



2022 DUPAGE COUNTY COMMUNITY NEEDS ASSESSMENT STUDY

July 2022

Conducting a scan of the environment and collecting data from the community regarding their housing, health, employment, financial, legal, and other needs is a powerful tool for targeting and developing programs and promotions. Obtaining data from persons whose professional or organizational roles require they have knowledge about DuPage County residents' needs, specific characteristics of the populations being studied, as well as potential pathways and constraints for community change is instrumental for planning purposes.

Prepared For: DuPage County
Department of Community Services

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Outreach, Engagement, and Regional Development

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EXECUTIVE SUMMARY

An environmental scan, a survey of community members, a survey of service users, a survey of stakeholders, and focus groups with residents were conducted January 2021 through May 2022 as part of the 2022 DuPage County Community Needs Assessment for the DuPage County Department of Community Services. The findings will be used to help understand the needs of residents and improve the quality of the community services in DuPage County.

It should be noted the survey of community members did not reach the desired population and a revised methodology will be used for future needs assessments.

OVERALL FINDINGS

NEEDS AND CHALLENGES

- Two trends in the County that will affect residents' community service needs are the aging population and the growing Hispanic population.
- Community members (random sampling), service users (clients) , and stakeholders (agencies within the community) identified financial issues and health/mental health issues to be a challenge during the past year. Additionally, service users and stakeholders identified housing to be a challenge.
- The financial needs included help with problems paying bills which was identified as a need by service users and stakeholders, help with paying for unexpected or emergency expenses which was identified by service users and stakeholders, help with budgeting and managing money which was identified by community members and stakeholders. Service users also indicated getting clothing, shoes, or personal items as a need.
- Mental health treatment was identified as a need by all three groups (service users, community members, and stakeholders). Stakeholders comment among teens the need for mental health treatment is high. Other health needs identified were help with paying for medical expenses, finding health or dental care, and finding affordable health or dental care insurance.
- The housing need mentioned by all three groups was help with paying rent or mortgage. Help with paying rent or mortgage is especially needed by seniors. More than one-half (56%) of seniors' gross rent or mortgage exceeds 30% of their household income. Service users and stakeholders mentioned help with finding affordable housing as a need. Community members would like help with making their home more energy efficient or home repair.

- The percentage of service users (81.3%) with high-speed internet access is lower than for community members (92.7%). Assistance with obtaining high-speed internet access is not a need but will improve equity for low-income individuals.
- Service users have less involvement than community members in the following civic and community activities:
 - Registering to vote in elections (service users, 41.2%; community members, 55.2%)
 - Volunteering in an organization/association/group (service users, 23.1%; community members, 35.4%)
 - Working with others to solve a community problem (service users, 17.1%; community members, 22.5%)

Getting low-income residents more involved in civic and community activities is also a need.
- Other needs identified are information about technical programs or apprenticeships, learning English as a second language, help with getting a dependable car, help with paying for car repairs, and help with paying for car insurance, registration, or license fees.

BARRIERS TO ACCESSING SERVICES

- Service users and stakeholders indicated that the two main barriers to accessing services are lack of transportation and language barriers, especially among Hispanics. According to focus group participants it is difficult to get places in the County without a car because public transportation is limited.

Many of those community members who needed help in the past year indicated they did not know who to contact or where to go to get help in DuPage County. Stakeholders echoed this finding in their comments that the DuPage County Department of Community services should increase awareness of services and outreach.

SUMMARY TABLE: FINDINGGS FROM SURVEYS

	Service Users	Community Members	Stakeholders
Greatest Challenge in Past 12 Months	<ul style="list-style-type: none"> Financial Issues (29.5%) Housing (17.7%) Health/Mental Health (11.8%) 	<ul style="list-style-type: none"> Financial Issues (29.9%) Health/Mental Health (23.4%) 	<ul style="list-style-type: none"> Housing (40.0%) Financial Issues (19.2%) Health/Mental Health (10.0%)
Top Financial Needs	<ul style="list-style-type: none"> Paying for Unexpected or Emergency Expenses (37.7%) Problems with Paying Bills (37.0%) Getting Clothing, Shoes, or Personal Items (33.9%) 	<ul style="list-style-type: none"> Filling Out Tax Forms (41.4%) Budgeting and Managing Money (35.4%) 	<ul style="list-style-type: none"> Problems with Paying Bills (51.2%) Budgeting and Managing Money (47.9%) Paying for Unexpected or Emergency Expenses (47.9%)
Top Housing Needs	<ul style="list-style-type: none"> Paying Rent or Mortgage, Rent Deposit/Application Fees (40.2%) Finding Affordable Housing (38.7%) 	<ul style="list-style-type: none"> Yard Work or Snow Removal (52.6%) Making Home More Energy Efficient (37.5%) Paying Rent or Mortgage (29.1%) 	<ul style="list-style-type: none"> Finding Affordable Housing (91.0%) Paying Rent or Mortgage, Rent Deposit/Application Fees (69.7%)
Top Health/Mental Health Needs	<ul style="list-style-type: none"> Paying for Medical Expenses (46.6%) Finding Health or Dental Care (40.5%) Finding Affordable Health or Dental Care Insurance (39.8%) Mental Health Treatment (33.5%) 	<ul style="list-style-type: none"> Mental Health Treatment (46.6%) Help Getting Health Insurance Questions Answered (37.2%) 	<ul style="list-style-type: none"> Mental Health Treatment (81.7%) Paying for Medical Expenses (69.2%) Finding Affordable Health or Dental Insurance (45.8%)
Other Needs Identified	<ul style="list-style-type: none"> High Speed Internet Access (Service Users, 81.3%; Community Members, 92.7%) Note: This is not a need, but rather an equity issue. Civic and Community Involvement <ul style="list-style-type: none"> ➤ Registered to vote in election (Service Users, 41.2%; Community Members, 55.2%) ➤ Volunteered in an organization/association group (Service Users, 23.1%; Community Members, 35.4%) ➤ Worked with others to solve a community problem (Service Users, 17.1%; Community Members, 22.5%) Information About Technical Programs or Apprenticeships (Service Users, 32.0%; Not asked of community members; Stakeholders, 50.0%) Learning English as a Second Language (Service Users whose primary language spoken at home is a language other than English, 57.4%; Community Members whose primary language spoken at home is a language other than English, 58.3%; Stakeholders, 36.7%) Finding a Dependable Car (Service Users, 37.8%; Community Members, 22.8%; Stakeholders, 35.5%) Paying for Car Repairs (Service Users, 46.2%; Community Members, 25.0%; Stakeholders, 25.6%) Paying for Car Insurance, Registration, or License Fees (Service Users, 42.9%; Community Members, 22.8%; Stakeholders, 25.6%) 		
Barriers to Accessing Services	<ul style="list-style-type: none"> Lack of Transportation (38.2%) Language Barrier (46.4% of those whose primary language spoken at home is a language other than English) 	<ul style="list-style-type: none"> Awareness of Available Services (27.7%-81.0%) 	<ul style="list-style-type: none"> Lack of Transportation ((89.3%) Language Barrier (62.8%)

BACKGROUND AND PURPOSE OF THE STUDY

The DuPage County Department of Community Services commissioned the Northern Illinois University Center for Governmental Studies (CGS) to conduct the 2022 DuPage County Needs Assessment Study. The study is conducted every three years. The previous study was conducted in 2018. The findings are used to help understand the needs of residents and improve the quality of community services in DuPage County.

The 2022 DuPage County Needs Assessment Study includes an environmental scan, service user survey, community member survey, stakeholder survey, and focus groups. The study was conducted January 2021 through May 2022. It should be noted that the study data is reflective of circumstances and views that were obtained during the COVID-19 pandemic. The community member survey did not reach the desired population and a revised methodology will be used for future needs assessments.

ENVIRONMENTAL SCAN

This section provides a high-level summary of existing conditions in DuPage County based on publicly available data. For a comprehensive understanding of the data in context, data over the past two decades have been included, and where available, data for the year 2018 has also been included to provide a benchmark for change since the last iteration of this report.

POPULATION

According to the Decennial Census and American Community Surveys from the United States Census Bureau (USCB), the population has been increasing in DuPage County; this trend is somewhat remarkable within the larger context of plateaued or shrinking population trends across the state as a whole and in most counties in Illinois over the same time period. While Illinoisans flock to the surrounding midwestern states, DuPage County has managed to witness relatively strong growth, suggesting that DuPage County offers something that most of the rest of Illinoisans do not find in their local communities. While the latest available data reflects a decrease in population between 2018 and 2020, practitioners should consider this dip within the wider context of the COVID-19 lockdown and remote employment protocols, for planning purposes. Community service providers should consider organizational and programmatic impacts of slow or no population growth over the next decade (Figure 1).

Figure 1: DuPage County Population 2000-2020

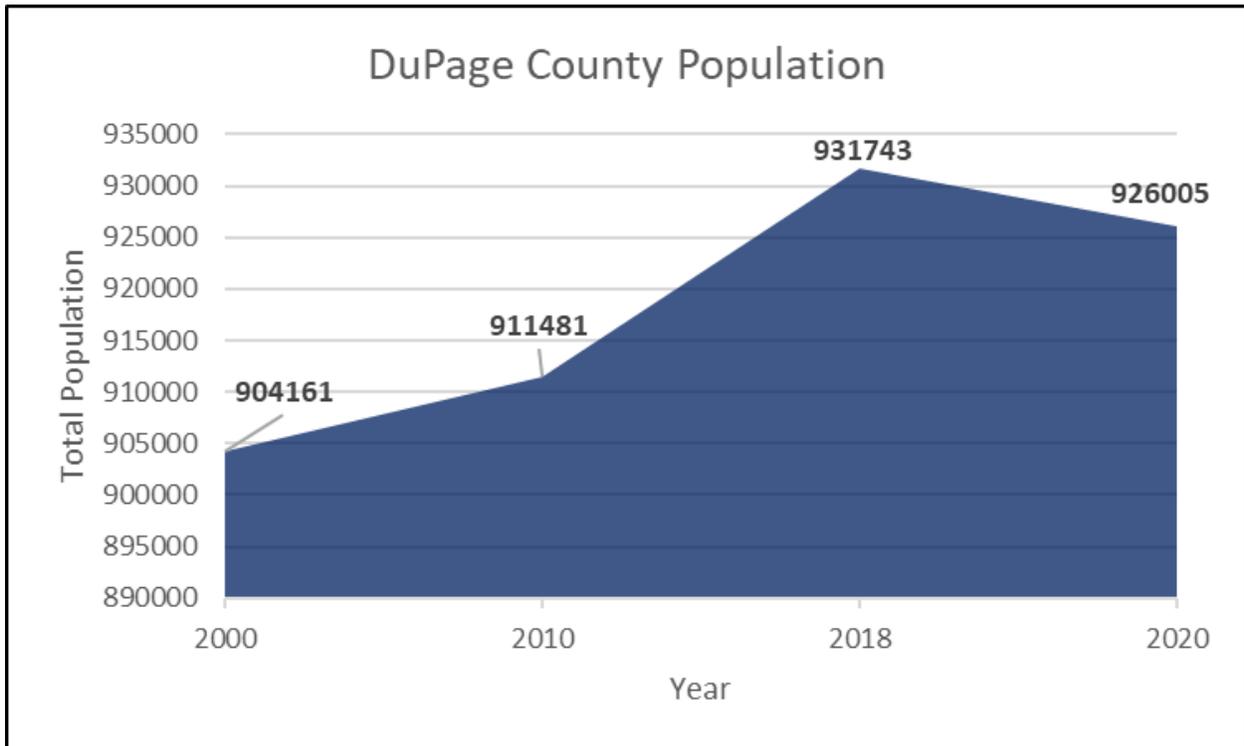
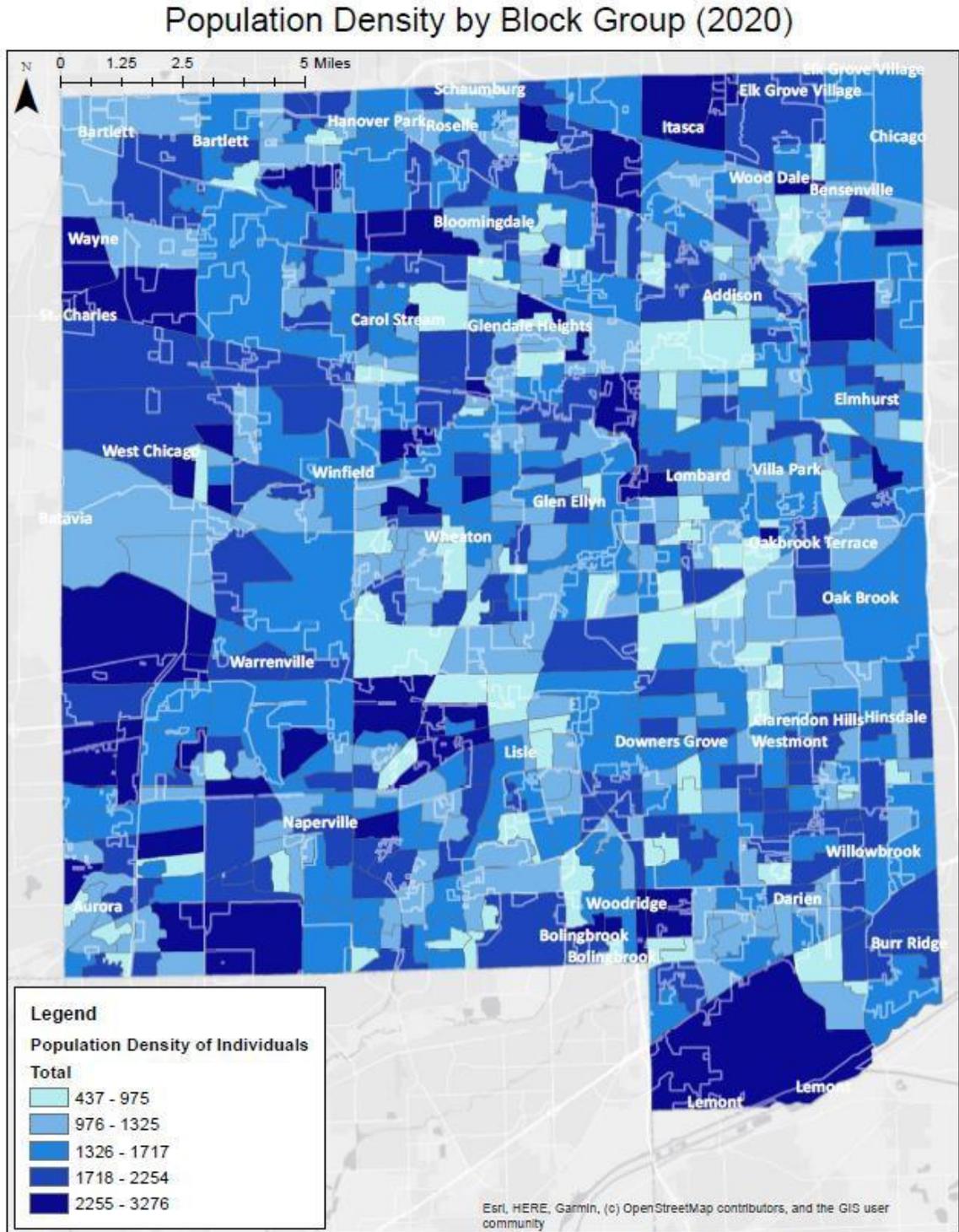


Figure 2 below demonstrates the number of individuals by census block group in DuPage County as of 2020.

Figure 2: DuPage County Population Density by Census Block Group 2020

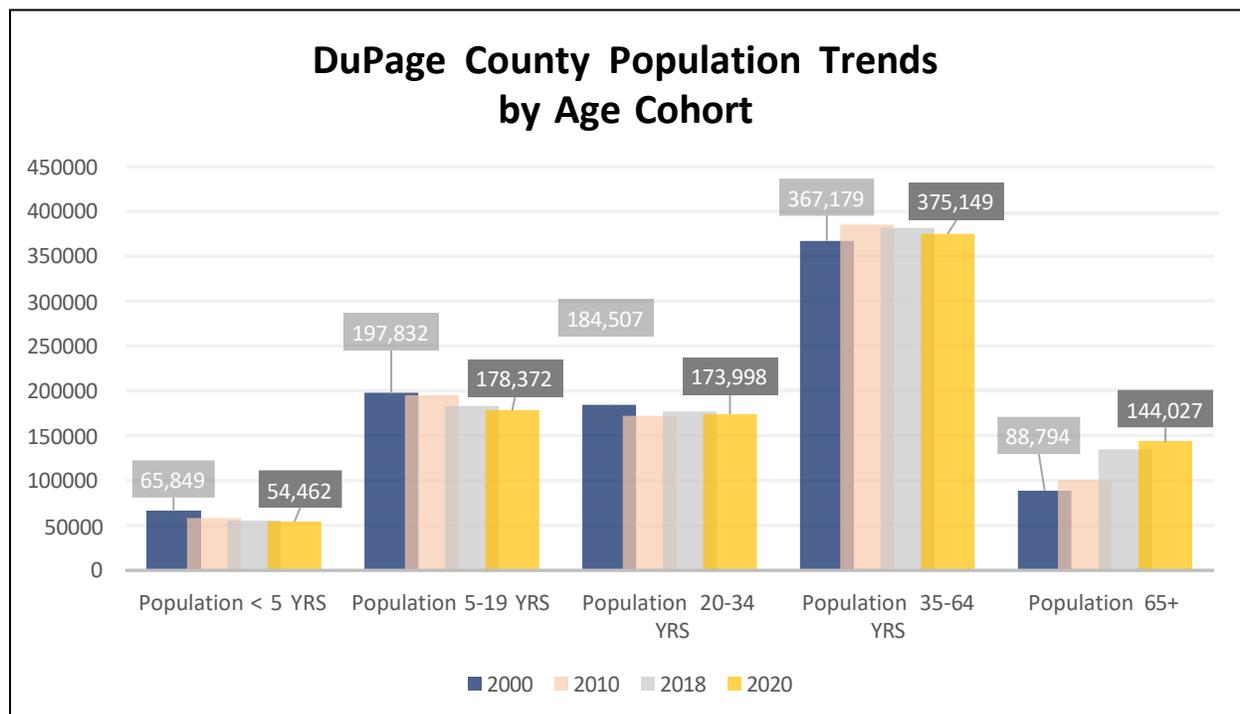


The population in DuPage County has been aging over the past two decades; the median age in DuPage County rose from 35.2 years of age in 2000 to 39.5 years of age by 2020. This is on par with aging trends in the state and nation at large. The population is plateauing or growing very slowly on average year over year, while the core working age group of 34–64-year-olds (mid-life professionals) has seen little growth over the past two years (net increase of nearly 8,000) but has ultimately decreased by over 10,000 individuals following a recent peak in 2010.

