%), mental health services (79.2%), affordable housing (75.5%), and job training opportunities (71.7%). While 88.7% of stakeholders identified accessing living-wage employment as a major challenge for low-income households, 72.2% of stakeholders identified that there were some (53.7%) or many (18.5%) full-time living-wage employment opportunities available in the community. Stakeholders believed that the issues that would cause the most difficulty for low-income individuals in obtaining or keeping a job were the ability to obtain child care (75.5%), needing better technical job skills (75.5%, increase from 62.5% in FY18), and get transportation when needed (73.6%). While lack of education was identified as a major concern (78.6%) in FY18, fewer stakeholders felt it was an issue in FY19 (64.2%).

The Livingston County 2020 Survey revealed stakeholders believed the challenges facing low income households to be transportation (80%), living wage jobs (60%), affordable housing (60%), budgeting (55%), job training (50%), education and mental health both were at (45%) and childcare, dental access, and substance abuse were all ranked at (40%). . Mental health appears in various places in this assessment but doesn't appear to be a top need in 2020, which shows some variance from prior years in terms of importance with the exception of a higher rate of need for resources for children with stress and anxiety.

Stakeholders in 2020 Livingston County Survey most stakeholders reported that there were few childcare programs for low resource families in Livingston County, 70% reported a need for childcare and they cited the greatest need for youth was financial assistance with school and club activities for youth. In 2019 respondents were divided on availability of child-related services in the community for low-income families; 46.3% said there were few or no child care programs available, 42.6% said there were few or no preschool programs available, and 42.6% said there were few or no affordable youth or after-school activities for children ages 5-17. With 2020 survey and the impact of COVID-19 local studies and agencies are now reporting an increased need for childcare for school age children due to lack of available spots and issues of school age children being at home due to stay at home orders with the pandemic.

Overall, community stakeholders in both counties reported that schools in the community generally previously met the educational need of children they serve (71.7% said in most or almost all cases). However, both counties identified that there is a need for after school supervision programs

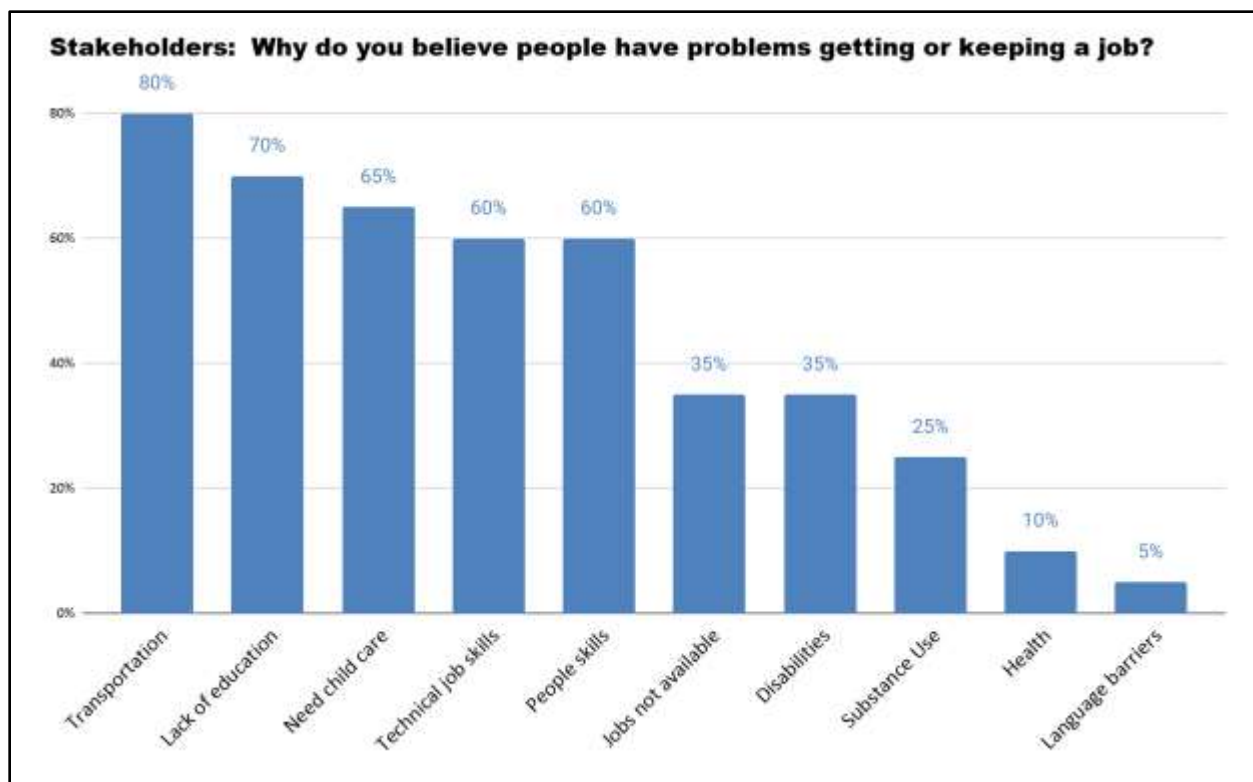
(90.6%, *increase from 79.5% in FY18*), mentoring and leadership programs (86.8%, *increase from 80.4% in FY18*), tutoring (79.2%, *increase from 59.8% in FY18*), and behavioral disorder services (68.8%, *increase from 68.8% in FY18*) for community youth (ages 12-17). *Community members also identified a need for affordable youth and after-school programs, as well as mentoring and leadership opportunities for youth and this remained consistent in the Livingston County 2020 data.*

Stakeholders in both counties identified that seniors need assistance with many aspects of their lives in order to remain in their homes, including home repairs (90.6%), transportation (84.9%, *increase from 74.5% in FY18*), yard work or snow removal (83.0%), managing medications (79.2%), grocery shopping (77.4%), and energy and utility costs (75.5%). In the Livingston County survey 2020 stakeholders again cited the priorities for seniors as being transportation (73.68%), followed by home repairs (68.42%), more social activities (68.42%), assistance with yardwork and snow removal (63.16%), and assistance with utilities both at 57.89%.

