



CONNECTING COMMUNITY

COMMUNITY SERVICES
2015 ANNUAL REPORT





A Message From Chairman Daniel J. Cronin

Dear Friends,

We are pleased to present this first Community Services Annual Report to the citizens of DuPage County. Each year, as I review our department's accomplishments, I am energized and inspired by the stories of our community services workers in action. These important staff members strive to provide a safe environment for all who live and work in DuPage County; while maintaining our safety net to help people escape poverty, maximize independence and achieve economic self-sufficiency. I am grateful to them, and to you, the thousands of DuPage County citizens who offer time, talent and treasure to support your neighbors through the many non-profit groups serving DuPage residents.

Our efforts are in demand today, perhaps, as never before. As our population gradually shifts and changes, so too, must our services reflect their emerging needs. For example, a new study shows by the year 2025, the number of DuPage residents over the age of 75 will grow by 71%. The number of children in poverty in DuPage grew 137% between 1999 and 2012.

As we face these and new challenges, we leverage federal, state and county funds to maintain and strengthen our community social service safety net. We work each day to move families to self-sufficiency, and to maintain excellent service to our citizens who need help, as efficiently and effectively as possible.

This is our mission and our dedication is unwavering.

Please visit www.dupageco.org/community to learn more about all of our Community Services programs.

Kind regards,

Dan Cronin



OUR GOALS

Keeping people safe in their homes, environments, and relationships.

Safety comes in many forms and Community Services' programs keep residents safe in a number of ways. Whether by protecting seniors from financial exploitation, providing anger management counseling for those in the criminal justice system, or upgrading critical infrastructure in low and moderate income neighborhoods, Community Services' staff work each day to provide safety to DuPage County residents.

Connecting those in need to the resources that support them.

DuPage County is fortunate to have government and non-profit agencies that provide a multitude of services. The Community Services Department often serves as a bridge connecting those in need to resources. Residents looking for information on food pantries, non-profit agencies looking for volunteers, or senior housing developers looking for financing can make vital connections through Community Services.

Providing support to help residents escape poverty, maintain independence, and achieve economic self-sufficiency.

Every DuPage resident wants the opportunity to live as independently as possible. For a low-income family, Community Services can help establish employment and educational goals, creating a path to a better life. Our programs for seniors support aging residents who want to remain in their own homes.

On the cover:

Mary and her family find support through
Community Services' Grandparents Raising
Grandchildren program.

KEEPING PEOPLE SAFE

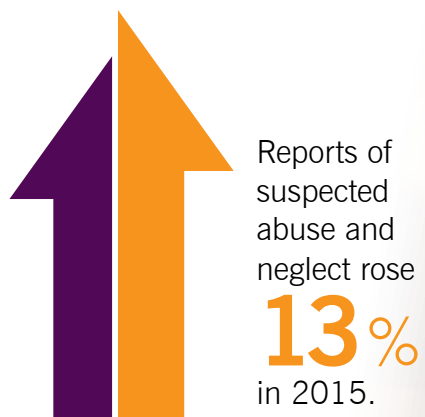
In their homes,
their relationships,
and environments

Adult Protective Services Plays a Critical Role in Abuse Cases

The Community Services' Adult Protective Services (APS) responds to reports of suspected abuse of seniors and adults with disabilities. This dedicated team of nine employees helps to ensure that all people in DuPage are able to live safe and secure lives without fear, neglect, pain or exploitation.

In 2015, APS investigated a record 582 cases. Once a report is received, APS caseworkers conduct a home visit and make a plan to ensure the client's safety. Interventions can range from securing in-home services to appointing a guardian or working with the State's Attorney to prosecute the abuser.

The DuPage APS works with clients throughout the duration of each case to ensure their well-being. The APS staff carries out some of the Community Services Department's most important work, assisting seniors and people with disabilities who find themselves being abused, financially exploited or otherwise mistreated. We offer support and services, work closely with families and keep our most vulnerable residents safe and protected.



Homeless Prevention and Rapid Rehousing

Housing Supports Case Managers work with families at risk of homelessness to prevent eviction. Often facing job loss, illness, or other unexpected events, case managers help DuPage residents get back on track and stabilize their housing. For residents that are homeless, case managers can help identify appropriate housing and provide financial assistance while residents work toward income stabilization.



1 in 4
Persons
in DuPage
emergency
shelters are
children.

Neutral Exchange

At DuPage County's Family Center, we serve children whose parents are challenged by relationship struggles. The Neutral Exchange program provides a safe environment for children to transfer between parents without the stress of conflict.