Across all age groups, public data indicate that the fastest growing population category is those over 65 years; the population has ballooned nearly 62% over the past two decades. As DuPage County prepares to meet service needs for an aging population, community service providers ought to anticipate needs for additional health services for seniors and paratransit service. However, the greater aging population trend in DuPage County is slower than in the state or nation.

In the County, the population appears to be shrinking among those individuals under 34, while those between 35-64 years of age appears to be generally consistent. The greatest growth is among those individuals over age 65, as demonstrated by Figure 3. This indicates that the DuPage County Department of Community Services should anticipate a growing service need for seniors that could be met with limited labor resources to support them. Shoring up these resources as early as possible will help agencies better adjust to resource demands.

Figure 3: DuPage County Population Trends by Age Group 2000-2020



Growth among residents who are Hispanic nearly mirrors greater trends in the state and nation. The Hispanic population in DuPage County has grown from 9.00% in 2000 to 14.33% in 2022. The growth of the Hispanic population suggests that the County may witness a growing need for bilingual community services, or services entirely in Spanish. The proportion of the population which speaks *only* English has been slowly shrinking over the past two decades; minor scale adjustments to non-English-language resources should be sufficient to meet this need as the proportion of those residents has demonstrated relative consistency over the past two decades.

DuPage County residents are primarily White, though the past two decades have witnessed modest increases in diversity, mostly from Asian individuals (7.88% in 2000 to 12.19% 2020). Black or African American, American Indian or Alaskan Native, Native Hawaiian or Pacific Islander, some other race, or two or more race categories each make up less than 5% of the current population. The Black or African American population has grown since 2000 from barely 3% of the population to just below 5% (Table1).

Table 1: DuPage County, Illinois, and U.S. Race Breakdown 2000-2020

Race Breakdown Over Time							
Year	Metric	DuPage County		Illinois		US	
2020	White Alone	690,385	74.56%	8,874,067	69.79%	191,697,647	71.17%
	Black Alone	45,544	4.92%	1,796,660	14.13%	39,940,338	14.83%
	Asian Alone	112,867	12.19%	709,567	5.58%	19,618,719	7.28%
	American Indian & Alaska Native Alone	1,638	0.18%	33,972	0.27%	2,251,699	0.84%
	Native Hawaiian/Pacific Islander	394	0.04%	5,196	0.04%	622,018	0.23%
	Some other race other	33,054	3.57%	757,150	5.95%	1,689,833	0.63%
	2+ Races	42,123	4.55%	539,552	4.24%	13,548,983	5.03%
	Hispanic or Latino	132,736	14.33%	2,190,696	17.23%	59,361,020	18.18%
	Not Hispanic or Latino	793,269	85.67%	10,525,468	82.77%	267,208,288	81.82%
2018	White Alone	721,721	77.46%	9,189,185	71.67%	234,904,818	72.75%
	Black Alone	44,287	4.75%	1,824,125	14.23%	40,916,113	12.67%
	Asian Alone	108,727	11.67%	690,822	5.39%	17,574,550	5.44%
	American Indian & Alaska Native Alone	2,037	0.22%	31,864	0.25%	2,699,073	0.84%
	Native Hawaiian/Pacific Islander	426	0.05%	4,582	0.04%	582,718	0.18%
	Some other race other	29,750	3.19%	762,506	5.95%	15,789,961	4.89%
	2+ Races	24,795	2.66%	318,413	2.48%	10,435,797	3.23%
	Hispanic or Latino	132,004	14.17%	2,174,842	16.96%	57,517,935	17.81%
	Not Hispanic or Latino	799,739	85.83%	10,646,655	83.04%	265,385,095	82.19%
2010	White Alone	732,256	80.34%	9,177,877	71.53%	223,553,265	86.56%
	Black Alone	40,452	4.44%	1,866,414	14.55%	38,929,319	15.07%
	Asian Alone	91,222	10.01%	586,934	4.57%	14,674,252	5.68%

Race Breakdown Over Time							
Year	Metric	DuPage County		Illinois		US	
	American Indian & Alaska Native Alone	1,937	0.21%	43,963	0.34%	2,932,248	1.14%
	Native Hawaiian/Pacific Islander	280	0.03%	4,050	0.03%	540,013	0.21%
	Some other race other	29,592	3.25%	861,412	6.71%	19,107,368	7.40%
	2+ Races	15,742	1.73%	289,982	2.26%	9,009,073	3.49%
	Hispanic or Latino	116326	12.76%	1939928	15.22%	47727533	15.70%
	Not Hispanic or Latino	795155	87.24%	10805431	84.78%	256237739	84.30%
2000	White Alone	759,924	84.05%	9,125,471	73.48%	211,353,725	75.10%
	Black Alone	27,600	3.05%	1,876,875	15.11%	34,361,740	12.21%
	Asian Alone	71,252	7.88%	423,603	3.41%	10,171,820	3.61%
	American Indian & Alaska Native Alone	1,520	0.17%	31,006	0.25%	2,447,989	0.87%
	Native Hawaiian/Pacific Islander	217	0.02%	4,610	0.04%	378,782	0.13%
	Some other race other	28,166	3.12%	722,712	5.82%	15,436,924	5.49%
	2+ Races	15,482	1.71%	235,016	1.89%	7,270,926	2.58%
	Hispanic or Latino	81366	9.00%	1530262	12.32%	35305818	12.55%
	Not Hispanic or Latino	822795	91.00%	10889031	87.68%	246116088	87.45%

Source: USCB, ACS 5YR Estimates Detailed Tables, B02001 Race, & P3 Race Summary File; USCB, ACS 5YR Estimates Subject Tables, B03001 Hispanic or Latino Origin by Specific Origin, USCB PCT011 Hispanic or Latino Origin by Specific Origin, 2000 DEC Summary File 1

The proportion of the population in DuPage County who are foreign born citizens has witnessed slow growth, at about 6% over 20 years, the greatest proportion of whom hail from Europe.

EMPLOYMENT

Despite the impacts of a global pandemic and drastic unemployment, DuPage County saw relatively less drastic unemployment than the state and nation. In April 2022 the unemployment rate in DuPage County was 2.7%¹. Examining the 5-year annual average unemployment rate presented in the Table 2 below, one can see that DuPage County is recovering from high unemployment during the peak of the COVID-19 pandemic (7.5% in 2020).

¹ preliminary data from the Bureau of Labor Statistics as of June 28, 2022

Table 2: DuPage County, Illinois, and U.S. Five-Year Annual Average Unemployment Rate 2018-2021

5-year Annual Average Unemployment Rate	2018	2019	2020	2021
DuPage County	3.20%	3.00%	7.50%	4.50%
Illinois	4.40%	4.00%	9.20%	6.10%
Nation	3.90%	3.70%	8.10%	5.30%
<i>Source: BLS LAUS Tables, Annual Average</i>				

Additionally, the Illinois Department of Employment Security announced that the number of non-farm jobs has increased in the Chicago-Naperville-Arlington Heights Metro area by 177,000 jobs from March 2021 to March 2022. The current employment environment suggests that fewer DuPage County residents will need assistance finding a job.

INCOME/POVERTY

Median household and per capita incomes in DuPage County are substantially higher compared to the state and nation, at \$94,930 and \$47,501, respectively, for 2020. This represents a nearly 25% higher income on average than the same state and national statistics. Statistics from recent history are displayed in Table 3. Another interesting finding from this data is that over the past two decades wages and salaries are decreasing² in net value for most of the nation, while DuPage County resident wages and salaries have witnessed more resilience and a faster, stronger growth track. In 2020, inflation nationwide was only 1.4%, while salary increase budgets fell between 2.5% and 2.8% during the same period³.

² According to Forbes Magazine coverage of a Salary Budget Planning Report compiled by Willis Towers Watson’s Data Services practice, U.S. employers are budgeting an overall average salary increase of 3.4% in 2022, which is less than half the current inflation rate of 7.9% (though notably it represents a substantial rise from the average 2021 salary increase of 2.8% nationwide - a 21% difference).

³ Bremen, J., 2022. *Why Salary Increases Do Not Keep Pace With Inflation*. [online] Forbes. Available at: <<https://www.forbes.com/sites/johnbremen/2022/04/07/why-salary-increases-do-not-keep-pace-with-inflation/?sh=4100468b7533>>

Table 3: DuPage County, Illinois, and U.S. Median Per Capita Income and Household Income 2000-2020

YEAR	Metric	DuPage County	Illinois	USA
2020	Per Capita Income	\$ 47,501.00	\$ 37,306.00	\$ 35,384.00
	Median HH Income	\$ 94,930.00	\$ 68,428.00	\$ 64,994.00
2018	Per Capita Income	\$ 43,982.00	\$ 34,463.00	\$ 32,621.00
	Median HH Income	\$ 93,750.00	\$ 65,030.00	\$ 61,937.00
2010	Per Capita Income	\$ 37,849.00	\$ 28,782.00	\$ 27,334.00
	Median HH Income	\$ 76,581.00	\$ 55,735.00	\$ 51,914.00
2000	Per Capita Income	\$ 31,315.00	\$ 23,104.00	\$ 21,587.00
	Median HH Income	\$ 41,994.00	\$ 46,590.00	\$ 67,887.00

Source: P082, B19301 2010-2020 "per capita income"

Compared to the rest of the state, DuPage County residents appear to experience relatively less poverty. According to the American Community Survey 2016-2020 estimates 6.16% of DuPage County residents live in poverty, compared with 11.99% of Illinois residents and 12.84% of U.S. residents. However, that is not to diminish the burdens faced by individuals and families experiencing poverty. The proportions of Black residents (15.64%) and Hispanic residents in DuPage County who live in poverty are greater than other race/ethnicities (Table 4).

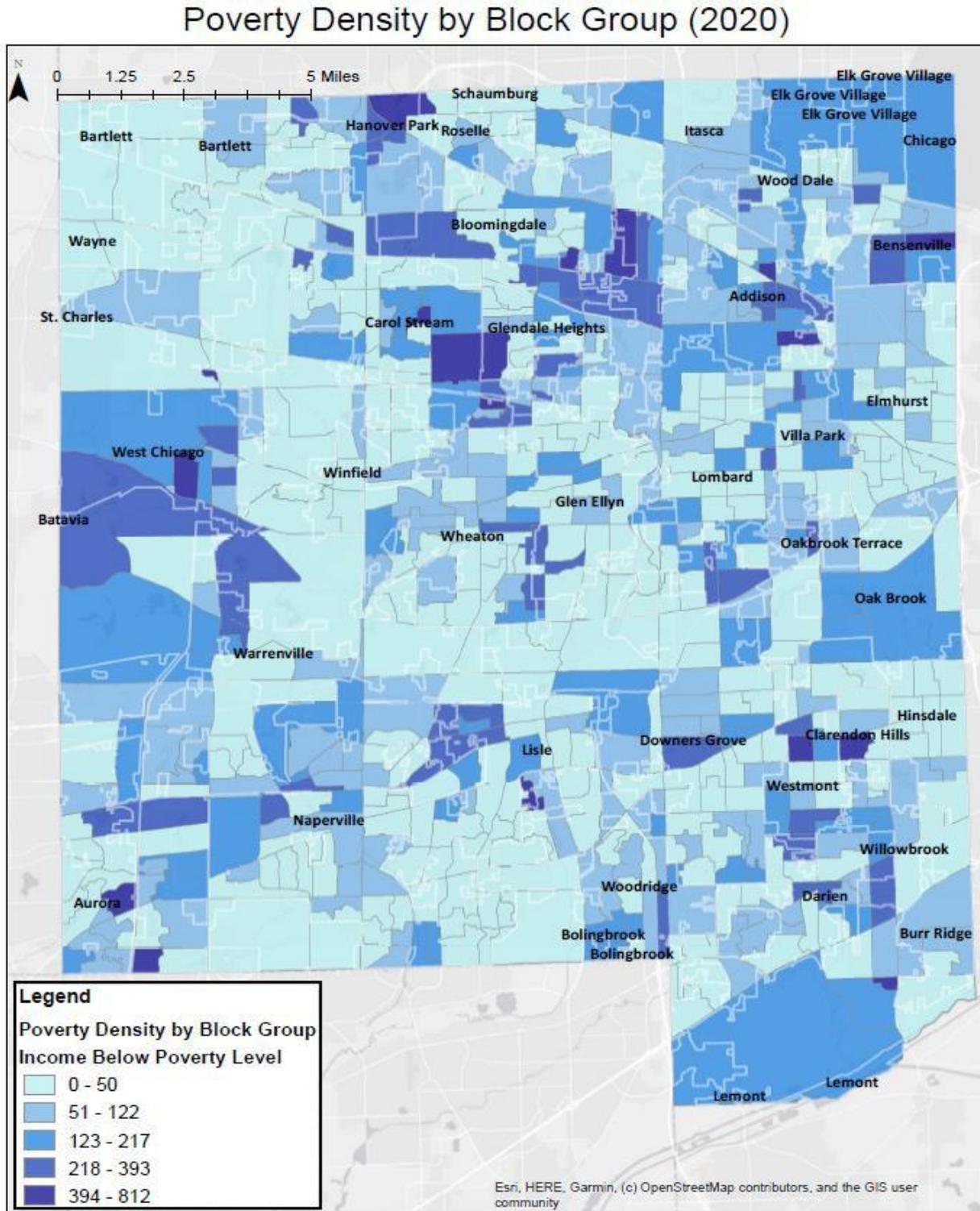
Table 4: Poverty Characteristics for DuPage County, Illinois, and US, 2020

Characteristics of Individuals Experiencing Poverty, 2020	DuPage County		Illinois		US	
	#	%	#	%	#	%
Population in Poverty	56256	6.16%	1488670	11.99%	40910326	12.84%
White Alone	33532	4.86%	789411	9.09%	23820939	10.60%
Black Alone	7122	15.64%	432416	25.16%	8726814	22.07%
Asian Alone	7616	6.75%	72066	10.35%	1917691	10.61%
American Indian & Alaska Native Alone	61	3.72%	4454	13.53%	626766	24.13%
Native Hawaiian/Pacific Islander	15	3.81%	579	11.57%	99642	16.81%
Some other race other	4522	13.68%	118263	15.75%	3234981	19.66%
2+ Races	3388	8.04%	71481	13.50%	2483493	15.08%
Hispanic or Latino	13826	10.42%	313448	14.55%	10642653	18.29%
Not Hispanic or Latino	42430	5.35%	1175222	11.45%	30267673	11.62%
Population < 5 YRS	4267	7.90%	130683	17.60%	3679064	19.07%
Population 5-17 YRS	12022	7.76%	323971	15.64%	8919635	16.90%
Population 18-34 YRS	14383	7.55%	409662	14.62%	11060568	15.39%
Population 35-64 YRS	17905	4.79%	455332	9.34%	12494352	10.11%
Population 65+	7679	5.50%	169022	8.78%	4756707	9.31%

Source: USCB American Community Survey Tables (5-year): S1701 Poverty Status in the Past 12 Months

Figure 4 below demonstrates the number of impoverished individuals in each census block group in DuPage County.