In 2019, Stakeholders reported Employment (84.9%), job training (77.4%), and financial planning (77.4%, *increase from 70.7% in FY18*) were identified as areas that stakeholders believe low-income households need the most assistance with, although housing (75.5%), education (75.5%, *increase from 68.7% in FY18*), mental health (71.7%) and child care (69.8%) were also identified as high needs. Stakeholders felt that low-income families need information, education, guidance, and/or assistance primarily with financial coaching-related topics, including budgeting or money management issues (90.6%), credit cards or financial credit issues (79.2%, *increase from 71.7% in FY18*), car title or payday loans (77.4%, *up from 68.7% in FY18*), and banking [checking and savings accounts] (77.4%, *up from 65.7% in FY18*). They also felt that home-related costs like home energy/utility cost issues (71.7%) and home repair/maintenance (62.3%) were important informational topics. However, stakeholders in both counties agreed that homes in their community were generally in good repair (94.3% said 'some' or 'most'), an increase of 6.4% from FY18 (87.9%). And a few other additional challenges stakeholders identified in 2019 for low-income households in both counties include obtaining living-wage employment (88.7%), mental health services (79.2%, *an increase of 2.7% from FY18, but 15.4% from FY17*), housing (75.5%), and job training (71.7%).

The 2020 Livingston County survey had stakeholders identify the top problems that were barriers to people getting and maintaining employment. The top barriers ranked in order included transportation, lack of education, need for childcare, technical job skills and training, people skills, no available jobs, and disabilities.

Due to the COVID-19 national pandemic mass unemployment rates throughout both counties and the expected loss and economic impact on local small businesses due to the pandemic may only compound issues related to individuals finding and maintaining employment.



Limitations for FY19 and Plans for FY20

We made a significant effort to continue to collect a large number of responses in FY19 and saw great results. However, most responses continue to be from individuals seeking LIHEAP services through MCCA, and we intend to further diversify responses for FY20 by improving our disbursement efforts and seeking new ways to gather information from a variety of community members and stakeholders to ensure we obtain a more holistic view of our community's met and unmet needs. We would also like to increase the response collection from rural areas in Livingston counties to gather better information about the unique needs in those communities. But due the COVID-19 Pandemic all collection efforts were suddenly stalled as we worked to address immediate emerging and emergency needs in the service areas served.

FY21 Changes to Community Needs Assessment & Distribution

For the FY21 Community Needs Assessment (Community Members' version), no changes are to be made unless dictated by immediate needs that arise due to pandemic or other state or national emerging issues.

No changes have been requested or made to the FY21 Community Needs Assessment community members' version.

Additional Surveys and Community Research Findings:

FY19 McLean County Community Health Needs Assessment 2019 listed the western area of 61701 zip code as a "food desert" as defined by the U.S Department of Agriculture. Noting a major concern

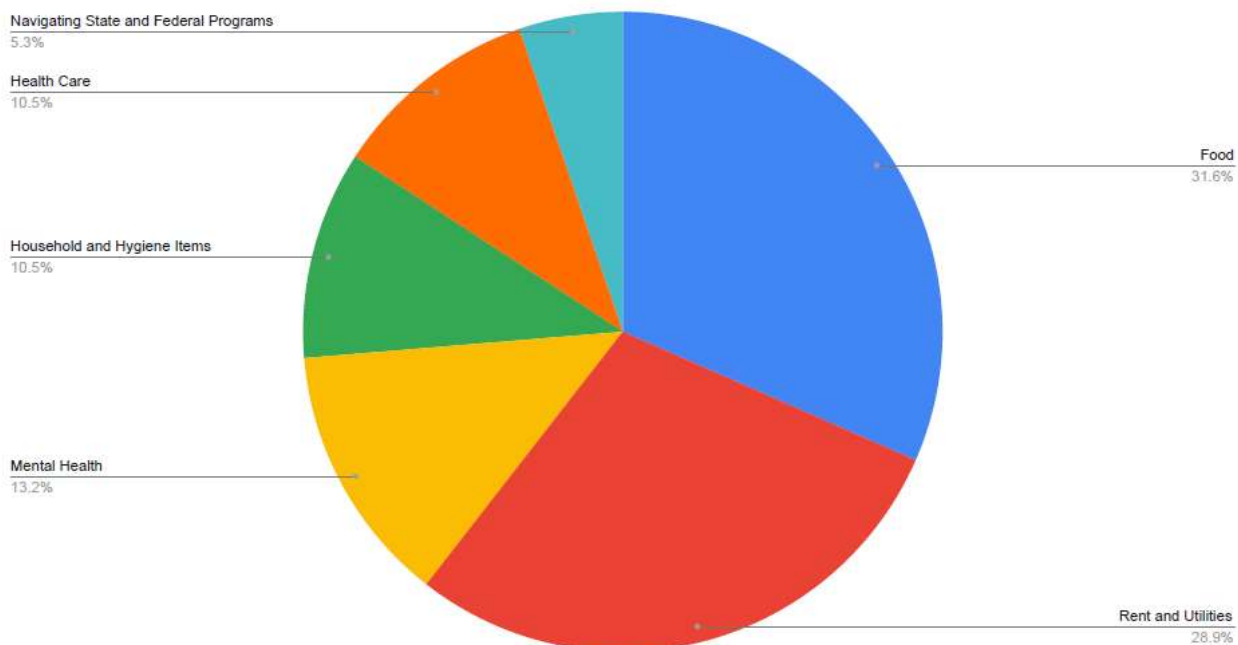
is access to affordable, quality, nutritional food options due to lack of grocery store or supermarket nearby for low resource populations in this area.

The Housing Coalition Proposal for Community Development Block Grant Funding - May 2020. Rapid community response occurred in McLean County and local agencies all convened to address the emerging community needs between March and April of 2020. The community representatives immediately combined in a community-wide effort to document current needs and found that “the present and expected impacts of the current pandemic are wide-reaching and altogether unprecedented. As is the case across the country, COVID-19 had a significant, detrimental impact on the employment and well-being of many McLean County households”. The group of 22 coordinating agencies and governmental entities “learned that COVID-19 response involves addressing “waves of need”. Response to the Food Insecurity wave is transitioning from “Emergency Response” to creating sustainable ongoing response. The next “wave” became that of Housing Insecurity, exacerbated by precipitously rising unemployment, but delayed due to governmental action postponing past-due rent and mortgage payments.”