6,436

Exchanges shielded children
from parental conflicts

Single Family Rehab

Maintaining the health and safety of DuPage County homeowners is the goal of the Single Family Rehab program. The County's Community Development Division assists seniors and low-income homeowners with repairs to address health and safety issues.

\$24,240

The average income of a
homeowner assisted through
the Single Family Rehab program.

◀ *"Thank you for your active part in securing
my mother's safety and comfort."*

Eugene
(son of an APS client)

In any month,
an average of
240
people are receiving
substance abuse treatment
from Psychological Services.

Court-Mandated Counseling

The Psychological Services Division provides group counseling for individuals connected to the criminal justice system. Working closely with the Probation Department, clients work on issues related to domestic violence, substance abuse and anger management.

6

DuPage families
displaced by fires
were assisted with food,
clothing, or housing

Emergency Assistance

When disaster strikes a DuPage family, the Intake and Referral Division works closely with the Red Cross and others to help families meet their basic needs such as temporary housing, food, and clothing.

PROVIDING CONNECTIONS

between those in need and the resources that support them

Seniors needing help understanding Medicare, parents looking for low-cost child care, or families in need of housing all find that the path to assistance begins at Information and Referral (I&R). Every day, Community Services' staff talk to DuPage residents who are looking for help meeting their basic needs. Our Information and Referral Specialists conduct a comprehensive screening to identify all of the caller's needs, and then make sure that they get connected to all of the government or non-profit resources that can help.

I&R Specialists receive national certification to ensure they are trained to ask the right questions and provide the right level of services so that people in crisis, or those just looking for information, are treated with compassion, dignity, and respect. In 2015, all of our staff were cross-trained so that whether they are working with seniors or families with young children, they understand the full breadth of services available.



195

Information and Referral Specialists take an average of 195 calls per day.



Giving DuPage

DuPage families looking to give back to their community, businesses and civic groups looking for service projects, non-profit executives looking for networking and leadership training: these are just some of the people who have connected to the services of Giving DuPage. With a mission to promote giving and volunteering in the DuPage region, Giving DuPage advances civic engagement through special events like the Human Race and Volapalooza, and through on-going programs like the volunteer portal and Executive Director Network.



250

non-profit organizations list their volunteer opportunities on the Giving DuPage website.

Human Services Grant Fund

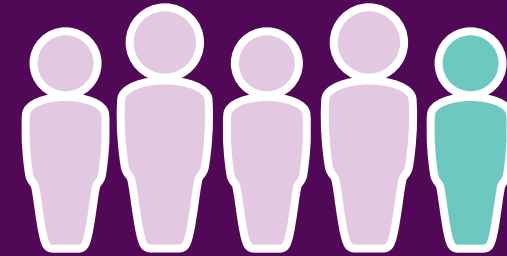
Non-profit organizations in DuPage County serve a vital role in supporting seniors, people with disabilities, and others in need. Through the Human Services Grant Fund, DuPage County strengthens the fabric of the social service safety net by supporting 55 DuPage non-profits.

75,530

DuPage residents were impacted by services funded by the Human Services Grant Fund.

Parent Education

Divorce is often the hardest on children. Divorcing parents in DuPage turn to the Family Center and learn how to help their children maintain a healthy and happy relationship with both parents.



19%

of children in DuPage live with only one parent

“Working with clients on a daily basis gives me the opportunity to grow from inside out. My primary goal, and the greatest joy of my job, is to help my clients in meaningful ways that bring support to their lives.”

—Marina,
I&R Specialist

78

The average Choices for Care client is 78 years old.

Choices for Care

Before a patient is discharged from a DuPage hospital into a long term care facility, Community Services' Case Managers meet with the patient to be sure they understand the options available to them for home-based services, and their rights as a long-term care resident.

Meeting Homeless Needs

Community Services Provides Computer Training And Technical Support For 12 Agencies Working With Homeless Clients

Homeless Continuum of Care Planning

Across DuPage, government and non-profit agencies are working to reduce the frequency and length of homelessness. By providing technology and planning support, Community Services helps streamline services and prioritize those in highest need.

PROVIDING SUPPORT

To help residents escape poverty, maintain independence, and achieve economic self-sufficiency.

The Family Self-Sufficiency Program (FSS) empowers low-income families to gain employment, increase household income, further their education, and improve family functioning. Each participant has their own case manager who helps in the development and achievement of their personal and career development goals. FSS connects participants to needed services, and provides comprehensive, one-on-one support along the way. Participants can remain active in services for up to 5 years; revising plans as their progress and future unfolds.

FSS works to assist participants as they strive to be independent, productive members of their community. FSS partners with key DuPage County agencies that provide supports for housing, income and education. Together with participants and partner agencies, FSS tackles the symptoms of poverty and replaces powerlessness with the opportunity for a better future. Graduates of the FSS program achieve increased stability and economic self-sufficiency.