Figure 4: DuPage County Poverty Density by Census Block Group 2020

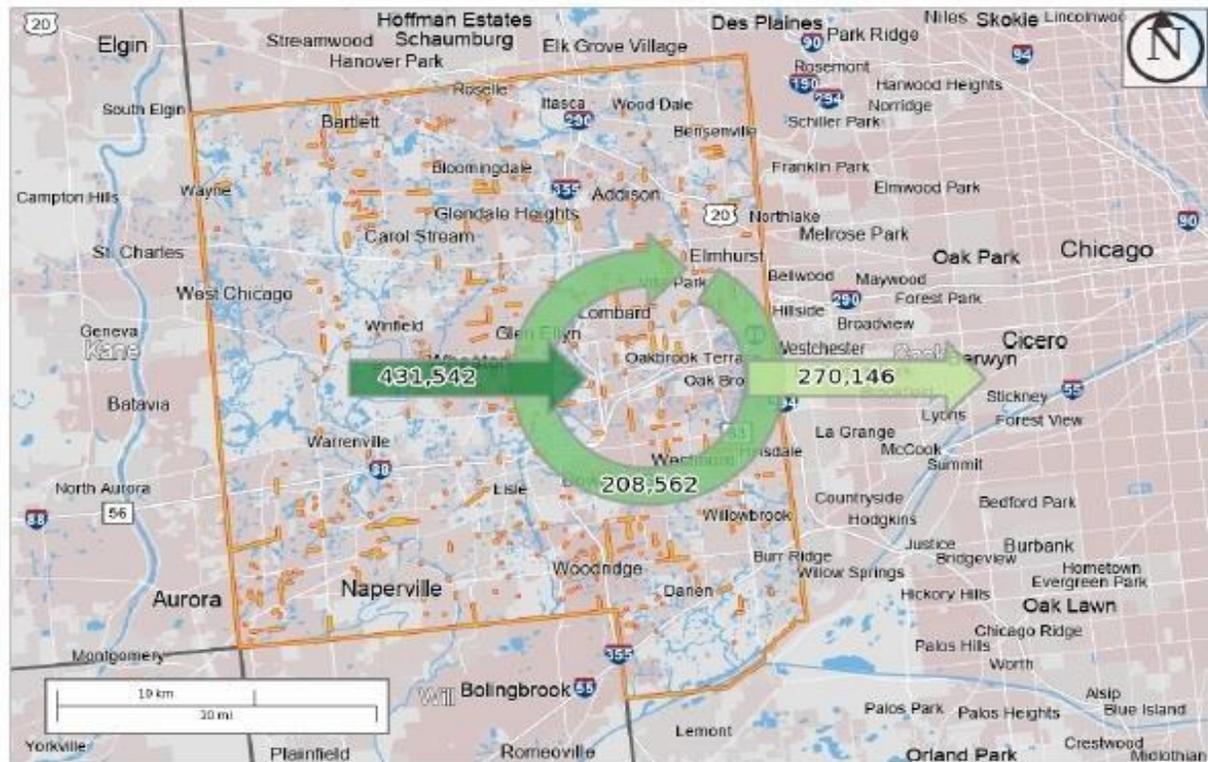


TRANSPORTATION

Workers in DuPage County spend about as much time on commutes as those in the state and nation at large – just under 30 minutes on average. The primary mode of transportation is via personal car or truck, which has been the case for most regions in the United States for decades. The County has a smaller proportion of households without access to at least one personal vehicle for commuting purposes; the United States Census Bureau five-year American Community Survey 2020 reported 4.03% in DuPage County in 2020, which is less than half of the proportion for the state and nation, 10.74% and 8.45% respectively. However, the lack of public transportation in DuPage County makes it extremely difficult for those 4.03% without a personal vehicle to get to work and other places they need to go. Transportation options and assistance are necessary in the County for those individuals without a personal vehicle to access health services, as well as other services, go grocery shopping, and get to school and/or work.

As demonstrated by Figure 5 below, for every resident who lives and works in the County, there are over three workers who commute into or out of the County. Managing and expanding public transportation here and in coordination with the surrounding area will support this large workforce, as the nation starts to transition away from fossil-fueled and individual transportation.

Figure 5: DuPage County Commuter Patterns



Map Legend

Selection Areas
 ★ Analysis Selection

Inflow/Outflow
 ◆ Employed and Live in Selection Area, Live Outside
 ◆ Employed in Selection Area, Live Outside
 ◆ Live in Selection Area, Employed Outside
 ◆ Live in Selection Area, Employed Outside
 Note: Overlay arrows do not indicate directionality of worker flow between home and employment locations.



HOUSING

Housing stock in DuPage County tends to be older, with the median year built being 1978; this aligns with national trends. While the homeownership proportion has decreased by about 5% over the past two decades, there may be a demand for newer or *non-mortgaged* housing in DuPage County. While most homeowners in DuPage County do not exceed 30% of their income on housing spending, about a quarter (27%) of mortgage owners do and may find financial planning or related community services useful. This is also likely to be true of the 43% of DuPage County renters. The proportions of mortgage holders and renters spending greater than 30% of

their gross income on housing appears to be increasing; investing in the development of additional affordable rental housing options may provide great financial relief to this community without necessarily increasing reliance on publicly sponsored programs.

Additionally, seniors in DuPage County face heavy housing burdens; 56% of seniors in DuPage County fall into the category that gross rent exceeds 30% of household income. DuPage County benefits from relatively smaller proportions of impoverished individuals, but this may also reflect a “pricing out phenomenon,” as housing prices and incomes in DuPage County tend to exceed those of the surrounding area.

HEALTH

Of DuPage County residents 5.37% are without health insurance. This percentage is slightly lower than that for the state (6.82%) and nation (8.73%). A higher percentage of those 19-34 years of age (9.62%) and those who are Hispanic (13.47%) are without health insurance (Table 5). Efforts should be focused on helping these two demographic groups to find and enroll in health insurance.

TABLE 5: Characteristics of Individuals Without Health Insurance in DuPage County, Illinois, and US, 2020

Characteristics on the Healthcare Uninsured, 2020	DuPage County		Illinois		US	
	#	%	#	%	#	%
DuPage County Uninsured	49392	5.37%	854433	6.82%	28058903	8.73%
White Alone	30349	4.43%	473368	5.40%	17286918	7.62%
Black Alone	3251	7.24%	136203	7.85%	3972510	9.94%
Asian Alone	6389	5.67%	46563	6.59%	1179390	6.44%
American Indian & Alaska Native Alone	281	17.16%	3344	10.08%	497979	18.99%
Native Hawaiian/Pacific Islander	98	24.94%	486	9.55%	64404	10.79%
Some other race alone	6333	19.21%	144737	19.18%	3281019	19.79%
2+ Races	2691	6.40%	49732	9.29%	1776683	10.67%
Hispanic or Latino	17816	13.47%	334297	15.39%	10382464	17.72%
Not Hispanic or Latino	31576	3.98%	520136	5.02%	17676439	6.72%
Population < 6 YRS	1615	2.46%	22771	2.52%	1002241	4.26%
Population 6-18 YRS	5148	3.27%	71889	3.39%	3014594	5.58%
Population 19-34 YRS	17633	9.62%	319212	11.76%	10435501	15.00%
Population 35-64 YRS	23347	6.24%	423643	8.69%	13204982	10.71%
Population 65+	1649	1.18%	16918	0.88%	401585	0.79%

Source: S2701 Selected Characteristics of Health Insurance Coverage, 2020

COVID-19

Of the many health challenges presented this decade, the impacts of the COVID-19 pandemic have undoubtedly been the most severe. To cope with the rapidly spreading, often fatal coronavirus, DuPage County residents and others wore face masks, monitored social distance, sheltered-in-place, worked-and-learned-from-home, focused on health precautions, and got vaccinated. While these precautions undoubtedly reduced the number of cases and deaths from this disease, DuPage County alone has lost 1,861 individuals to COVID-19 or related causes (as of July 5, 2022)⁴. Over 10,500 cases required hospitalization and hospital resources. Cases developed disproportionately among Hispanic, Black/African Americans, and senior individuals (aged at least 60 years)⁵. Deaths from the disease have disproportionately taken the lives of Black/African American and Hispanic residents⁶.

These DuPage County trends mirror peer county and national trends. In the wake of the COVID-19 Pandemic, many Americans' eyes have been opened to the interconnection between health, minority status, and the economy, as we witnessed COVID-19 motivated lockdowns, The Great Resignation, global supply-chain and shipping issues, substantial increases in consumer demand and price inflation, and the national economy on the precipice of a Recession, as well as the disproportionate impact each of these major events has had on minority individuals, especially People of Color. As the DuPage County Department of Community Services continues to address COVID-19-related community issues, it will be important to collaborate with workforce development, employment insurance, health and health insurance, and other social service agencies in attempt to minimize the disproportionate burden faced by People of Color in pandemic, epidemic, or other disease outbreaks.

⁴ DuPage County Health Department. (2022) Cumulative COVID-19-related Deaths among DuPage County Residents by Date Deceased. *DuPage County COVID-19 Dashboard*. [COVID-19: DuPage County COVID-19 Dashboard | DuPage County Health, IL \(dupagehealth.org\)](#)

⁵ Cumulative COVID-19 Cases by Hospital Admission Date among DuPage County Residents.

⁶ COVID-19-related Death Rates per 100,000 Population by Ethnicity and Age Group in DuPage County Residents, 2020-2022. COVID-19-related Death Rates per 100,000 Population by Race and Age Group in DuPage County Residents, 2020-2022.

SUMMARY

As the DuPage County Department of Community Services prepares to use the information within this report for planning, understand that DuPage County sits within a relatively successful and healthy position among all Illinois counties. However, the Department of Community Services should also take care to recognize the building economic conditions for a recession in the short-to-mid-term (increasing mortgage prices, raising interest rates, limited housing stock, and inflating currency). Such conditions may force service providers to consider new services or modify existing services and how they are delivered. The remaining portion of the report is intended to provide service providers with the most up-to-date information from DuPage County community members, service users, and stakeholders by reporting and explaining the results of surveys disseminated and collected in 2021-2022, which offers more detail than is immediately publicly available.

COMMUNITY SURVEY

METHODOLOGY

QUESTIONNAIRE

CGS with input from the DuPage County Department of Community Services staff designed a questionnaire to be administered to community members. The questionnaire included 18 questions.

Survey topics included:

- Needs and challenges
- Community and civic activities
- Technology and internet access
- Personal and household characteristics

The questionnaire was translated into Spanish. The questionnaire was programmed into CGS' online survey software and formatted for printing.

The full questionnaire may be found in Appendix A, Section 1.

SAMPLE

A random sample of 3,000 households in DuPage County was selected to receive the survey. Additionally, a random sample of 1,500 households that are in the 22 census tracts that have 33% or more of individuals that are below or at 200% of the federal poverty level was selected to receive the survey. The samples were obtained from the Marketing Systems Group, a survey research sampling firm. The Marketing Systems Group provided mailing addresses, email addresses, and telephone numbers (landline and cell phone numbers) for the sampled households.

DATA COLLECTION

In early January 2021 an email was sent to the 4,500 households inviting them to participate in the survey. The email described the purpose of the survey, how the results will be used, the confidentiality of the responses, and the approximate amount of time to complete the survey. The email included a unique link to the survey. Up to six reminder emails were sent to non-respondents.

The questionnaire with a self-addressed, stamped envelope for returning the completed questionnaire was mailed to those households who had not completed the online version in March 2021.

Telephone reminder calls were made to non-respondents during April and May 2021.

The survey closed in mid-June 2021.

A total of 554 completed surveys were received.

The margin of error for the survey is +/- 4.2 percentage points at the 95 percent level of confidence.

DATA ANALYSIS

The data was weighted on gender, age, race/ethnicity, and annual household income using estimates from the 2015-2019 American Community Survey. Data weighting on key demographic variables ensures that respondents to the survey are representative of the population of all adults in the county and that the findings can be generalized to the total adult population.

Crosstabulations were conducted by the following demographic variables:

- respondent gender
- respondent age
- respondent race/ethnicity
- whether English is the primary language spoken at home
- whether there are children in the household
- whether household annual income is at or below 200% of the federal poverty level

When these comparisons are presented, they are meaningful and statistically significant at the $p \leq 0.05$ level. Comparisons which were not meaningful and/or statistically significant are not presented in this report.

Verbatim responses are those where the respondent could write in an answer, as opposed to selecting an option from a list. Such verbatim responses were analyzed using content analysis. The verbatim responses were coded by CGS staff into broad themes. Multiple themes were coded per response where applicable. All verbatim responses and “other” responses can be found in Appendix A, Section 2.

DEMOGRAPHIC CHARACTERISTICS

All respondents were asked a series of questions about themselves and their households. The answers to these questions allow analysis by demographic variables and to allow the data to be weighted.

RESPONDENT CHARACTERISTICS

Respondents answered questions about their gender, age, race, and ethnicity (Table 3).

Table 3: Respondent Characteristics		
Gender		
	Female	51.3%
	Male	48.4%
	Prefer to self-describe	0.3%
Age		
	18 - 24	11.1%
	25 - 34	16.4%
	35 - 44	16.8%
	45 - 54	17.6%
	55 - 64	18.1%
	65+	20.1%
Ethnicity		
	Hispanic, Latino, or Spanish Origin	12.4%
	Not Hispanic, Latino, or Spanish Origin	87.7%
Race/Ethnicity		
	Asian	13.2%
	Black or African American	5.9%
	White	77.1%
	American Indian or Alaska Native	0.5%
	Native Hawaiian or Pacific Islander	0.6%
	Another race, not listed	2.8%
	Selected more than one race/self-described as multiracial	4.1%

HOUSEHOLD CHARACTERISTICS

They also answered questions about their household: the number of people living in the household, the primary language spoken in the home, the 2020 annual household income, and the ZIP code of the household (Table 4).

Household size ranged from 1 to 9, with a mean household size of 2.7 and a median household size of 2.

Table 4: Household Characteristics		
Children in Household		
	Children in Household	32.4%
	No Children in Household	67.6%
Language Spoken at Home		
	English	64.7%
	Spanish	31.2%
	Other Language	4.1%
2020 Household Income		
	Less than \$15,950	32.4%
	\$15,950 - \$21,550	18.0%
	\$21,551 - \$27,150	15.0%
	\$27,151 - \$32,750	9.4%
	\$32,751 - \$38,350	8.4%
	\$38,351 - \$43,950	4.3%
	\$43,951 - \$49,550	3.6%
	\$49,551 - \$55,150	2.9%
	\$55,151 - \$59,630	2.0%
	\$59,631 - \$64,110	1.1%
	More than \$64,110	2.8%

20.6% of households were at or below the federal poverty level.

Respondents were asked to provide their household’s ZIP code. The 10 ZIP codes with 10 or more respondent households are shown in Table 5 below.

Table 5: Household ZIP Code <i>ZIP codes with 10 or more respondents</i>		
ZIP Code	City/Cities ⁷	% of Households
60185	West Chicago	11.6%
60101	Addison	10.3%
60555	Warrenville	9.3%
60148	Lombard, Glendale Heights	7.1%
60181	Villa Park, Oakbrook Terrace	6.4%
60517	Woodridge, Downers Grove	5.8%
60106	Bensenville	4.8%
60139	Glendale Heights	4.5%
60137	Glen Ellyn, Glendale Heights	4.2%
60188	Carol Stream, Glendale Heights	3.5%

⁷ USPS ZIP Code lookup tool: <https://tools.usps.com/zip-code-lookup.htm?citybyzipcode>

CHALLENGES AND NEEDS

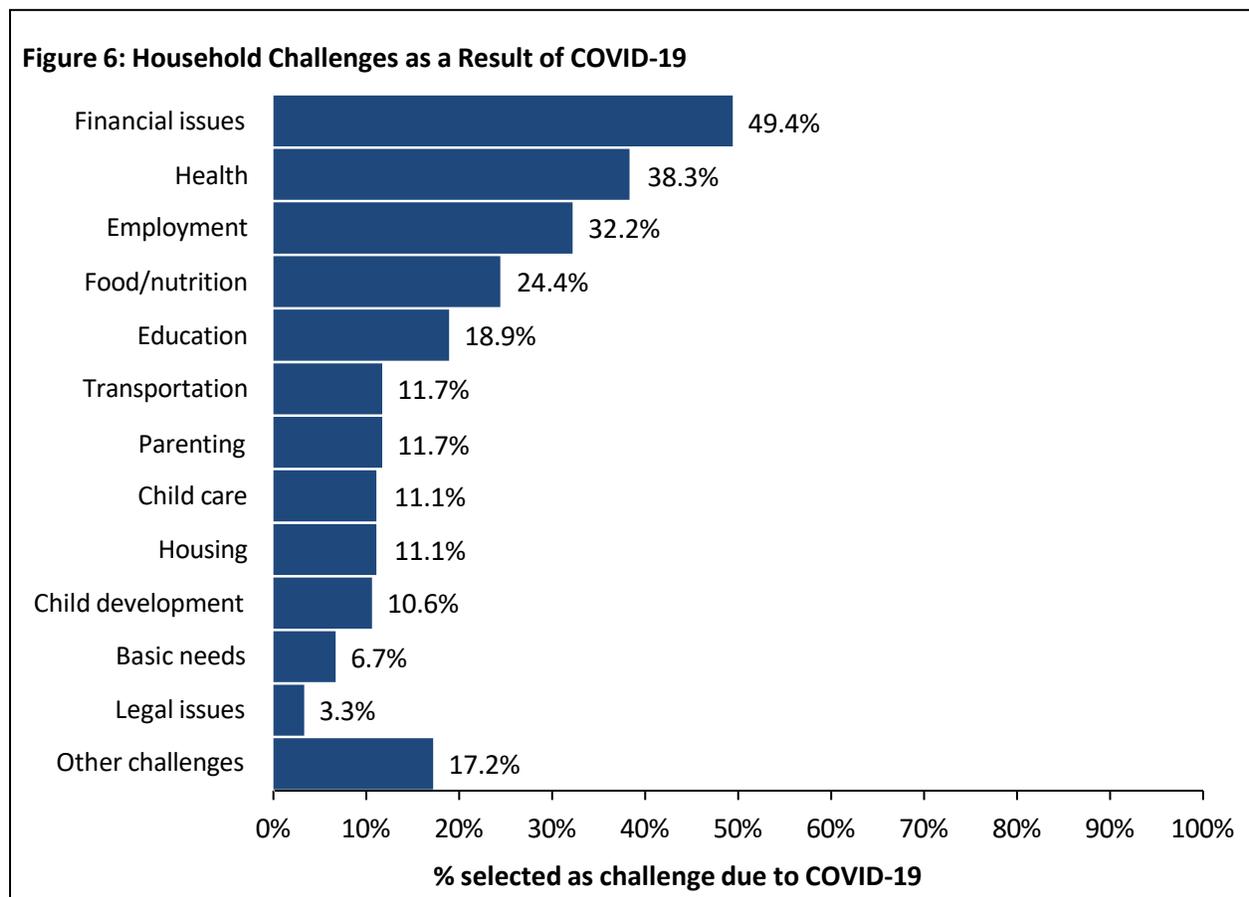
CHALLENGES DUE TO COVID-19

Community members were asked to select the challenges their household had experienced as a result of the COVID-19 pandemic from a list of 13 options. They were able to choose as many challenges as their household had experienced and were also able to select “other” and write in an answer if they chose, or to answer that their household had not experienced any challenges in the past year.