Below are finding of community needs that agencies were seeing a request for as the COVID-19 pandemic impacts began to affect local service provision for families in need. The results are consistent with some of the preliminary findings of that resources for basic needs are in great demand. Data collected from 22 organizations reported increases in the following requests for assistance. Requests for Food increased by 29.4%. Requests for Rental Assistance and Utilities increased by 26.5%. And increases were documented for Healthcare (11.8%), in regard to need for Household and Hygiene items (11.8%), and Mental Health requests increased (14.7%).

Type of COVID-19 Assistance Requested

Data collected from 25 organizations reporting increases in assistance requests



3. DESCRIPTION OF SERVICE DELIVERY SYSTEM:

MCCA has a set of principles that guide the way we provide services. We work together to break the cycles of financial instability and domestic violence by providing expertise to pathways for advocacy, education, and support. We give people hope; increase their options, skills, and confidence; and coach them to make informed positive life choices. We focus on quality of life and living conditions with an equitable and sustainable lens. We embrace change, innovation, and collaboration to strengthen individuals, families, and communities.

The manner in which services are provided to those experiencing poverty is very broad. Many providers work together to meet the needs of those seeking services. While MCCA offers a wide array of services to residents of both McLean and Livingston Counties, new and more cohesive partnerships are constantly being nurtured that improve the availability and delivery of services and their impact on the identified needs of the community.

In addition, MCCA is working with various segments of the community to increase the cooperative nature of services to low-income households in order to increase the comprehensive and holistic manner in which those services are provided.

The location of MCCA's Bloomington office in McLean County is central for the majority of the clients. It is accessible for individuals who must rely on the public transportation system, with a bus stop located right outside the office. In addition, the location is in relative distance in relation to a variety of other service providers. MCCA also has a regular presence at the Heartland Community College campus in Normal, IL and has contracted to have a presence in the Heartland Community College location in Pontiac, IL. Having a presence in these two locations allows MCCA to share information and provide residents with bundled services. As part of this collaboration, skill building workshops are being offered at both Heartland campuses in Normal and Pontiac.

The current MCCA Livingston County office is also centrally located in one of the largest towns in Livingston County, and allows us much more visibility in downtown Pontiac. Our office is currently located three blocks away from the Heartland Community College (Livingston County) campus, which also houses a WIOA satellite office.

Both McLean and Livingston Counties are made up of a large number of rural communities. Since transportation for residents of these communities into the metropolitan locations is a challenge, MCCA continues to work with community groups, faith-based organizations, and local advocates to reach out directly to where they live and share information about our services. The agency is additionally investigating the potential for providing remote services through a mobile resource outreach vehicle that would allow for outreach to rural areas where low resource populations have little or no transportation in order to access resources.

In both counties, MCCA is the LIHEAP and PIPP (Percentage of Income Payment Plan) administering agency for Low Income Heating and Energy Assistance Programs (LIHEAP) services and a variety of other Income Support services, home ownership services, financial coaching opportunities, and community building and engagement services. Educational programs are offered on topics such as financial education and budgeting, financial counseling, financial coaching, employment and career coaching, energy conservation, and green practices. In addition, MCCA provides nontraditional students with scholarships to help them develop vocational skills or pursue higher education goals that can move them quickly into the workforce. The scholarship funds can be used for tuition, fees, books and supplies, or for other education-related expenses. In 2018, MCCA was designated an

official Financial Opportunity Center by the Local Initiatives Support Corporation (LISC). The Next Step Financial Opportunity Center (FOC) at MCCA is in its third year, and focuses on enhancing our income support and financial coaching services while at the same time integrating comprehensive employment coaching and job-readiness training services.

Civic Engagement Activities

Since 2015, MCCA has become more involved in helping community members to become engaged in identifying local neighborhood strengths and needs through Community Building and Engagement services. MCCA utilizes a wide range of civic engagement and community improvement methods all with the goal to develop sustainable solutions to locally defined issues. These solutions are driven by the Community Assessment of Needs and other community research and surveys that depict the critical needs of the Bloomington-Normal area. Other solutions are resident-driven and developed by residents with the support of community advocates.

Targeted neighborhoods in MCCA's services areas have been identified as areas of low income, poor infrastructure, higher crime rates, and "food deserts" that can lead to poor health conditions that negatively affect an individual's ability to advance in multiple life areas. MCCA in 2020 partnered and formed a contractual agreement to address the "food desert" in the West Bloomington target area by providing funding for two (2) personnel. One to investigate, plan, and coordinate efforts to form a community grocery store and a second where MCCA partnered in 2020 to facilitate the development of a Garden "Hoophouse" (green house) to provide nutritious, affordable community food options to the populations on the West Side of Bloomington, Illinois.

COVID-19 CARES funding was provided to address the emerging needs due to the COVID-19 pandemic allowing Mid Central Community Action to support four local rural locations of the Boys and Girls Clubs in both Livingston and rural McLean Counties in order to provide resources to aid these programs to provide meals and snacks to children of essential workers who were in need of supervision and nutrition resources due to many schools being closed due to COVID-19. It is the intent of Mid Central to continue to support these programs through community outcomes work programs to ensure that workers whose children are out of school due to unique circumstances are able to receive support and nutrition while parents are working to remain economically stable through employment.

Community Building and Engagement team members will engage community members in targeted areas in meetings through in person or remote workshops, and/or training to improve their basic life skills (such as nutrition, health, budgeting), increase their community and residential leadership skills, and increase their community involvement.

MCCA also provides a domestic violence hotline, domestic violence shelter, and a broad range of countering domestic violence support services in McLean County. In addition, MCCA provides transitional housing for survivors of domestic violence and permanent supportive housing for individuals with disabilities who were homeless in Bloomington and Normal.

Supported by improvements in technology, services are offered in a variety of ways. For instance, information and referral services are available to those individuals who walk in, call in, or email or through remote technology options. Customers that contact our offices for Income Support Services that are not directly related to Energy Assistance programs are required to complete an Intake Assessment and work with intake specialists to provide appropriate documentation in order for eligibility for services to be determined. Income Support customers are encourage to participate in the Financial Opportunity Center in-person and/or remote workshops where participants learn

about the mission of MCCA and how helping people move toward financial capability is consistent with our mission of educating, equipping, and empowering individuals and households. We've created in-house bundled services and integrated services within the agency itself, and we provide referrals to external resources or assist people with applications for public benefits, based on their needs. MCCA staff advocate with other service providers to assist individuals with services MCCA is not able to provide, and reverse referrals are also made by other agencies. We also provide bundled services with other agencies, particularly our partner agencies involved with the local Continuum of Care for Homelessness, Heartland Community College, and WIOA offices.