76%

of FSS participants increased their income in 2015 by finding employment, moving to full-time employment, or increasing their job responsibilities.



Pathways to Community Living

Long-term care facilities provide a vital service to people with medical needs. Sometimes, however, people who can live more independently aren't able to move out of long-term care because they don't have the supports they need to get re-established in a community setting. Community Services' Pathways to Community Living program provides those supports.

\$25,000

Annual savings to the State per person moved back in to the community

LIHEAP and Weatherization

Utility bills can take up a large portion of a household's budget, leaving less money for other basic needs. By providing assistance to pay utility bills, and making efficiency improvements, LIHEAP and Weatherization help low-income households maintain their housing.



12,439

Households were assisted by the LIHEAP program in 2015

Money Management

Financial management is an important piece of keeping seniors secure and living independently. Our Money Management volunteers help clients manage their finances to ensure their bills are paid and they are safe from financial exploitation.

14 Years

One of our Community Services volunteers has been helping her senior client manage her money and remain independent for 14 years.

"With the assistance, motivation and continuous contact from my case managers, along with many others from FSS, I've accomplished so much."

—Roshonda ,
FSS Participant

25

the longest-served CCP client was in the program for 25 years.

Community Care Program

Most seniors want to age in place, and remain in their own home for as long as they can. The Community Care Program provides eligible seniors with help with household tasks like laundry, cooking, and cleaning.

\$153,994

the average purchase price for a first-time homebuyer participant

SOLD

First-time Homebuyer Program

Homeownership comes with real benefits, and great responsibilities. Community Services uses federal funds to help first-time homebuyers with financial assistance and pre-purchase counseling to make sure families make informed decisions and become successful homeowners.

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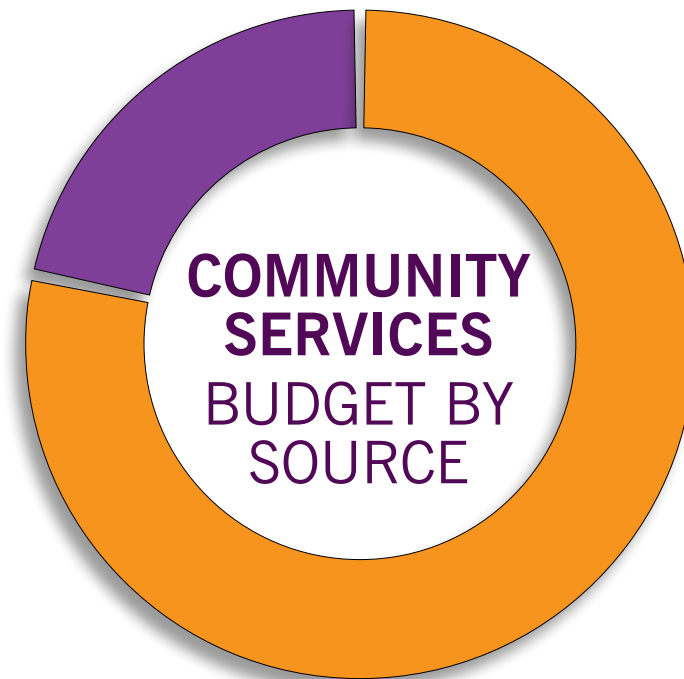
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DUPAGE COUNTY COMMUNITY SERVICES 2015



\$17,593,502

State and Federal Grants

\$4,801,173

County Funds

116

Full-Time Grant Funded

11

Part-Time Grant Funded

47

Full-Time County Funded

8

Part-Time County Funded

PERFORMANCE MEASURES 2015

Number of persons provided with homeless prevention services	4,397
Number of households receiving energy assistance	11,194
Number of homes weatherized	282
Number of Information and Referral calls	55,178
Adult Protective Services cases opened	582
Ombudsman visits to long-term care facilities	1,000
Seniors provided with home-based services	3,585
Caregivers provided with information and supports	3,200
Non-profit agencies listing volunteer opportunities with Giving DuPage	275
Participants in the DuPage Human Race 5K	1,633
Funds raised for DuPage charities by the DuPage Human Race	\$80,408
Individuals receiving substance abuse or partner abuse intervention services	1,595
Children served by the Family Center	2,280
Number of supervised parenting sessions	623
Number of neutral exchanges performed at the Family Center	6,436
Number of parents provided with mediation services	466
Number of persons served by Human Services Grant Fund programs	75,530
Number of residents benefitting from infrastructure improvements	6,583



DUPAGECOUNTY

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