42.3% of community members said they and their household had not experienced any challenges due to COVID-19.

Of the 57.7% of community members which selected at least one challenge, the most commonly selected challenges were:

- Financial issues (49.4%)
- Health (38.3%)
- Employment (32.2%) (Figure 6)



Demographic Differences

- Those community members whose household annual income is at or below the federal poverty level (62.5%) were more likely than those community members whose household annual income is above the federal poverty (27.3%) to select **financial issues** as a challenge due to COVID-19.
- Those community members whose household annual income is at or below the federal poverty level (37.5%) were more likely than those community members whose household annual income is above the federal poverty (12.3%) to select **food/nutrition** as a challenge due to COVID-19.
- Those community members whose household annual income is at or below the federal poverty level (20.0%) were more likely than those community members whose household annual income is above the federal poverty level (3.9%) to select **transportation** as a challenge due to COVID-19.
- Those community members whose household annual income is at or below the federal poverty level (20.0%) were more likely than those community members whose household annual income is above the federal poverty level (4.5%) to select **housing** as a challenge due to COVID-19.
- Those community members whose household annual income is at or below the federal poverty level (15.0%) were more likely than those community members whose household annual income is above the federal poverty level (2.6%) to select **basic needs** as a challenge due to COVID-19.

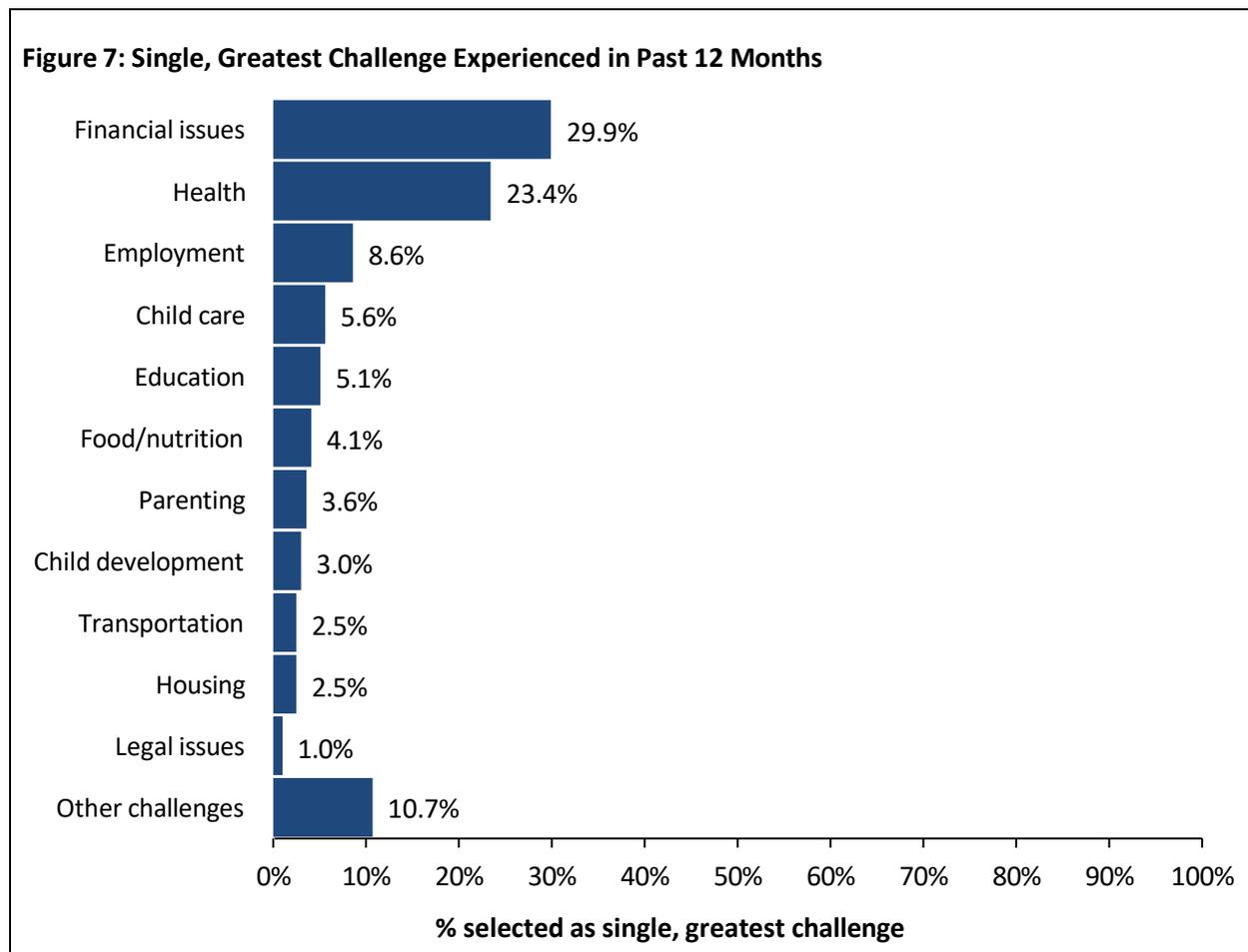
GREATEST CHALLENGE EXPERIENCED IN PAST 12 MONTHS

Next, they were asked to select the single greatest challenge their household had experienced in the past 12 months from the same list of 13 options. Again, they were also able to select “other” and write in an answer if they chose, or to answer that their household had not experienced any challenges in the past year.

36.5% of households said they and their household had not experienced any challenges in the past 12 months.

Of the 63.5% of community members which experienced some type of challenge, the two most commonly selected challenges were:

- Financial issues (29.9%)
- Health (23.4%) (Figure 7)



Demographic Differences

- Those who are another race or multi-racial (41.9%), Blacks/African Americans (40.0%), and Hispanics (39.1%) were more likely than Whites (25.8%) to select **financial issues** as the single, greatest challenge their household experienced in the past year.
- Those community members whose household annual income is at or below the federal poverty level (50.0%) were more likely than those community members whose household annual income is above the federal poverty level (28.1%) to select **financial issues** as the greatest single, challenge their household experienced in the past year.

CURRENT NEEDS BY ISSUE AREA

OVERVIEW

Next, respondents were presented with eight specific issue areas:

- Health needs
- Housing needs
- Employment needs
- Adult education needs
- Child care and child development needs
- Financial/legal (income management) needs
- Food and nutrition needs
- Family support needs

For each of these issue areas, they were presented with a list of possible needs in that area and were asked to select the needs with which they or someone in their household could use help. For each area, they were also able to select “other” and write in an answer. The following is a summary of top needs by issue area; full results can be found in the sections that follow.

Health needs

- Mental health treatment
- Getting health insurance questions answered

Housing needs

- Yard work or snow removal
- Making home more energy efficient or home repair
- Paying rent or mortgage

Financial/legal (income management) needs

- Filling out tax forms
- Budgeting and managing money

Child care and child development needs

- Finding affordable child care
- Caring for children 0-3 at home

Family support needs

- How to help a child coping with emotional issues
- Going shopping and doing errands
- Paying for car repairs

Adult education needs

- Paying for education
- Learning how to use a computer

Employment needs

- Finding a full-time job

Food and nutrition needs

- Getting food or food assistance
- Getting more food for your money

If a household selected any need, they were then asked a follow-up question about their ability to get services in DuPage County; those who were not able to get services were asked to indicate if it was because services were not available or because they did not know who to contact or where to go. They were also able to select “other” and write in an answer.

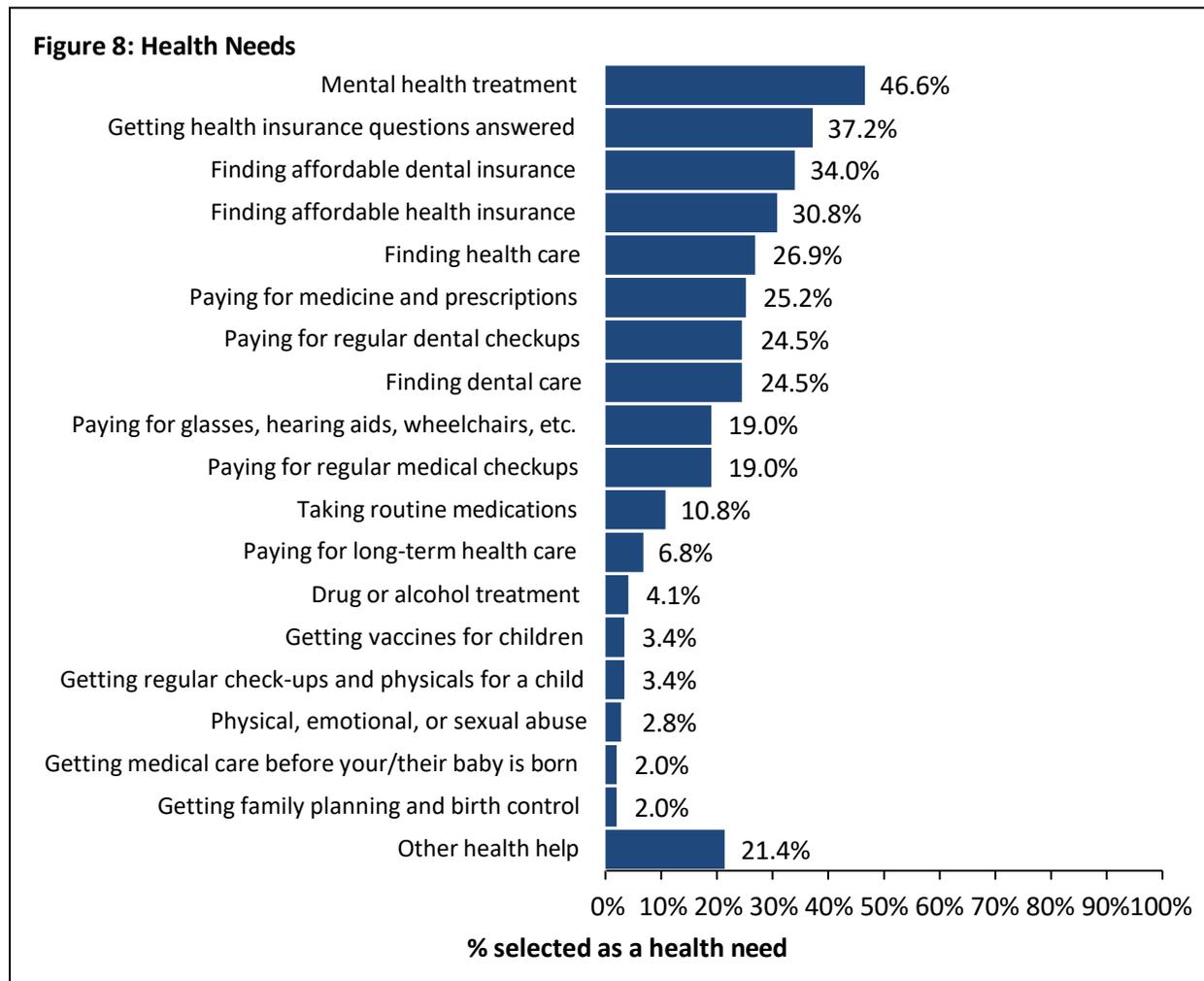
HEALTH NEEDS

Community members were asked to select from a list of 19 options, the health needs with which they or someone in their household needed help in the past 12 months. They were able to choose as many options as applied to their household. They were also able to choose “other” and write in an answer.

47.4% of respondents selected at least one health need with which their household could use help.

The two most selected health needs were:

- Mental health treatment (46.6%)
- Getting health insurance questions answered (37.2%) (Figure 8)



Some health needs pertained specifically to households with children. Among households with children:

- 5.3% needed help getting vaccines for children
- 5.3% needed help getting regular check-ups and physicals for a child
- 4.0% needed help getting medical care before their baby is born

Demographic Differences

- Those community members whose household annual income is at or below the federal poverty level (48.0%) were more likely than those community members whose household annual income is above the federal poverty level (19.7%) to select help with **finding dental care** as a need.

Ability To Get Services for Health Needs in DuPage County: Top Five Needs

Households which selected a health need were then asked follow-up questions about whether they were able to get services in DuPage County for that need.

For each of the five most selected health needs, the most common reason for not being able to get help was because the respondents did not know who to contact or where to go. In many cases where the respondent wrote in another answer to these questions, they said they were able to find services, but that those services were not affordable.

Of the households which needed help with mental health treatment:

- 43.5% got services in DuPage County
- 13.0% did not try to get services in DuPage County
- 31.9% were not able to get services in DuPage County
 - 29.0% did not know who to contact or where to go
 - 2.9% said services were not available
- 11.6% gave another response

Of the households which needed help getting health insurance questions answered:

- 27.3% got services in DuPage County
- 18.2% did not try to get services in DuPage County
- 43.6% were not able to get services in DuPage County
 - 40.0% did not know who to contact or where to go
 - 3.6% said services were not available
- 10.9% gave another response

Of the households which needed help finding affordable dental insurance:

- 6.0% got services in DuPage County
- 20.0% did not try to get services in DuPage County
- 68.0% were not able to get services in DuPage County
 - 60.0% did not know who to contact or where to go
 - 8.0% said services were not available
- 6.0% gave another response

Of the households which needed help finding affordable health insurance:

- 17.8% got services in DuPage County
- 15.6% did not try to get services in DuPage County
- 57.7% were not able to get services in DuPage County
 - 53.3% did not know who to contact or where to go
 - 4.4% said services were not available
- 8.9% gave another response

Of the households which needed help finding health care:

- 12.8% got services in DuPage County
- 20.5% did not try to get services in DuPage County
- 48.7% were not able to get services in DuPage County
 - 41.0% did not know who to contact or where to go
 - 7.7% said services were not available
- 17.9% gave another response

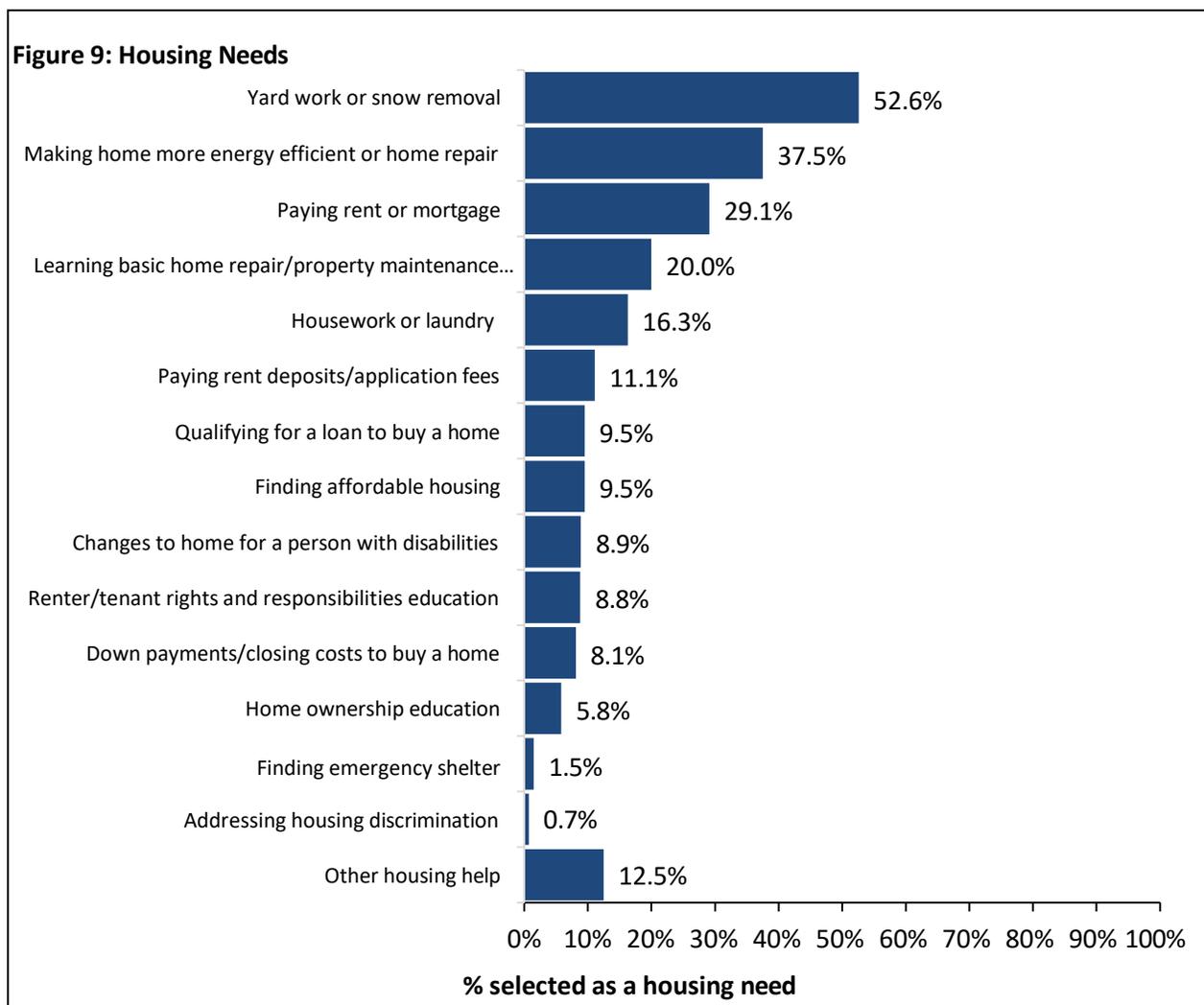
HOUSING NEEDS

Next, community members selected their household's housing needs from a list of 14 potential needs.