Case management has shifted to an emphasis on resource provision during the time of emergency needs created by the COVID-19 pandemic; but coaching and advocacy services will continue to be a focus once the crisis is managed, because coaching and advocacy imply more equality among participants in this relationship dynamic than the traditional case management models of interaction. MCCA staff members understand that one intake meeting followed by immediate financial assistance does not assist people in a holistic manner to develop stable relationships and healthy finances. Maslow's "Hierarchy of Needs" clearly shows that most of the people coming to us for "crisis related services" were operating at the first or second tier on the pyramid, while self-stabilization and self-actualization are at the top level of the pyramid. It takes time, support, and a lot of "next steps" before people can reach financial stability and financial capability. We believe by developing positive relationships, building mentorships, providing a support network, and a broader understanding of resources, over time we can empower people and help them explore options they may never have previously considered. Coaching/advocacy relationships can provide support and encouragement for people to develop their strengths and work toward their own goals rather than just focusing on people's deficits and immediate crisis needs. Applying coaching services is still a goal and mission of the agency once immediate and emergency crisis intervention processes due to COVID-19 pandemic finally subside and customers are again able to focus on goals and the future economic stability for themselves and their family.

MCCA regularly provides in person and remote presentations and educational workshops to a variety of different clubs, organizations, schools, and community meetings, as well as to the people and families we serve, as a way to share available services and programming offered. In addition, we use local radio and other forms of media to share public service announcements, information regarding upcoming programs and events, and other important information about our agency. MCCA publishes an e-newsletter which is disseminated to a broad spectrum of the community in both counties. Internally, MCCA utilizes staff meetings and agency email to provide training and program updates for all staff of the agency. Staff members are encouraged to participate in community activities and events which raise community awareness of the agency and available services and programs. MCCA maintains an online presence via the web and social media and uses these outlets to inform the community about the services we provide.

4. DESCRIPTION OF LINKAGES

Homelessness and Housing Issues: In both McLean County and Livingston County, MCCA works with several other agencies that address the issue of housing and homelessness through participation in the Central Illinois Continuum of Care for Homelessness. In regard to shelter services, MCCA provides domestic violence shelter to women and children victims of domestic violence through Neville House. Other local shelters include Salvation Army's Safe Harbor and Home Sweet Home Ministries' Billy Shelper Center. Safe Harbor serves individuals and couples, and the Billy Shelper Center serves individuals and families. Both of the shelters offer meal programs, food pantries or food cooperatives, and self-sufficiency education programs. Some of these services are available for non-shelter residents of the community as well as residents of the shelters.

Livingston County does not offer shelter services, but Salvation Army in Pontiac provides housing assistance funds, brief emergency hotel stays, nutrition programs, seasonal services, and a thrift store for homeless individuals and other residents of the community. While Livingston County does not have homeless shelters, agencies such as the Salvation Army make referrals and work with local police departments as necessary to get families and individuals into temporary motel stays or transferred to shelters in McLean County or to other counties that have available shelter beds. There are outreach services available to homeless families and individuals through the Livingston County Homeless Coalition.

MCCA's Transitional Housing Program (THP) fills a need for families who are homeless or threatened with homelessness due to domestic violence, who are working towards self and financial sufficiency and long-term healing. The domestic violence THP program will bridge the current gap from the Neville House emergency shelter to successful, independent living for survivors of domestic violence. Many of these individuals have multiple barriers to overcome and need additional time and support to heal from trauma, learn new skills, and implement healthy choices. Families will be selected from our Neville House emergency domestic violence shelter and other homeless shelters. Rents for THP housing units are based on the household's net income and will not exceed 30 percent of their net income. While in THP housing, individuals and families work on goals toward self-sufficiency by meeting with staff at least bi-monthly and participating in case management and financial coaching services. Case management may assume many forms: budgeting, family counseling, referrals to needed services, life skills training, broadening education and employment opportunities, and general support. Financial coaching also helps the individuals and families in THP to set long-range, personal financial goals such as reducing debt, credit building and credit repair, and developing long-term savings plans.

The Salvation Army of Bloomington also offers a transitional housing program of two rental units for homeless families (focusing on couples with children). Oxford House offers two support homes (one for men and one for women) in Bloomington for people coming out of substance abuse treatment services who need a supportive half-way house environment. Labyrinth House, also in Bloomington, offers a transitional housing program for women recently released from incarceration who are seeking employment in the community. Project Oz offers transitional housing services to homeless youth and homeless youth who are pregnant or parenting. In Livingston County, the Caring Pregnancy Center provides faith-based transitional housing and supportive services to pregnant women at Elizabeth House.

MCCA oversees this tax credit project to provide services through permanent supportive housing of a 26 single room occupancy units for previously homeless disabled adults at Mayors Manor, a building that MCCA owns and manages. Chestnut Health Systems also offers permanent supportive housing to people with substance abuse and/or mental health disorders through sub-contracts with local landlords. Futures Unlimited provides a variety of supportive residential options to people with disabilities in Livingston County.

In addition to these homeless related services, Bloomington Housing Authority and Livingston County Housing Authority provide federally and locally subsidized housing for those who are eligible. There are a few privately owned subsidized housing options in both counties. Chatsworth as well as other rural communities are losing subsidized housing units due to inability to maintain tenant occupancy rates. Occupancy rates fell dramatically with the loss of local jobs due to business and service closures including OSF Medical Offices and the loss of the one local grocery store within the community. MCCA is working to develop a plan to aid individuals who will be dislocated by

these housing closures. New, mixed housing rental options have recently opened in Pontiac and immediately filled within the first year and have an extensive waiting list.

Habitat for Humanity and Youth Build of McLean County assists families who dream of home ownership, but might not otherwise qualify. MCCA also assists individuals in achieving their dream of home ownership or keeping their home from foreclosure with a variety of programs such as Homebuyers Club, housing counseling, homebuyer education, and credit building. For families or individuals that have secured housing, but who are facing difficulties paying their rent or dealing with other crises, MCCA, township offices, Salvation Army, and the Baby Fold, are among the agencies that provide emergency or crisis assistance.

Several key findings from the 2017 Bloomington Normal Metropolitan Regional Housing Study as relates to housing are worthy of consideration. In particular is the gap between the number of low-income households that need rent subsidies and the number of subsidies that are available. Also, there is disparity between the number and type of housing units being built and/or available and the needs of households; in particular those living at or below the poverty level. Finally, while housing options exist for the homeless, they are outstripped by the demand.

YWCA Labyrinth and House of Hope are two new programs in McLean County that service populations re-entering the community from incarceration. These programs to prevent recidivism and homelessness of these populations as they return to the community. Both programs assist with sheltered housing, counseling and guidance services, resources, and referrals. Mid Central Community Action aids individuals in obtaining state and legal identification documentation in order to be able to access additional community and state resources. MCCA provides career counseling as individuals begin the process of seeking and obtaining employment. Some participants additionally take advantage of the Financial Opportunity Center financial coaching services.

Food and other Basic Household Needs: Food related needs and nutritional education to combat obesity were some the continuing issues identified in the 2019 Community Health Needs Assessment. For on-going or basic services that McLean County families and individuals need, such as food, clothing, and household goods, MCCA usually provides referrals to partner agencies such as church and community food pantries, Illinois Department of Public Aid for SNAP and TANF, and Recycling Furniture for Families for household goods. We also refer families to several food pantries associated with churches in the community.

In Bloomington, Home Sweet Home Ministries started a new Food Cooperative in 2014 that has become very popular. This program allows people to select food that their families like and give back to the community by volunteering at the food pantry or at the mission mart. In the summer months, MCCA staff encourages local families to use SNAP to purchase fresh produce and other products at the local farmer's markets. The West Bloomington Revitalization Project gathers unsold produce from the Bloomington Farmer's Market and distributes it to families residing in the west side neighborhood, through their 'Pop-Up Grocery Stand'. The Eastern Illinois FoodMobile additionally services the Bloomington Normal community on a regular basis, and its outreach locations have consistently high attendance numbers. MCCA envisions further partnerships with local grocery stores to increase awareness of their expanded and enhanced benefits to SNAP participants. These benefits are available throughout the year and would assist SNAP participants in utilizing their benefits in a more effective way. Through collaborations with various agencies, Mid Central is working to provide nutrition education and cooking classes with recipes that educate low resource populations on how to use the food supplies regularly distributed by local food banks

to create nutritious meals for themselves and their families. Due to the COVID-19 pandemic many additional churches, schools, and governmental agencies have increased efforts in addressing food insecurity due to drastic increase in unemployment and reduced income due to COVID-19 pandemics' impact on the local workforces in both Mclean and Livingston County.

In Livingston County, OSF St James Medical Center recently announced they will be developing new initiatives to help local residents increase access to fresh fruits and vegetables and to increase their awareness of healthy food options and healthy food preparation. In the future, MCCA would like to explore options for becoming more involved in addressing the "food desert" that exist in west Bloomington neighborhoods and working in collaboration with other local agencies to increase community awareness about nutrition education and healthy food options. For Livingston County's on-going and basic need services, MCCA provides referrals to partner agencies such as churches and community food pantries, Illinois Department of Public Aid for SNAP and TANF. For individuals needing additional household items, the Salvation Army is the main referral. Our CSBG work plans and some local foundation grants have allowed MCCA to set aside a small amount of funds to assist with such needs that other agencies cannot provide or to work in collaboration with other agencies to serve local residents.

Employment and Employment Training:

Employment and employment training continue to be significant needs identified in our 2019 Community Needs Assessment, particularly access to full time jobs that provide a living wage for workers with families.

MCCA is addressing this issue via the Next Step Financial Opportunity Center (FOC) at MCCA and Income Support Career Counseling work plans. Next Step focuses on integrating comprehensive employment coaching and job-readiness training services with our income support and financial coaching services. The Next Step FOC is a collaborative effort of MCCA and Heartland Community College. MCCA also works closely and utilizes the Workforce Investment Opportunity Act offices as a primary collaborative partner for employment training. MCCA's Income Support coaches often help applicants begin the process of assessing their strengths and needs related to employment. Income Support Coaches and FOC Employment Coach coordinate with a variety of partnering agencies and employers to provide in person and remote Employment Workshops to increase customer employment skills, provide information on all local employment resources and training programs within the community, and engage job-seekers in direct employer networking opportunities. The Next Step Employment Coach continues to work with customers to develop and implement an action plan as related to employment and job-readiness training until the individual is able to obtain employment.

MCCA has formed partnerships with local workforce development stakeholders in order to have greater impact on job training and job placement. A key strategy is to involve employers and understand both employer and worker needs. MCCA works with participants, employers, and resource and education partners to development services that meet local workforce and worker needs. This is done through a comprehensive implementation strategy that MCCA is developing with the help of other workforce development providers.

FY2019 Community Assessment of Needs revealed again the need for job training and access to living wage employment opportunities. A majority of respondents who noted this barrier are female. MCCA is expanding Career Counseling and employment supportive services this year in partnership with local social service entities such as Dreams Are Possible to aid low resource women with accessing training and support services in order to enter the skilled trades or non-

traditional positions which pay a quality living wage such as laborers, plumbers and pipefitters, carpentry trades, electrical, bricklayers, finishers, CDL and HVAC. MCCA additionally provides education resources to low resource individuals in order for them to access certified training programs through Heartland Community College certificate programs which additionally provide individuals with skills and training in order to advance into living wage employment.

Transportation: Public transportation is available by Connect Transit city bus, Connect Mobility disability transportation service, cab service, and Uber and Lyft services through the Bloomington-Normal area. Several partner agencies provide individuals bus tokens so they are able to utilize the bus system. Even with these forms of public transportation, gaps remain. Some local transportation gaps are filled by SHOWBUS, which does require reservations at least one day in advance; creating further challenges for some individuals. With the COVID-19 pandemic the Connect Transit resources are currently provided free to the community in order to ensure that low resources populations affected by the pandemic are able to access health, food, work, and essential resources.

Public transportation is limited in Livingston County. While there is limited cab service available, fares are unaffordable for many rural customers. The MCCA CSBG work plan and local foundation grants have allowed MCCA to set aside a small amount of funds to assist with rural transportation needs.