43.9% of community members selected at least one housing need with which they or someone in their household could use help.

The three most commonly selected housing needs were:

- Yard work or snow removal (52.6%)
- Making home more energy efficient or home repair (37.5%)
- Paying rent or mortgage, rent deposit/application fees (29.1%) (Figure 9)



Demographic Differences

- Those community members whose household annual income is at or below the federal poverty level (25.0%) were more likely than those community members whose household annual income is above the federal poverty level (6.6%) to select help with **paying rent deposits/application fees** as a need.
- Those community members whose household annual income is at or below the federal poverty level (20.8%) were more likely than those community members whose household annual income is above the federal poverty level (3.2%) to select help with **finding affordable housing** as a need.
- Those community members whose household annual income is at or below the federal poverty level (20.8%) were more likely than those community members whose household annual income is above the federal poverty level (4.8%) to select help with **renters/tenants' rights and responsibilities education** as a need.
- Those of another race or multi-racial (21.0%) and Blacks/African Americans (18.2%) were more likely than Hispanics (3.3%) and Whites (1.8%) to select **home ownership education** as a need.

Ability To Get Services for Housing Needs in DuPage County: Top Five Needs

For each of the five most selected housing needs, the most common reason for not being able to get help was because the respondents did not know who to contact or where to go. Many respondents who wrote in another response to these questions said they looked to private companies or contractors for help with their housing needs.

Of the households which needed help with yard work or snow removal:

- 38.4% got services in DuPage County
- 17.8% did not try to get services in DuPage County
- 37.0% were not able to get services in DuPage County
 - 31.5% did not know who to contact or where to go
 - 5.5% said services were not available
- 6.8% gave another response

Of the households which needed help with making their home more energy efficient or with home repair:

- 17.6% got services in DuPage County
- 25.5% did not try to get services in DuPage County
- 45.1% were not able to get services in DuPage County
 - 41.2% did not know who to contact or where to go
 - 3.9% said services were not available

- 11.8% gave another response

Of the households which needed help paying rent or mortgage:

- 10.0% got services in DuPage County
- No households did not try to get services in DuPage County
- 67.5% were not able to get services in DuPage County
 - 62.5% did not know who to contact or where to go
 - 5.0% said services were not available
- 22.5% gave another response

Of the households which needed help learning basic home repair or property maintenance skills:

- 14.8% got services in DuPage County
- 22.2% did not try to get services in DuPage County
- 51.9% were not able to get services in DuPage County
 - 48.1% did not know who to contact or where to go
 - 3.7% said services were not available
- 11.1% gave another response

Of the households which needed help with house work or laundry:

- 36.4% got services in DuPage County
- 13.6% did not try to get services in DuPage County
- 27.2% were not able to get services in DuPage County
 - 22.7% did not know who to contact or where to go
 - 4.5% said services were not available
- 22.7% gave another response

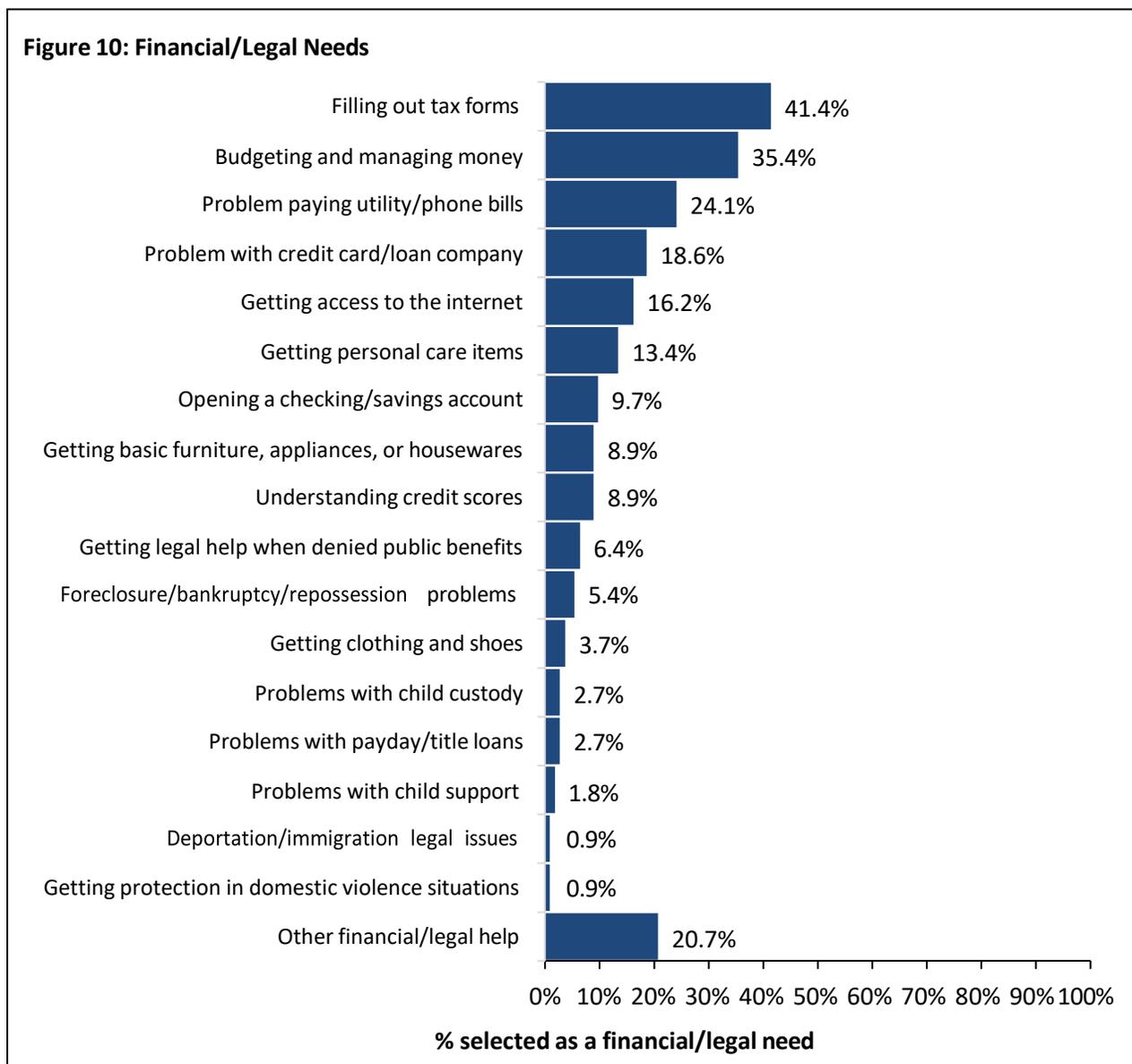
FINANCIAL/LEGAL (INCOME MANAGEMENT) NEEDS

Next, community members selected their household's financial or legal needs from a list of 17 potential needs.

36.3% of respondents selected at least one financial or legal need with which they or someone in their household could use help.

The two most commonly selected needs were:

- Filling out tax forms (41.4%)
- Budgeting and managing money (35.4%) (Figure 10)



Some financial/legal needs pertained specifically to households with children. Among households with children:

- 11.5% needed help with problems with child custody
- 3.8% needed help with problems with child support

Demographic Differences

- Those less than 55 years of age (48.0%) were more likely than those 55 years of age or greater (11.1%) to select help with **problems paying utility or phone bills** as a need.
- Those whose household annual income is at or below the federal poverty level (53.8%) were more likely than those whose household annual income is above the federal poverty level (18.0%) to select help with **problems paying utility or phone bills** as a need.

Ability To Get Services for Financial/Legal Needs in DuPage County: Top Five Needs

For each of the five most selected needs, the most common reason for not being able to get help was because the respondents did not know who to contact or where to go.

Of the households which needed help filling out tax forms:

- 39.1% got services in DuPage County
- 28.3% did not try to get services in DuPage County
- 21.7% were not able to get services in DuPage County
 - 19.6% did not know who to contact or where to go
 - 2.2% said services were not available
- 10.9% gave another response

Of the households which needed help budgeting and managing money:

- 7.5% got services in DuPage County
- 42.5% did not try to get services in DuPage County
- 45.0% were not able to get services in DuPage County
 - 42.5% they did not know who to contact or where to go
 - 2.5% said services were not available
- 5.0% gave another response

Of the households which had problems paying phone or utility bills:

- 22.2% got services in DuPage County
- 14.8% did not try to get services in DuPage County
- 59.3% were not able to get services in DuPage County

- 51.9% did not know who to contact or where to go
 - 7.4% said services were not available
- 3.7% gave another response

Of the households which had problems with a credit card or loan company:

- 4.8% got services in DuPage County
- 23.8% did not try to get services in DuPage County
- 57.1% were not able to get services in DuPage County
 - 38.1% did not know who to contact or where to go
 - 19.0% said services were not available
- 14.3% gave another response

Of the households which needed help getting access to the internet:

- 27.8% got services in DuPage County
- 5.6% did not try to get services in DuPage County
- 61.1% were not able to get services in DuPage County
 - 50.0% did not know who to contact or where to go
 - 11.1% said services were not available
- 5.6% response gave another

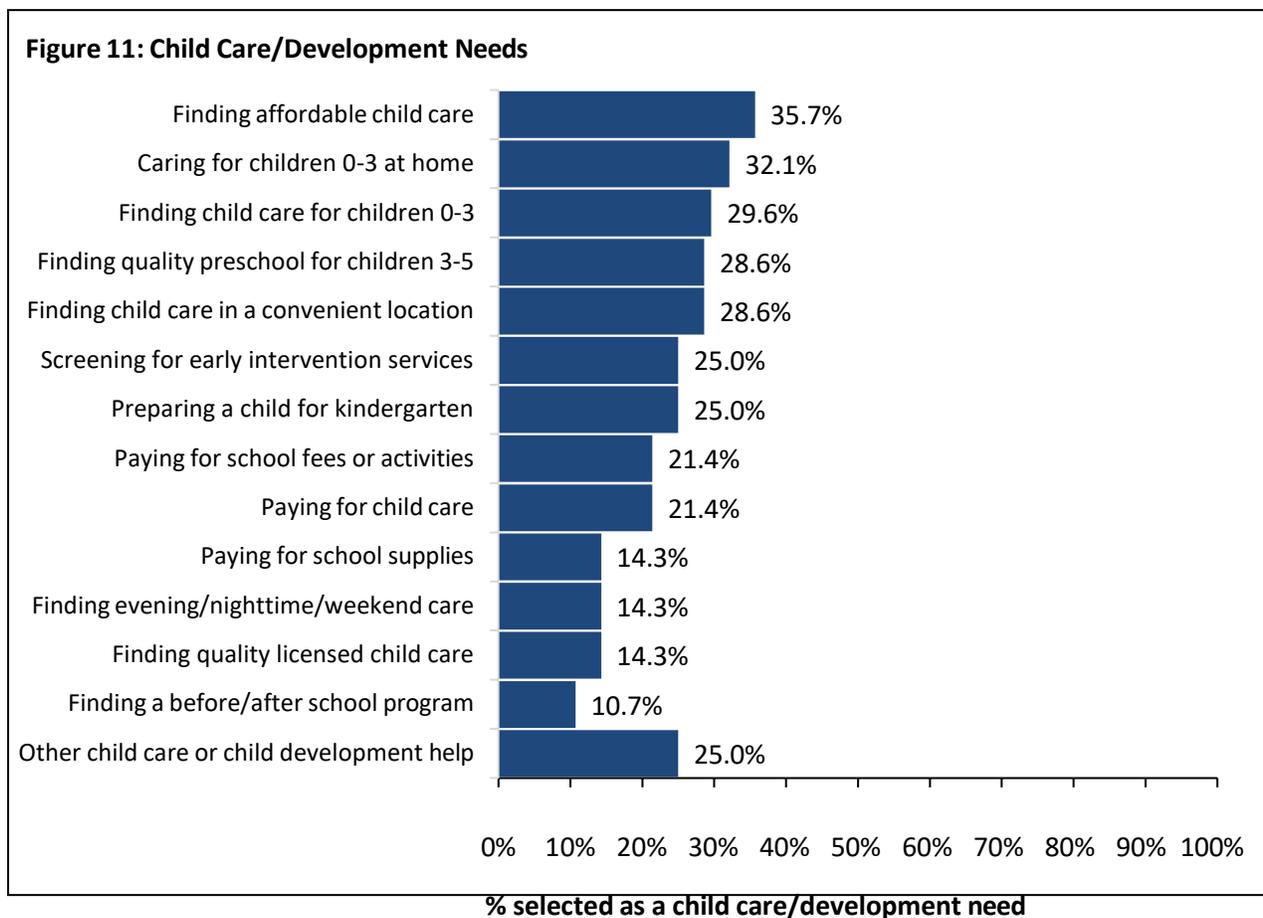
CHILD CARE AND CHILD DEVELOPMENT NEEDS

Next, community members selected their household's child care and child development needs from a list of 13 potential needs.

Among households with children, 35.4% (11.0% of all respondents) selected at least one child care or child development need with which they or someone in their household could use help.

The most commonly selected child care and child development needs were:

- Finding affordable child care (35.7%)
- Caring for children ages 0-3 at home (32.1%) (Figure 11)



Demographic Differences

- No statistically significant differences by demographic groups were found for any of the child care/child development needs.

Ability To Get Services for Child Care or Child Development Needs in DuPage County: Top Five Needs

For each of the five most selected child care or child development needs, the most common reason for not being able to get help was because the respondents did not know who to contact or where to go.

Of the households which needed help finding affordable child care:

- 9.1% got services in DuPage County
- 27.3% did not try to get services in DuPage County
- 63.6% were not able to get services in DuPage County because they did not know who to contact or where to go
- No households gave another response

Of the households which needed help caring for children ages 0-3 at home:

- 10.0% got services in DuPage County
- 40.0% did not try to get services in DuPage County
- 50.0% were not able to get services in DuPage County because they did not know who to contact or where to go
- No households gave another response

Of the households which needed help finding child care for children ages 0-3:

- No households got services in DuPage County
- 25.0% did not try to get services in DuPage County
- 62.5% were not able to get services in DuPage County because they did not know who to contact or where to go
- 12.5% gave another response

Of the households which needed help finding quality preschool for children ages 3-5:

- 12.5% got services in DuPage County
- No households did not try to get services in DuPage County
- 75.0% were not able to get services in DuPage County
 - 50.0% did not know who to contact or where to go
 - 25.0% said services were not available in DuPage County
- 12.5% gave another response

Of the households which needed help finding child care in a convenient location:

- No households got services in DuPage County
- 12.5% did not try to get services in DuPage County
- 75.0% were not able to get services in DuPage County because they did not know who to contact or where to go
- 12.5% gave another response

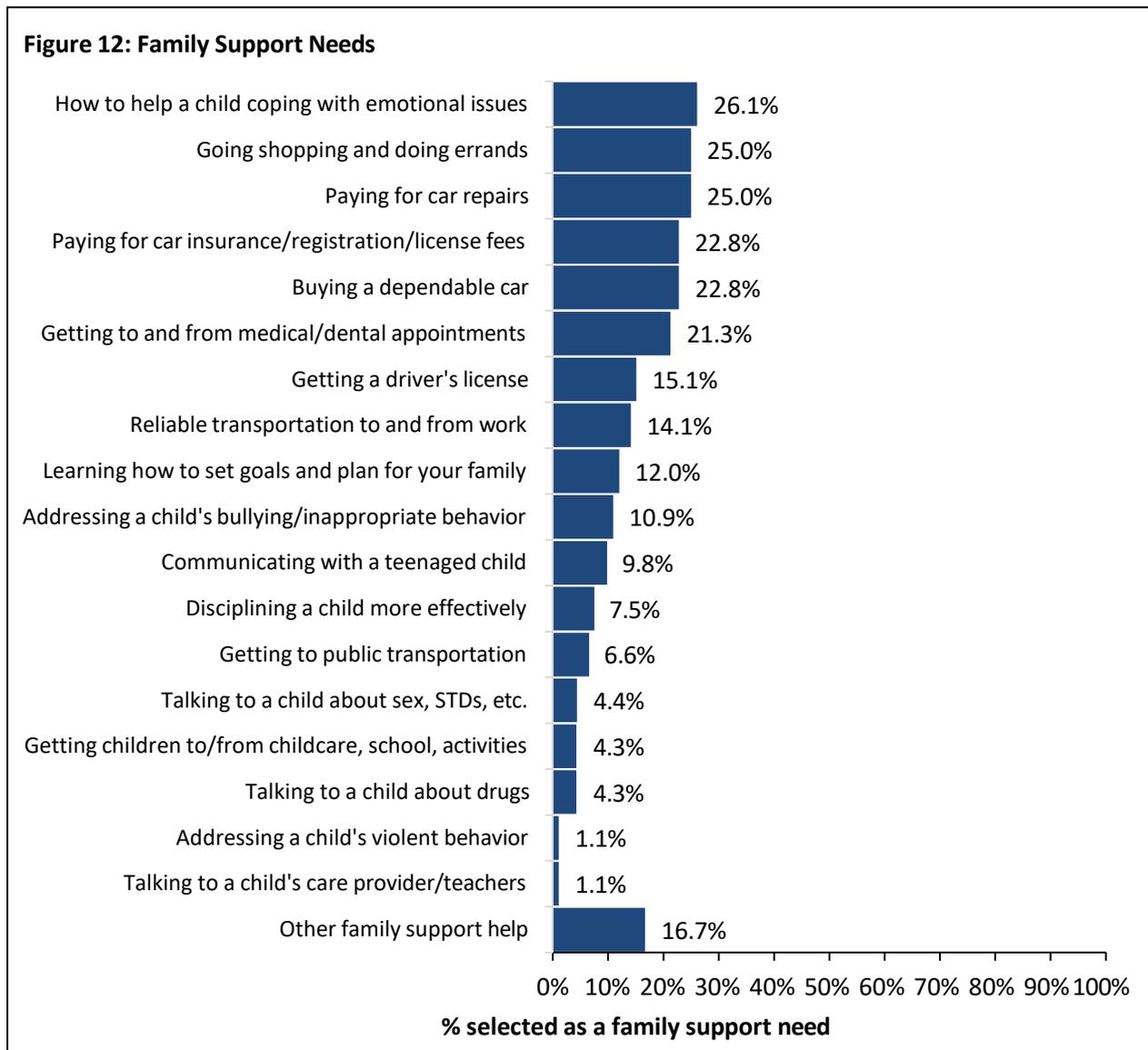
FAMILY SUPPORT NEEDS

Next, community members selected their household's family support needs from a list of 18 potential needs.