Community Engagement and Neighborhood Revitalization:

City of Bloomington applied for a lead-based paint hazards control and healthy homes grant through HUD in August 2020. MCCA committed to collaborating with the city and other partners to assist with promoting the project, providing education to project participants, and identifying and remediating hazards through MCCA staff as Project Manager. MCCA may also assist as needed with employment coaching for contractor skills, financial coaching for affordable housing, and green initiatives for energy conservation. MCCA Director of Property Administration has certifications/experience to improve housing stock for vulnerable populations. We understand the intersection of housing as a social determinant of health. We will make significant impact for children who currently live in unsafe conditions, which are exasperated by our current shelter in place environment and racial inequity.

5. COORDINATION

MCCA realizes that coordination and partnerships must be utilized to fight the on-going war on poverty. It is because of this realization that MCCA maintains an array of both formal and informal agreements with local groups and agencies. One way these agreements are maintained is by MCCA being active on the following committees and in partnership with local, state, and national organizations:

Committees/Organizations

- Central Illinois Continuum of Care
- McLean County Continuum of Care
- McLean County Human Service Providers
- Livingston County Social Service Providers
- Livingston County Homeless Coalition
- McLean County Community Reinvestment Act Group
- WIOA Workforce Development Board for Kankakee, Grundy and Livingston Counties

- WIOA Workforce Development Board for Fulton, Marshall, Mason, McLean, Peoria, Stark, Tazewell, Woodford Counties
- Head Start Policy Council
- Next Step Partnership Council
- Invest Health (Both local hospitals, local health department, City of BL, Chestnut Health Systems, MCCA)
- HEAL (Healthy Eating Active Lifestyles)
- Regional Planning Commission Affordable and Supportive Housing Council
- City of BL Healthy Housing Planning Committee
- United Way of McLean County Housing Assistance Coalition (includes PATH, Townships, other non-profits)
- United Way of McLean County Workforce Development Committee
- Town of Normal (MCCA contracted to administer their CDBG funds)
- Heartland Community College (McLean and Livingston Counties)
- Livingston County Homeless Coalition (Is that the correct name for the committee Laura serves on?)
- Livingston County and McLean County Chambers of Commerce
- Tinervin Family Foundation
- Tornquist Family Foundation

Other Institutions

- AmeriCorps/VISTA
- Heartland Community College.
- NeighborWorks ® America
- Illinois Community Action Development Corporation
- United Way of Pontiac
- Fairbury Community Fund
- State Farm Bank
- University of Illinois Law Clinic
- PNC Bank
- Heartland Bank
- Habitat for Humanity of McLean County
- Illinois Housing Action Coalition
- Pontiac Chamber of Commerce
- Greater Livingston County Economic Development Council
- Dreams are Possible
- Mclean County School District Unit 5
- Bloomington School District 87

MCCA also coordinates services by all program areas contributing to the e-newsletter. This newsletter, which is supported through CSBG funds, is widely distributed throughout both counties to clients, businesses, social service partners, donors, and community members. It provides a platform for MCCA to share programmatic information and needs, as well as upcoming events. Internally, staff meetings feature in-service training on all programs, so referrals can be made between all programs. Brochures, fliers, and additional information are distributed to staff and made available to clients in waiting areas. In addition, a television has been installed in the Bloomington office's waiting area in order to share information on energy saving, home ownership,

reducing poverty, and other topics to educate clients as they wait. Every year, MCCA and other community partners identify gaps through comprehensive surveys, research and planning. From these findings, MCCA implements community resources and solutions as they relate to workforce development, economic and food security. The State of Illinois Department of Commerce and Economic Development has now additionally provided marketing and systematic referral resources in order to MCCA to distribute CARES funding to address needs created by the national pandemic.

6. INNOVATIVE COMMUNITY AND NEIGHBORHOOD-BASED INITIATIVES

As a NeighborWorks® America chartered organization, MCCA is able to develop, implement, and expand housing and neighborhood revitalization programs. Homeownership Services include pre-purchase homebuyer education programs in the traditional classroom setting and online, as well as ongoing housing counseling, if desired. Participants in the homebuyer education classes receive a certificate upon completion. Homeownership Services provides foreclosure intervention assistance to those homeowners facing the possibility of losing their homes, housing counseling for individuals to remain in and maintain their homes, and other housing counseling services. Our housing and financial coaches also provide credit building coaching services, savings incentive programs, and financial coaching for anyone interested in creating a plan and working toward a specific financial goal.

Our agency has been active as a NeighborWorks Community Building & Engagement organization for over four years. Designation as a Community Building & Engagement organization has provided the opportunity to offer greater impact to residents and community members in our target neighborhood.

In the future, MCCA would like to explore options for developing new partnerships for community brokerage/advocacy beyond the west Bloomington neighborhood. MCCA would like to develop more ways to engage strategic community members, including youth, in the community needs assessment surveys and focus groups. We also want to explore various on-line survey options, focus groups, and other ways for people to provide us with community needs assessment input. In regard to community engagement, MCCA also wants to create strategic marketing efforts to increase awareness of our services among the low-income community and key stakeholders such as businesses, faith-based organizations, and funding organizations. Through increased awareness of services, MCCA intends to develop new partnership opportunities with entities that share our mission and vision.

Moving forward, MCCA will continue to explore new ways to coordinate youth services or to facilitate partnerships for youth focused activities in the broader Bloomington/Normal community. MCCA would like to explore youth leadership development opportunities through activities such as **NeighborWorks America Community Leadership Institutes and partnerships with local youth** serving agencies and coalitions.

7. OUTCOMES

This section will detail problem statements and put forth the strategy and rationale for addressing the identified problems with the service area of MCCA. Also included within this section are the established outcome measures for each of MCCA's work programs that provide the link to national CSBG goal.

Part 1: Problems addressed by MCCA CSBG directly:

Glossary: 01.021

CSBG Work Program: Career Counseling

Problem Statement: The majority of income eligible customers are unemployed or under-employed, and since the COVID-19 pandemic of 2020, job opportunities are now harder to access. Customers struggle with lack of relevant workforce skills, affordable access to childcare, and transportation as they start employment or vocational training opportunities to advance into the workforce. Transportation costs, training and education fees, workforce clothing and supplies, and expenses related to necessary resources to access training and/or employment are needed in order for individuals and families to access and/or sustain employment and advance economically. MCCA will provide employment and financial coaching, income support services, and resources for income eligible customers to allow them access to educational and vocational training opportunities, transportation resources, childcare resources, and educational and workforce supplies as they transition through a period of unemployment, under-employment, or require education or vocational training to advance into the workforce. MCCA will partner with local agencies, educational institutions, and professional training programs to provide educational supports, employment coaching, and access to employment and training resources for customers seeking to retool for the workforce or for those seeking to enter or sustain employment.

IL CSBG Goal FG 01: Individuals and families with low income are stable and achieve economic stability

Outcome Measure:

02.08 Individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills.

01.02 Unemployed adults who obtained employment (up to a living wage)

01.02A Unemployed adults who obtained and maintained employment for at least 90 days (up to a living wage)

MCCA will offer funding to help people attend short term vocational training programs that can help them achieve living wage employment. MCCA will also focus attention on building partnerships with educational institutions, businesses, and other key stakeholders to expand workforce development opportunities.

Glossary: 02.081

CSBG Work Program: Educational Financial Aid Assistance

Problem Statement: The rising cost of college tuition and fees, books and other materials, as well as childcare needs, transportation, and housing expenses may create barriers for some CSBG income eligible, non-traditional students to complete their pursuit of higher education. MCCA will provide

scholarships for secondary education to income eligible students to help them achieve their career goals.

IL CSBG Goal FG 01: Individuals and families with low income are stable and achieve economic stability

Outcome Measure:

02.08 Individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills

MCCA's Scholarship program will provide supportive funding to income eligible students who return to school for traditional higher education classes or vocational training programs that will help them move into positions with living wage salaries. MCCA works closely with Heartland Community College, Career-Link, and our local WIOA Workforce Boards to assist people with educational and training needs. Scholarship funding is provided through the 5% discretionary funding.

Glossary: 04.011

CSBG Work Program: **Housing Payment Assistance**

Problem Statement: Individuals and families in McLean and Livingston Counties may be without income and other stabilizing resources to support basic needs during a time of financial or other crisis. Mid Central Community Action (MCCA) will provide stabilizing housing and utility resources to customers in the form of rental arrears or mortgage arrears expenses for up to three month's not to exceed \$3,000.00 without additional authority, assistance with first month's rent for eligible customers seeking to gain housing not to exceed \$1000.00, and/or temporary shelter and housing support in the form of hotel/ motel sheltering expenses not to exceed \$1500.00, and assistance with utility arrears payments not to exceed a cumulative maximum of \$350.00 to ensure that individuals, families, and households remain sheltered and safe during periods of crisis or unexpected financial hardship.

IL CSBG Goal FG 01: Individuals and families with low income are stable and achieve economic stability

Outcome Measure:

04.05 Households who avoided eviction
04.02 Households who maintained safe and affordable housing
04.02A Households who maintained safe and affordable housing for 90 days
04.06 Households who avoid foreclosure
04.13 Households experiencing homelessness who obtained safe temporary Shelter
03.01 Individuals and families who achieve and maintain capacity to meet basic needs for 90 days

MCCA's Housing Payment Assistance will provide assistance with 1st month's rent, rent arrears up to 3 month's arrearage, or mortgage payments up to 3 month's arrearage, safe temporary shelter in

the form of hotel/motel stays and emergency utility assistance for those utilities ineligible under LIHEAP or when LIHEAP is not available for income eligible customers of income supports coaching or financial opportunity center customers.

Glossary: 10.01

CSBG Work Program: Disaster Relief

Problem Statement: Children and youth of essential workers and working families in rural McLean and Livingston Counties require supervision and daily meals and snacks to be provided during daylong supervision in order for parents to attend critical work assignments and work for securing their families economically during the COVID-19 pandemic. Prepared meals and snacks to support basic needs of the youth who are attending supportive rural programming through the Boys and Girls Clubs during the COVID-19 event are essential to the health and well-being of these rural families, providing supervision, safety, and nutrition to school age children whose parents must work when schools suddenly move to tele-education with little notice. Mid Central Community Action (MCCA) will provide relief during these challenging times in the form of support of \$2000.00 for prepared meals and snacks that are distributed to youth attending the rural Boys and Girls Club programs so that parents can attend critical work assignments.

IL CSBG Goal FG 01: Individuals and families with low income are stable and achieve economic stability

Outcome Measure:
NPI 05.02 Individuals who demonstrated improved physical health and wellbeing

Glossary: 06.011

CSBG Work Program: Civic Engagement and Community Involvement

Problem Statement: Targeted neighborhoods in MCCA's service areas have been identified as areas of low income, poor infrastructure, higher crime rates, or "food deserts," or have other documented vulnerabilities that can lead to poor health and unsafe conditions. Rural small town communities are additionally facing new challenges from the impact of the national pandemic and due to high unemployment rates in rural areas. Urban and rural neighborhoods and communities will be strengthened by people who increase their engagement in activities that create change as a result of the tools, training, and resources offered by MCCA and partnering agencies.

IL CSBG Goal FG 03: People with low incomes are engaged and active in building opportunities in communities.

Outcome Measure:
06.01 Community Action program participants who increased skills, knowledge, and abilities to enable them to work with Community Action

to improve conditions in the community.

06.01B Community Action program participants who improved their social networks

Glossary: 07.011

CSBG Work Program: Case Management

Problem Statement: Many CSBG income eligible families have difficulty with accessing stabilizing resources, budgeting, and money and resource management. MCCA will provide referrals to internal or external resources and income support coaching to people with a desire to improve their individual or family stability.

IL CSBG Goal FG 01: Individuals and families with low income are stable and achieve economic stability

Outcome Measure:

04.05	Households who avoid eviction
04.06	Households who avoided foreclosure
01.02	Unemployed adults who obtained employment (up to a living wage)
3.01	Individuals who achieved and maintained capacity to meet basic needs for 90 days
1.05A	Unemployed adults who obtained and maintained employment for at least 90 days (up to a living wage)
02.08	Individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills
1.08	Employed participants who entered or transitioned in a position that provide increased income or benefits
03.01	Individuals and families who achieve and maintain capacity to meet basic needs for 90 days

MCCA will work in customer centered coaching activities to identify customer strengths as well as vulnerable areas and evaluate resources and referrals required to aid in economic stabilization. In Case Management (Income Support Coaching), MCCA will assist customers in addressing their resource and stabilization goals. Income Support Coaches refer customers to Financial Coaching Services to guide them toward the steps necessary to achieve their medium and long-term goals. Referrals to both internal and external resources and/or assistance with applications for services are also an integral part of these services. MCCA staff will provide information about internal and external resources and provide educational opportunities for people to increase their knowledge about issues that relate to their financial capability and personal goals. Applicants move from initial intake to coaching/advocacy services to help them develop their own personal resources and support networks for future needs. Our goal is to help people build their skills and strengths so they may be able to prevent situations in their lives from repeatedly reaching crisis level.