30.5% of community members selected at least one family support need with which they or someone in their household could use help.

The top three family support needs were:

- How to help a child coping with emotional issues (26.1%)
- Going shopping and doing errands (25.0%)
- Paying for car repairs (25.0%) (Figure 12)



Some family support needs pertained specifically to households with children. Among households with children:

- 34.2% needed help with helping a child coping with a child with emotional issues
- 23.7% needed help communicating with a teenaged child
- 15.8% needed help addressing a child's bullying or inappropriate behavior
- 13.2% needed help disciplining a child more effectively
- 8.1% needed help getting children to and from childcare, school, and/or activities
- 5.4% needed help talking to a child about sex, STDs, etc.
- 5.3% needed help talking to a child about drugs
- 2.8% needed help talking to a child's care provider or teachers
- 2.7% needed help addressing a child's violent behavior

Demographic Differences

- Those whose household annual income is at or below the federal poverty level (52.4%) were more likely than those whose household annual income is above the federal poverty level (14.6%) to select help with **paying for car repairs** as a need.
- Those whose household annual income is at or below the federal poverty level (47.6%) were more likely than those whose household annual income is above the federal poverty level (17.1%) to select help with **paying for car insurance, registration, and license fees** as a need.
- Those whose household annual income is at or below the federal poverty level (54.5%) were more likely than those whose household annual income is above the federal poverty level (10.0%) to select help with **buying a dependable car** as a need.
- Those whose household annual income is at or below the federal poverty level (33.3%) were more likely than those whose household annual income is above the federal poverty level (4.0%) to select help with **reliable transportation to and from work** as a need.

Ability To Get Services for Family Support Needs in DuPage County: Top Five Needs

For each of the five most selected needs, the most common reason for not being able to get help was because the respondents did not know who to contact or where to go.

Of the households which needed help with how to help a child coping with emotional issues:

- 29.2% got services in DuPage County
- 12.5% did not try to get services in DuPage County
- 37.5% were not able to get services in DuPage County
 - 29.2% did not know who to contact or where to go
 - 8.3% said services were not available

- 20.8% gave another response

Of the households which needed help going shopping and doing errands:

- 21.7% got services in DuPage County
- 17.4% did not try to get services in DuPage County
- 34.8% were not able to get services in DuPage County because they did not know who to contact or where to go
- 26.1% gave another response

Of the households which needed help paying for car repairs:

- No households got services in DuPage County
- 13.0% did not try to get services in DuPage County
- 78.2% were not able to get services in DuPage County
 - 73.9% did not know who to contact or where to go
 - 4.3% said services were not available
- 8.7% gave another response

Of the households which needed help paying for car insurance, registration, or license fees:

- 4.8% got services in DuPage County
- 9.5% did not try to get services in DuPage County
- 71.4% were not able to get services in DuPage County
 - 66.7% did not know who to contact or where to go
 - 4.8% said services were not available
- 14.3% gave another response

Of the households which needed help buying a dependable car:

- No households got services in DuPage County
- 14.3% did not try to get services in DuPage County
- 85.7% were not able to get services in DuPage County
 - 81.0% did not know who to contact or where to go
 - 4.8% said services were not available
- No respondents gave another response

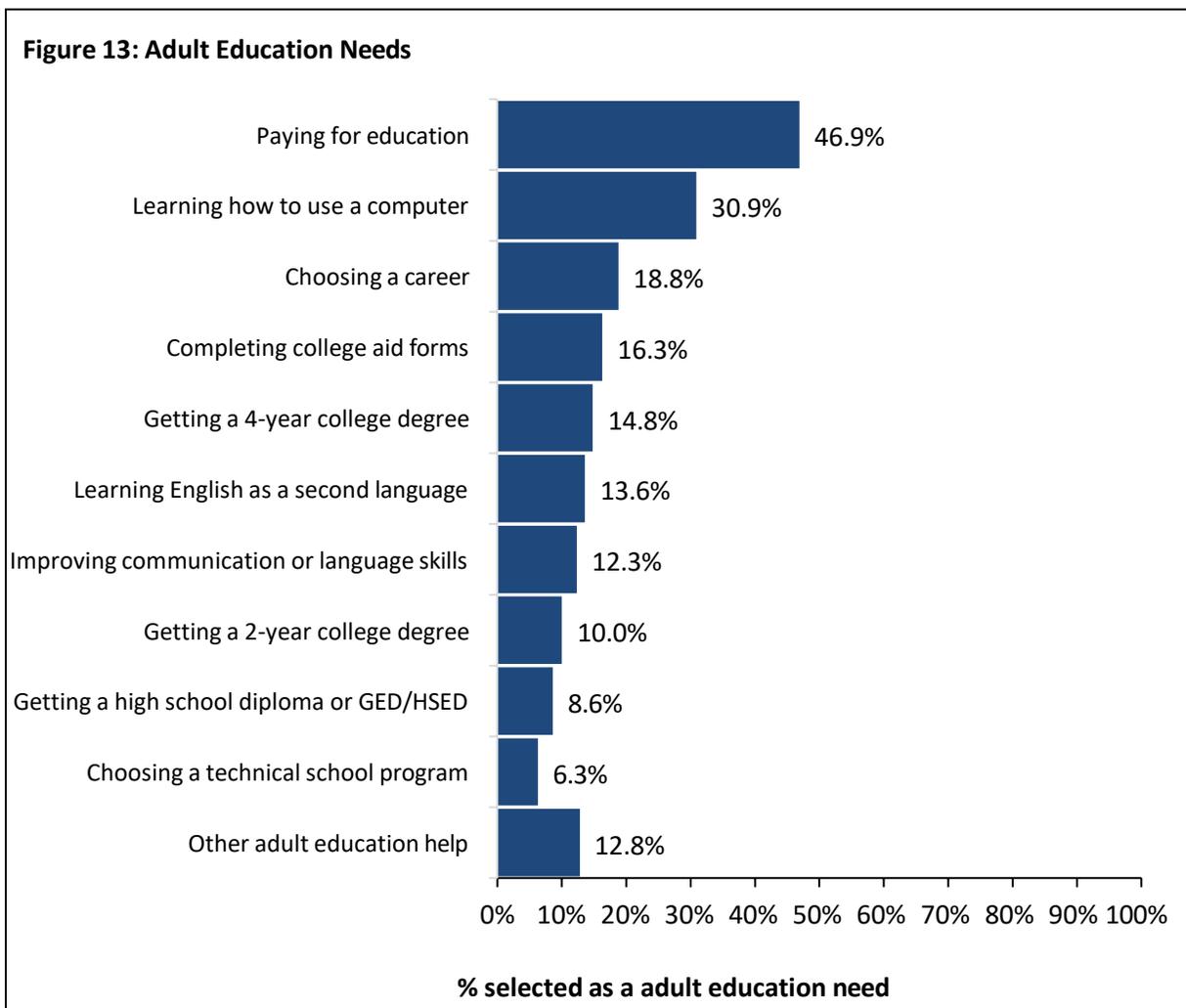
ADULT EDUCATION NEEDS

Next, community members selected their household’s adult education needs from a list of 10 potential needs.

26.0% of community members selected at least one adult education need with which they or someone in their household could use help.

The two most commonly selected adult education needs were:

- Paying for education (46.9%)
- Learning how to use a computer (30.9%) (Figure 13).



Almost three-fifths (58.3) of community members who speak a language other than English at home select learning English as a second language as a need.

Demographic Differences

- Those community members aged 65+ (61.9%) were more likely than those community members aged less than 65 years of age (19.6%) to select **learning how to use a computer** as a need.
- Those community members whose household annual income is at or below the federal poverty level (42.9%) were more likely than those community members whose household annual income is above the federal poverty level (13.9%) to select **learning how to use a computer** as a need.

Ability To Get Services for Adult Education Needs in DuPage County: Top Five Needs

For each of the five most selected adult education needs, the most common reason for not being able to get help was because the respondents did not know who to contact or where to go.

Of the households which needed help paying for education:

- 10.3% got services in DuPage County
- 17.9% did not try to get services in DuPage County
- 61.5% were not able to get services in DuPage County
 - 43.6% did not know who to contact or where to go
 - 17.9% said services were not available
- 10.3% gave another response

Of the households which needed help learning how to use a computer:

- 12.0% got services in DuPage County
- 16.0% did not try to get services in DuPage County
- 68.0% were not able to get services in DuPage County because they did not know who to contact or where to go
- 4.0% gave another response

Of the households which needed help choosing a career:

- No households got services in DuPage County
- 26.7% did not try to get services in DuPage County
- 66.7% were not able to get services in DuPage County because they did not know who to contact or where to go
- 6.7% gave another response

Of the households which needed help completing college aid forms:

- No households got services in DuPage County
- 30.8% did not try to get services in DuPage County
- 61.5% were not able to get services in DuPage County
 - 38.5% did not know who to contact or where to go
 - 23.1% said services were not available
- 7.7% gave another response

Of the households which needed help getting a 4-year degree:

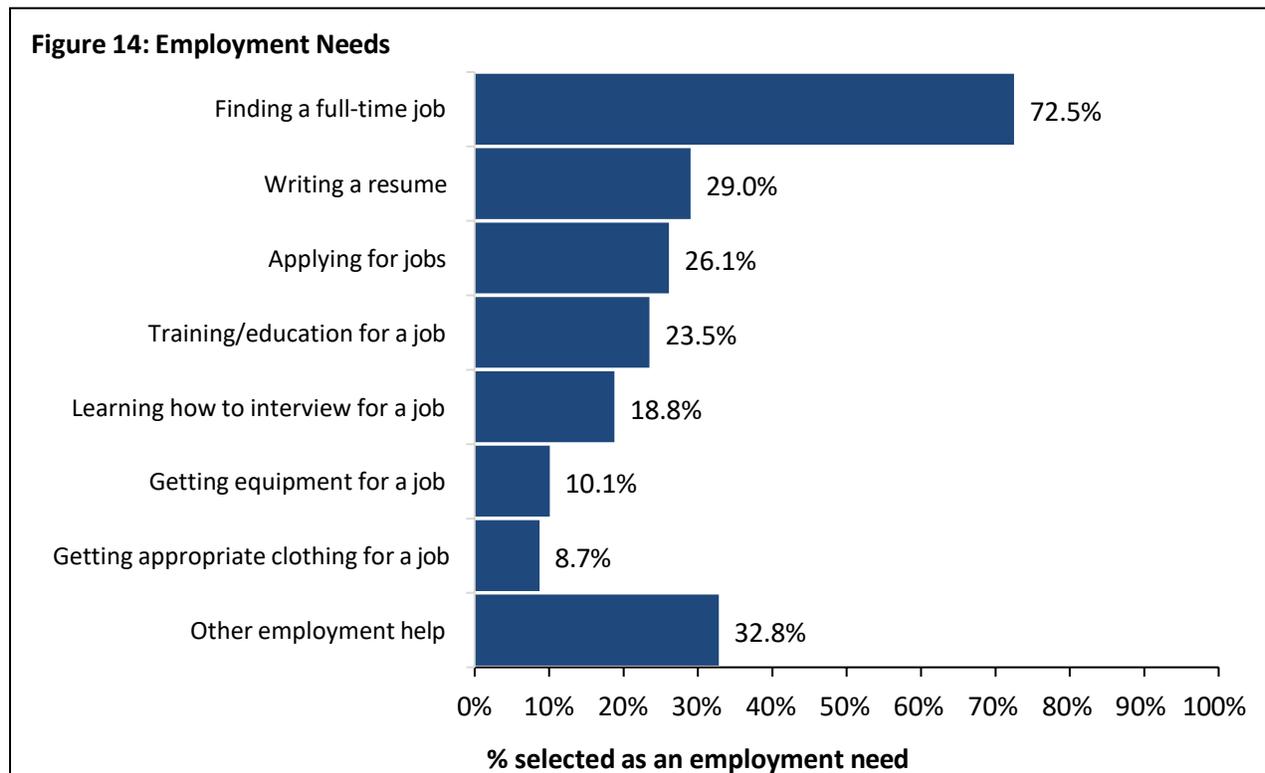
- 16.7% got services in DuPage County
- 8.3% did not try to get services in DuPage County
- 58.3% were not able to get services in DuPage County because they did not know who to contact or where to go
- 16.7% gave another response

EMPLOYMENT NEEDS

Next, community members selected their household's employment needs from a list of seven potential needs.

22.2% of community members selected at least one employment need with which they or someone in their household could use help.

By far, the most commonly selected employment need was finding a full-time job (72.5%) (Figure 14).



Demographic Differences

- No statistically significant differences by demographic groups were found for any of the employment needs.

Ability To Get Services for Employment Needs in DuPage County: Top Five Needs

For each of the five most selected needs, the most common reason for not being able to get help was because the respondents did not know who to contact or where to go. Many of those who wrote in another response said they used resources, such as friends and family or the internet, to help with their employment needs.

Of the households which needed help finding a full-time job:

- 8.0% got services in DuPage County
- 16.0% did not try to get services in DuPage County
- 68.0% were not able to get services in DuPage County
 - 52.0% did not know who to contact or where to go
 - 16.0% said services were not available
- 8.0% gave another response

Of the households which needed help writing a resume:

- 5.0% got services in DuPage County
- 15.0% did not try to get services in DuPage County
- 65.0% were not able to get services in DuPage County because they did not know who to contact or where to go
- 15.0 gave another response

Of the households which needed help applying for jobs:

- 17.6% got services in DuPage County
- 5.9% did not try to get services in DuPage County
- 70.6% were not able to get services in DuPage County
 - 64.7% did not know who to contact or where to go
 - 5.9% said services were not available)
- 5.9% gave another response

Of the households which needed help with training/education for a job:

- No households got services in DuPage County
- 12.5% did not try to get services in DuPage County
- 75% were not able to get services in DuPage County
 - 68.8% did not know who to contact or where to go
 - 6.3% said services were not available
- 12.5% gave another response

Of the households which needed help learning how to interview for a job:

- 15.4% (got services in DuPage County
- No households did not try to get services in DuPage County
- 76.9% were not able to get services in DuPage County because they did not know who to contact or where to go
- 7.7% gave another response

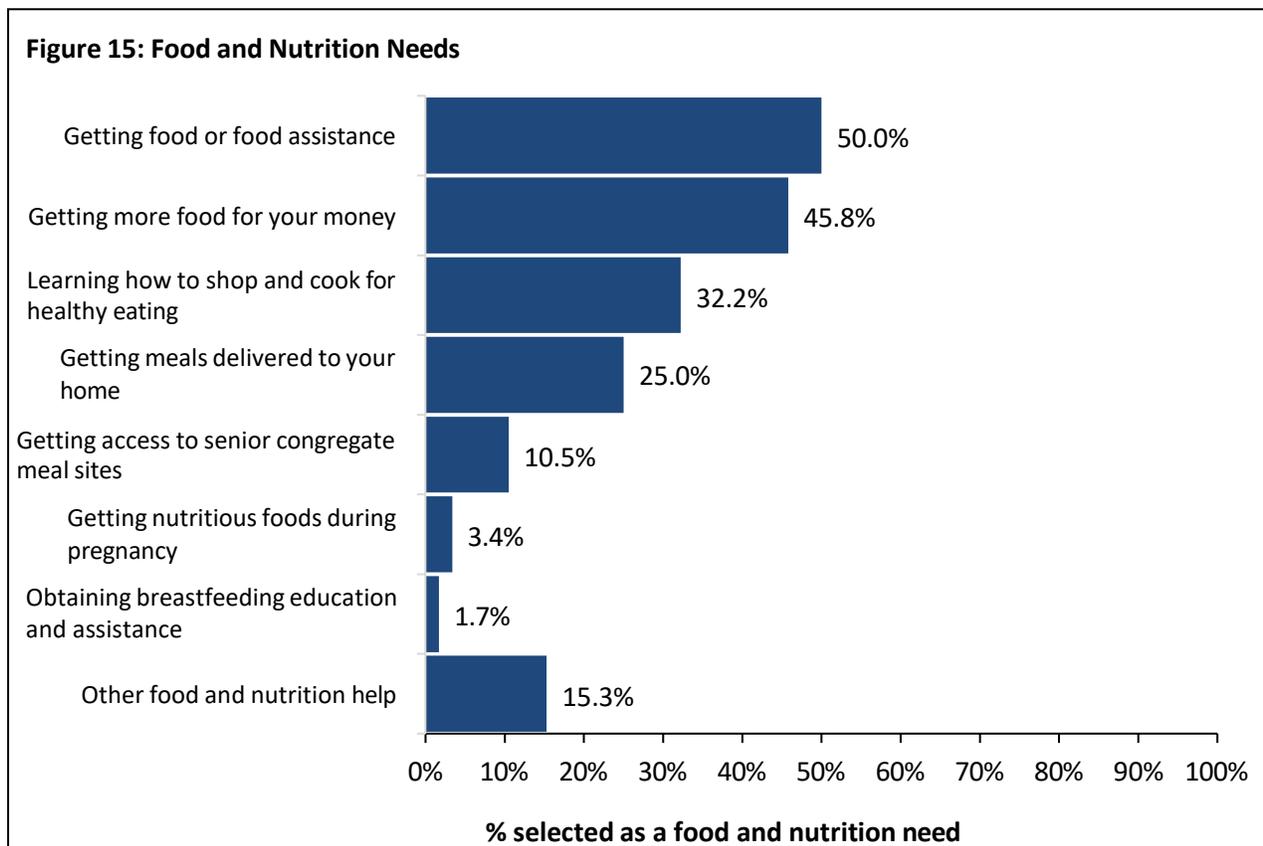
FOOD AND NUTRITION NEEDS

Next, community members selected their household's food and nutrition needs from a list of seven potential needs.

19.6% of respondents selected at least one food and nutrition need with which they or someone in their household could use help.

The most frequently selected needs were:

- Getting food or food assistance (50.0%)
- Getting more food for your money (45.8%) (Figure 15)



Some food and nutrition needs pertained specifically to households with children or seniors.

Among households with children:

- 5.9% needed help obtaining nutritious foods during pregnancy
- 5.9% needed help obtaining breastfeeding education and assistance

Among households where the respondent was aged 65 or older:

- 22.2% needed help getting access to senior congregate meal sites

Demographic Differences

- No statistically significant differences by demographic groups were found for any of the food/nutrition needs.

Food and Nutrition Needs in DuPage County: Top Four Needs

For each of the four most selected needs, the most common reason for not being able to get help was because the respondents did not know who to contact or where to go.

Of the households which needed help getting food or food assistance:

- 56.7% got services in DuPage County
- 10.0% did not try to get services in DuPage County
- 16.7% were not able to get services in DuPage County
 - 10.0% did not know who to contact or where to go
 - 6.7% said services were not available
- 16.7% gave another response

Of the households which needed help getting more food for their money:

- 15.4% got services in DuPage County
- 7.7% did not try to get services in DuPage County
- 73.0% were not able to get services in DuPage County
 - 65.4% did not know who to contact or where to go
 - 7.7% said services were not available
- 3.8% gave another response

Of the households which needed help learning to shop and cook for healthy eating:

- 10.5% got services in DuPage County
- 5.3% did not try to get services in DuPage County
- 78.9% were not able to get services in DuPage County
 - 73.7% did not know who to contact or where to go
 - 5.3% said services were not available
- 5.3% gave another response

Of the households which needed help getting meals delivered to their home:

- 33.3% got services in DuPage County
- No households did not try to get services in DuPage County
- 53.3% were not able to get services in DuPage County
 - 33.3% did not know who to contact or where to go
 - 20.0% said services were not available
- 13.3% gave another response

ASSISTANCE FROM AGENCIES AND ORGANIZATIONS

Respondents were asked to list the agencies and organizations from which they had received assistance in the past 12 months. 15.7% of households listed at least one agency.

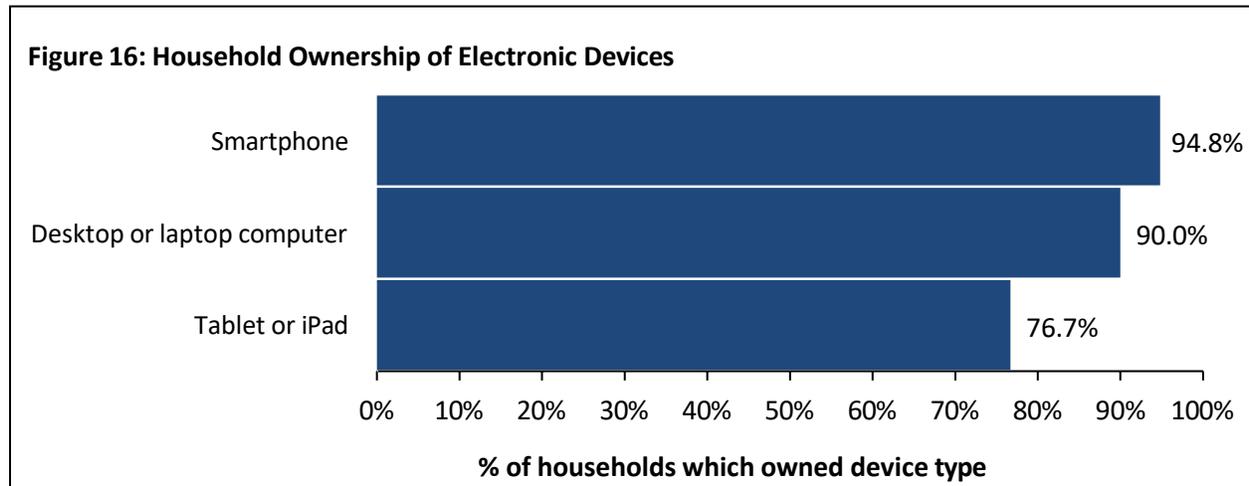
Respondents listed several types of agencies or organizations, including:

- Health organizations or services, including governmental agencies, such as the DuPage County Health Department, IDPH, and VA; as well as private providers and organizations
- Food and nutrition-related agencies or services, including governmental programs such as SNAP; as well as food pantries and other organizations
- Employment-related organizations, primarily IDES
- Other types of governmental agencies or programs, including local governmental organizations, county organizations, State of Illinois, and national agencies. LIHEAP was mentioned by several respondents.
- Other agencies and organizations

TECHNOLOGY AND INTERNET ACCESS

Community members were asked a series of questions about their access to technology.

First, they were asked whether or not anyone in their household owned three types of electronic devices: a smartphone, a tablet or iPad, and a desktop or laptop computer. Nearly all (98.7%) households owned at least one of these three types of devices, and two-thirds (67.8%) said their household owned all three types of devices (Figure 16).



Demographic Differences

- Those households who are at or below the federal poverty level (93.5%) were less likely than those households who were above the federal poverty level (99.2%) to own at least one of the three devices.

Households were also asked two questions about their internet access: whether or not they had access to high-speed internet, and whether or not they receive reduced price internet services.

- 92.7% of respondents had high-speed internet access via a smartphone, tablet, iPad, desktop or laptop computer, or other device.
- 5.9% receive reduced price internet services.

Demographic Differences

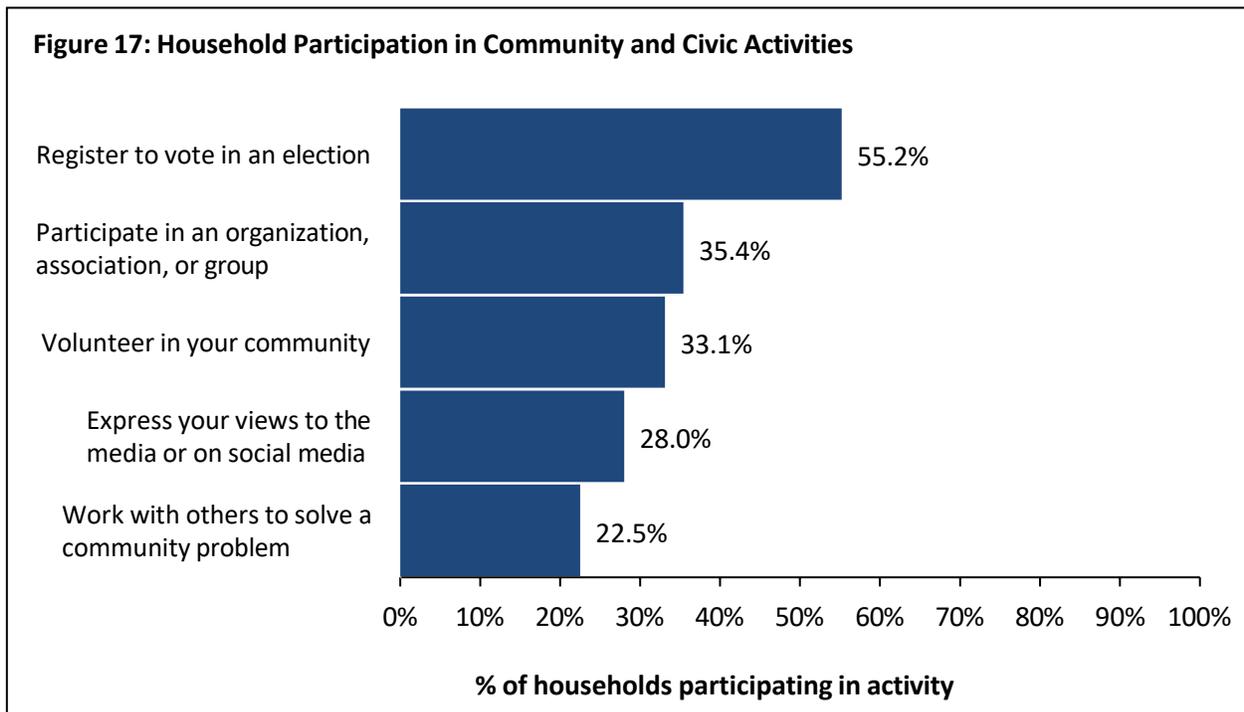
- Those households who are at or below the federal poverty level (64.1%) were less likely than those households who were above the federal poverty level (96.1%) to have high speed internet access.

COMMUNITY AND CIVIC ACTIVITIES

Community members were also asked about their household's participation in five types of community/civic activities in the past year:

- Volunteering in their community
- Registering to vote in a local, state, or national election
- Expressing their views on a political, social, or community issue to the newspaper, TV, radio, or on social media
- Participation in an organization, association, or group, such as PTA, Kiwanis, or a church group
- Working with others to solve a community problem

More than one-half (55.2%) of community members indicated someone in their household registered to vote. Approximately one-third reported someone in their household participated in an organization, association, or group (35.4%) and volunteered in the community (33.1%). About one-fourth stated someone in their household expressed their views to the media or on social media (28.0%) and worked with others to solve a community problem (22.5%) (Figure 17).



Demographic Differences

- Community members whose household annual income was at or below the federal poverty level (20.6%) were less likely than community members whose household annual income was above the poverty line (35.7%) to indicate someone in their household has **volunteered in their community**.
- Community members whose household annual income was at or below the federal poverty level (15.8%) were less likely than community members whose household annual income was above the federal poverty level (34.2%) to say someone in their household has **expressed their views to the media or on social media**.

SERVICE USERS SURVEY

METHODOLOGY

QUESTIONNAIRE

CGS with input from the DuPage County Department of Community Services staff designed a questionnaire to be administered to service users. The questionnaire included 26 questions.

Survey topics included:

- Services received
- Needs and challenges
- Community and civic activities
- Technology and internet access
- Personal and household characteristics

The questionnaire was translated into Spanish. The questionnaire was programmed into CGS' online survey software and formatted for printing.

The full questionnaire may be found in Appendix B, Section 1.

DATA COLLECTION

The service users had the option of completing the questionnaire online or completing a paper copy of the questionnaire. Kiosks were set up at the Department of Community Services for service users to complete the survey online. The People's Resource Center distributed the online survey link and paper copies of the questionnaire to their clients.

A total of 903 completed surveys were received.

DATA ANALYSIS

Crosstabulations were conducted by the following demographic variables:

- respondent gender
- respondent age
- respondent race/ethnicity
- whether English is the primary language spoken at home
- whether there are children in the household
- annual household income

When these comparisons are presented, they are meaningful and statistically significant at the $p \leq 0.05$ level. Comparisons which were not meaningful and/or statistically significant are not presented in this report.

Verbatim responses are those where the respondent could write in an answer, as opposed to selecting an option from a list. Such verbatim responses were analyzed using content analysis. The verbatim responses were coded by CGS staff into broad themes. Multiple themes were coded per response where applicable. All verbatim responses and “other” responses can be found in Appendix B, Section 2.

DEMOGRAPHIC CHARACTERISTICS

All service users who responded to the survey were asked a series of questions about themselves and their households. The answers to these questions allow analysis by demographic variables.

RESPONDENT CHARACTERISTICS

Respondents answered questions about their gender, age, and race and ethnicity (Table 6).

Table 6: Respondent Characteristics		
Gender		
	Female	69.1%
	Male	30.3%
	Prefer to self-describe	0.6%
Age		
	18 - 24	7.3%
	25 - 34	16.8%
	35 - 44	22.7%
	45 - 54	19.6%
	55 - 64	16.8%
	65+	16.8%
Ethnicity		
	Hispanic, Latino, or Spanish Origin	37.2%
	Not Hispanic, Latino, or Spanish Origin	62.9%
Race		
	Asian	6.1%
	Black or African American	22.2%
	White	63.2%
	American Indian or Alaska Native	2.6%
	Native Hawaiian or Pacific Islander	0.5%
	Another race, not listed	5.4%
Selected more than one race/self-described as multiracial		3.9%

HOUSEHOLD CHARACTERISTICS

They also answered questions about their household: the number of people living in the household, the primary language spoken at home, the 2020 annual household income, and the ZIP code of the household (Table 7 and Table 8).

Household size ranged from 1 to 14, with a mean household size of 3.4 and a median household size of 3.

Table 7: Household Characteristics	
Language Spoken at Home	
English	65.7%
Spanish	30.2%
Other Language	4.1%
2020 Household Income	
Less than \$15,950	32.4%
\$15,950 - \$21,550	18.0%
\$21,551 - \$27,150	15.0%
\$27,151 - \$32,750	9.4%
\$32,751 - \$38,350	8.4%
\$38,351 - \$43,950	4.3%
\$43,951 - \$49,550	3.6%
\$49,551 - \$55,150	2.9%
\$55,151 - \$59,630	2.0%
\$59,631 - \$64,110	1.1%
More than \$64,110	2.8%

63.2% of households are at or below the federal poverty level.

Respondents were asked to provide their household’s ZIP code. The 25 ZIP codes with 10 or more respondent households are shown in Table 8 below.

Table 8: Household ZIP Code		
<i>ZIP codes with 10 or more respondents</i>		
ZIP Code	Municipalities⁸	% of Households
60185	West Chicago	14.3%
60101	Addison	11.6%
60540	Naperville	6.8%
60559	Westmont	5.9%
60187	Wheaton	4.1%
60148	Lombard, Glendale Heights	4.0%
60563	Naperville, Warrenville	4.0%
60188	Carol Stream, Glendale Heights	3.9%
60517	Woodridge, Downers Grove	3.8%
60139	Glendale Heights	3.7%
60137	Glen Ellyn, Glendale Heights	3.0%
60515	Downers Grove	2.9%
60504	Aurora	2.7%
60527	Willowbrook, Burr Ridge	2.7%
60555	Warrenville	2.3%
60565	Naperville	2.3%
60181	Villa Park, Oakbrook Terrace	2.2%
60189	Wheaton	2.1%
60516	Downers Grove	1.8%
60532	Lisle	1.7%
60133	Hanover Park, Bartlett	1.6%
60106	Bensenville	1.3%
60561	Darien	1.3%
60126	Elmhurst	1.1%
60190	Winfield	1.1%

⁸ USPS ZIP Code lookup tool: <https://tools.usps.com/zip-code-lookup.htm?citybyzipcode>

SERVICES RECEIVED

DUPAGE COUNTY DEPARTMENT OF COMMUNITY SERVICES

Service users were asked if they or members of their household had received any services from the DuPage County Department of Community Services within the last year.