Glossary:	07.031
CSBG Work Program:	Information and Referral
Problem Statement:	Low-income people often lack knowledge of available supportive services or how to best access appropriate services
IL CSBG Goal FG 01:	Individuals and families with low income are stable and achieve economic stability
Outcome measure: 06.01C	Community Action program participants who gained other skills, knowledge and abilities to enhance their ability to engage

MCCA has built strong relationships with other agencies and organizations that provide assistance in our communities. This program makes referrals and assists customers to obtain needed services. MCCA is able to give customers information and refer them for assistance with internal and external providers. The wide range of knowledge and connections that have been built help people access the services they need in a timely manner. Referrals allow them to find resolution to a problem or crisis and continue to move in the direction of financial capability. Besides one-on-one interactions with customers, MCCA develops strategic marketing materials and maintains an updated website to provide basic information about our agency beyond regular office hours. One of the features of our new website will allow potential customers to schedule LIHEAP energy assistance appointments on-line. Marketing efforts will focus on effective communication about MCCA services to the low income community as well as to key stakeholders, businesses, and potential new funding opportunities. In addition, MCCA wants to continue to develop effective community needs assessment strategies and the technology to effectively analyze and communicate the assessment results.

Glossary:	09.0111
CSBG Work Program:	Agency Capacity Building
Problem Statement:	MCCA staff and board member will participate in training efforts related to compliance with the National CSBG Organizational Standards
IL CSBG Goal FG 00:	CSBG Eligible Entity Capacity Building
Outcome Measure: S09 -01	Hours of Agency Capacity Building (e.g. training, planning, assessment)
S09.02	Volunteer hours of Agency Capacity Building (e.g. program support, service delivery, and fundraising)

Over the past four years, Community Action Agencies have aligned themselves with the National CSBG Organizational Standards. On-going training is necessary to provide support for compliance efforts. Many agencies require additional funding to keep up with on-going training support for staff and board members. MCCA intends to use the Technical Assistance and Training funds to continue these education and training efforts in collaboration with Illinois Department of Commerce and Economic Opportunity and Illinois Association of Community Action Agencies. MCCA would like to include training related to Community Building and Engagement. NeighborWorks America provides excellent training related to community building through their Community Leadership Institutes (CLI). MCCA would like to offer staff members, board members, community residents, and community youth opportunities to attend CLI training sessions.

Part II:

The following are other programs provided by our agency that address needs stated in our needs assessment results:

1. High utility costs: LIHEAP, PIPP (Percentage of Income Payment Plan) , and utility based rate relief programs
2. Domestic Violence: Countering Domestic Violence and Neville House
3. Credit Building, Employment Coaching, and Financial Coaching (Next Step Services)
4. Affordable/Quality Housing: Mayors Manor Permanent Supportive Housing, Transitional Housing Program, Down Payment Assistance Program, Home Buyer Education, Foreclosure Assistance Program, and Home Ownership Services
5. Neighborhood Revitalization: Community Engagement and Community Involvement

The following are resources to which MCCA refers clients to help address those needs mentioned in the needs assessment, which are not directly addressed with CSBG services. These resources are in the linkage agreements.

1. Child Care: Child Care Resource and Referral Network, Heartland Head Start, Boys & Girls Club of Bloomington Normal, YWCA McLean County, IDHS Family Community Resource Center
2. Homeless Family Aid: Home Sweet Home, Livingston County Housing Authority, City of Bloomington Township, PATH, Salvation Army Shelter –Bloomington, Salvation Army – Pontiac.
3. Transportation: YWCA McLean County, City of Bloomington Township (bus passes), SHOWBUS
4. Alcohol/Drug Abuse: Chestnut Health Systems Treatment Services, Institute for Human Resources, Advocate BroMenn
5. Elder Abuse: Community Care Systems, East Central Illinois Area Agency on Aging
6. Child Abuse: DCFS, Children's Home & Aid
7. Employment, Job Training, and Job Placement: Career Link, Workforce Boards – Region 11 (McLean County) and Region 15 (Livingston County), Futures Unlimited, MarcFirst, Livingston County Workforce Services, City of Bloomington Township, IDHS Family Community Resource Center, Home Sweet Home, Project Oz
8. Youth Services: Project Oz, Boys & Girls Club of Bloomington Normal, Boys and Girls Club of Pontiac, Children's Home & Aid, Pontiac Salvation Army, Big Brothers Big Sisters of McLean County, YWCA McLean County

9. Childhood Mental Health Issues: Children's Home & Aid, Institute for Human Resources, NAMI Mid Central Illinois, Center for Youth and Family Solutions, Advocate BroMenn
10. Adult Mental Health Services: Institute for Human Resources, Center for Youth and Family Solutions, ADV & SAS, Community Health Care Clinic, Advocate BroMenn, Community Care Systems, NAMI Mid Central Illinois
11. Emergency rental/mortgage assistance: Pontiac Salvation Army, Dwight Township, City of Bloomington Township, Veterans Assistance Commission, St Vincent De Paul Society.
12. Legal Assistance: Prairie State Legal Services
13. Food and Nutrition: IDHS Family Community Resource Center, Eastview Christian Church, Midwest Food Bank, Home Sweet Home, Advocate BroMenn, Pontiac Salvation Army, Community Care Systems, Community Health Care Clinic, Dwight Township, Heartland Head Start, Veterans Assistance Commission
14. Senior Services: Community Care Systems, East Central Illinois Area Agency on Aging, Dwight Township, YWCA McLean County
15. Disability Services: KTB Financial Services, MarcFirst, Futures Unlimited, Veterans Assistance Commission
16. Home Rehabilitation: City of Bloomington

The following are current MCCA Collaborations:

1. Next Step in partnership with Heartland Community College
2. Invest Health in partnership with the McLean County Health Department, Advocate BroMenn Medical Center, OSF St. Joseph Medical Center, and the City of Bloomington
3. Dreams Are Possible
4. Unit District School Family Coordinators partnering with Income Supports Programming.