- 25.2% had received services
- 74.8% had not received services

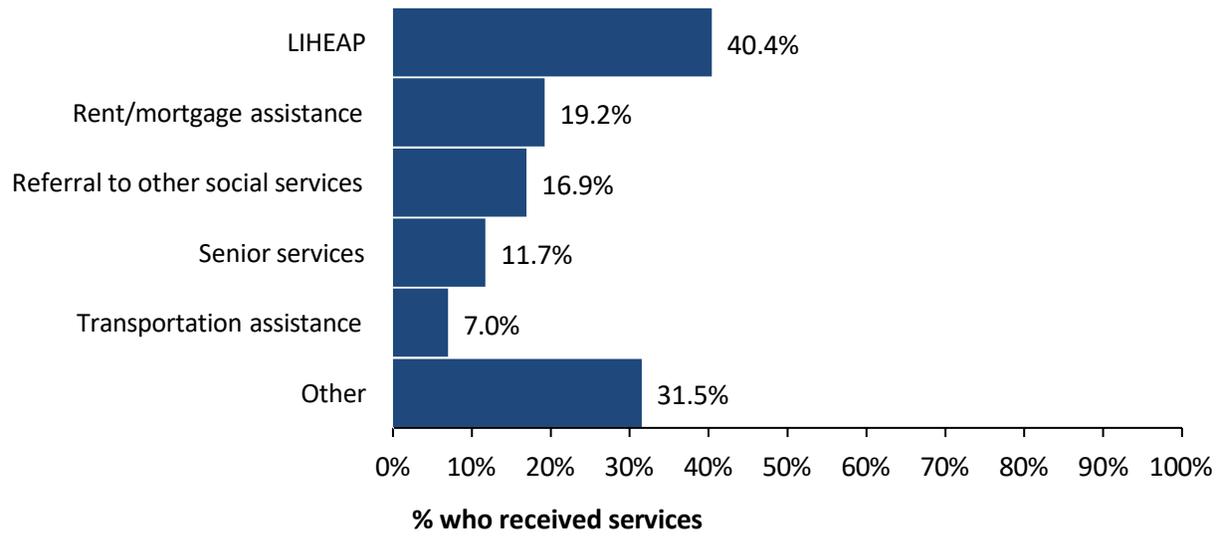
Demographic Differences

- Females (28.2%) were more likely than males (18.0%) to indicate they or members of their household received services from the Department of Community Services.
- Blacks/African Americans (38.3%) and those of another race or multi-racial (30.6%) were more likely than Whites (24.2%) and Hispanics (19.6%) to say they or members of their household received services from the Department of Community Services.
- Those whose primary language spoken at home is English (27.5%) were more likely than those whose primary language spoken at home is a language other than English (20.1%) to indicate they or members of their household received services from the Department of Community

The service users whose households had received services from the DuPage County Department of Community Services were then asked to select from a list of five options, which services they or members of their household had received. They were able to select multiple services and were also able to select “other” and write in a response.

Of the 25.2% of service users whose households had received services from the Department of Community Services two-fifths (40.4%) had used LIHEAP, a home energy assistance program. Less than one-fifth received rent or mortgage assistance (19.2%), a referral to other social service agencies (16.9%), senior services (11.7%), and transportation assistance (7.0%) (Figure 18).

Figure 18: Services Received from DuPage County Department of Community Services



31.5% of those who had received services from the DuPage County Department of Community Services said they had received another type or types of services. The most commonly mentioned other services were those related to food or nutrition and those related to physical or mental health.

SERVICES FROM AGENCIES AND ORGANIZATIONS IN DUPAGE COUNTY

Service users were asked from which agencies and organizations in DuPage County they or their household had received services in the past 12 months. The question was open-ended.

41.2% of service users listed at least one service or agency.

Among these respondents, the following are the most common types of services:

- 38.2% of respondents who received services reported receiving services from an agency or organization, such as the People’s Resource Center, which provides multiple types of services
- 29.6% reported receiving services from agencies or organizations focusing on food and nutrition
- 18.8% reported receiving health services, or receiving services from health agencies
- 8.6% reported receiving housing services, or receiving services from a housing agency or organization

Table 9 shows all categories of agencies, organizations, or services these respondents listed.

Table 9: Agencies Used/Services Received in Past Year	
Type of Agency/Service	% of Respondents (Among respondents listing at least 1 agency/service)
Multi-Service Agencies	38.2%
People’s Resource Center	16.4%
HOME DuPage	9.9%
360 Youth Services	8.1%
Catholic Charities	4.0%
Food and Nutrition	29.6%
Loaves and Fishes	14.5
Governmental program such as Link/SNAP/EBT/WIC	4.8
Other food pantry or food assistance program	11.6
Health	18.8%
Access DuPage	5.4%
DuPage County Health Department	4.8%
Substance abuse services	1.6%
Mental health services	1.6%
Other health agencies/services	6.2%

Table 9: Agencies Used/Services Received in Past Year (Continued)	
Type of Agency/Service	% of Respondents (Among respondents listing at least 1 agency/service)
Housing	8.6%
Pads Shelter	3.8%
Other housing services	5.6%
LIHEAP	3.0%
Education	0.8%
Employment	1.6%
Senior Services	1.9%
Transportation	1.3%
Other DuPage County Government Services	2.2%
Other Governmental Services <i>(Local, state, federal)</i>	2.7%
Other Agencies/Services	6.5%

In addition to the 41.2% of service users who listed at least one agency, organization, or type of services,

- 34.0% said they had not received services
- 1.0% did not know what agency, organization, or service they had received, or gave an answer which did not list an agency, organization, or service, and
- 23.8% did not provide any answer to the question.

CHALLENGES AND NEEDS

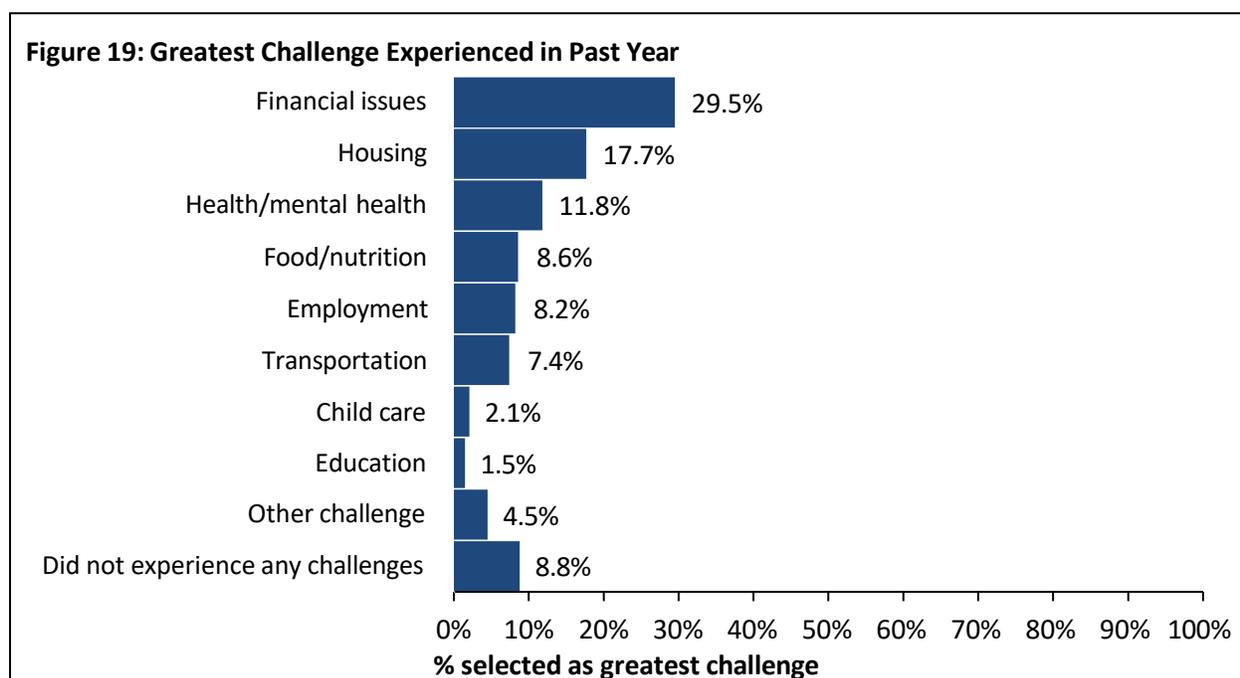
GREATEST CHALLENGE EXPERIENCED IN PAST YEAR

Service users were asked to select the greatest challenge their household had experienced from a list of eight options. They were also able to select “other” and write in an answer if they chose, or to answer that their household had not experienced any challenges in the past year.

The most commonly selected challenges were:

- Financial issues (29.5%)
- Housing (17.7%)
- Health/mental health (11.8%)

8.8% of service users indicated their household had not experienced any challenges in the past year (Figure 19).



Demographic Differences

- Those 18-34 years of age (30.3%) were more likely than those 35 years of age or greater (14.1%) to select **housing** as the greatest challenge their household has experienced.
- Blacks/African Americans (31.7%) were more likely than Whites (14.7%), Hispanics (16.1%), and those of another race/multi-racial (17.5%) to select **housing** as the greatest challenge their household has experienced.

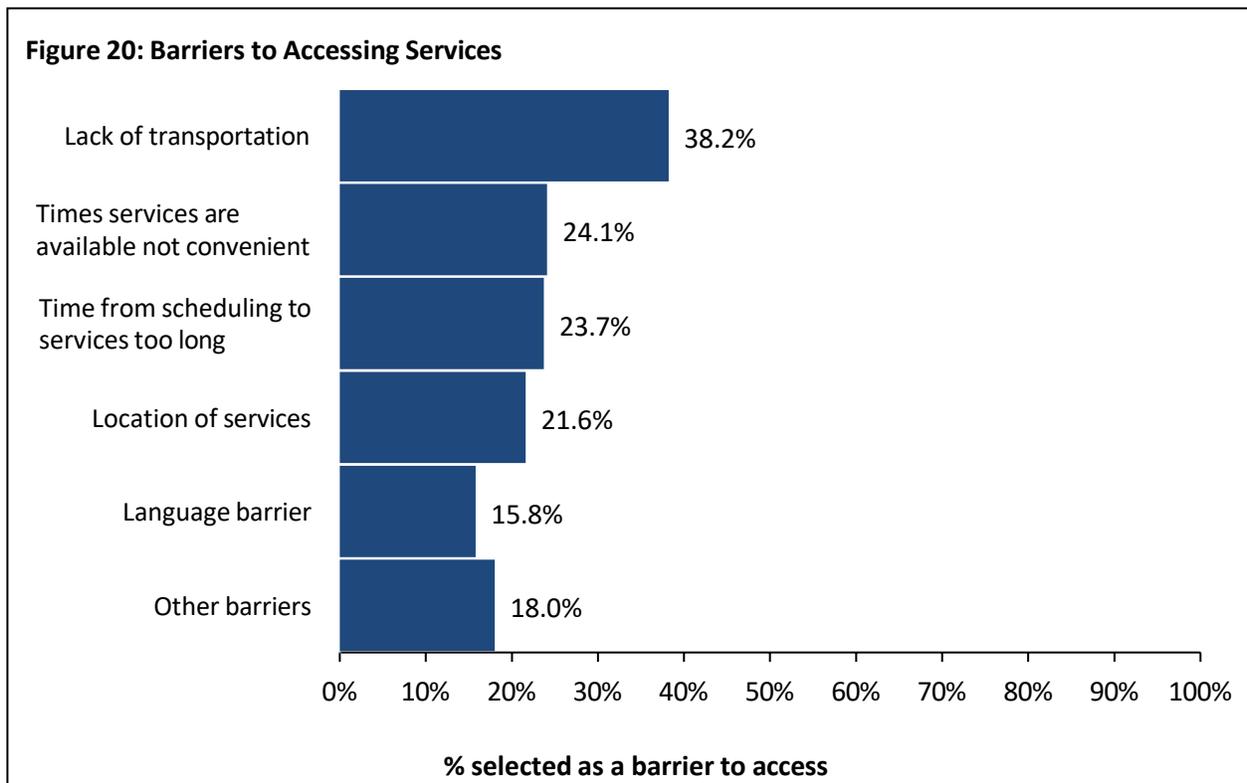
BARRIERS TO ACCESS

Service users were also asked what challenges or barriers they or other household members experienced when accessing services. Multiple responses were possible.

57.4% of service users selected at least one barrier to accessing services.

Of those service users who selected at least one answer, the most commonly selected barriers were:

- Lack of transportation (38.2%)
- Times services were available were not convenient (24.1%)
- Time from scheduling an appointment to receiving a service (23.7%)
- Location of the services (21.6% of households) (Figure 20)



Language barrier was selected by 46.4% of the service users whose primary language spoken at home was a language other than English.

A total of 42.6% of service users did not report experiencing any barriers to accessing services: Of those 37.1% did not select any answer to this question, while 5.5% selected “other challenges” and said that they had not faced barriers to accessing services. These responses are not included in the results above.

Demographic Differences

- Those 18-34 years of age (49.6%) and those greater than 65 years of age (45.3%) were more likely than those 35-64 years of age (32.6%) to indicate **lack of transportation** is a barrier to accessing services.
- Blacks/African Americans (52.0%) were most likely to indicate lack of transportation is a barrier to accessing services, followed by Whites (40.2%) and those of another race or multi-racial (37.8%). Hispanics (29.5%) were least likely to indicate **lack of transportation** is a barrier to accessing services.
- Those less than 55 years of age (28.4%) were more likely than those 55 years of age or greater (13.3%) to indicate the **times services are available are not convenient** is a barrier to accessing services.

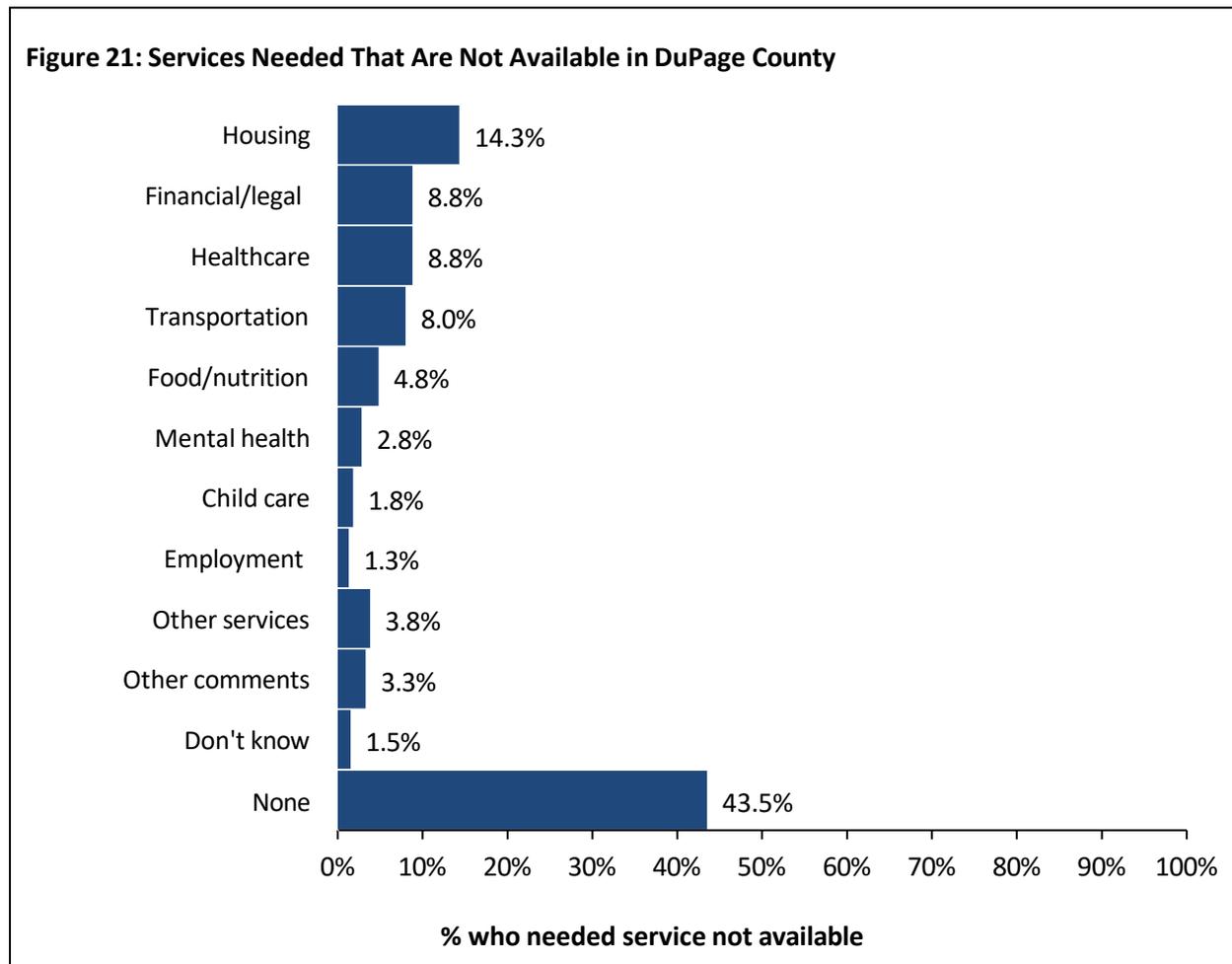
SERVICES NEEDED THAT ARE NOT AVAILABLE IN DUPAGE COUNTY

Next, service users were also asked about services they or their household needed which were not available in DuPage County. This was an open-ended question.

43.5% of service users commented there were no services they needed which were not available in DuPage County and 1.5% did not know.

The most commonly mentioned types of services were:

- Housing (14.3%)
- Financial/legal (8.8%)
- Healthcare (8.8%)
- Transportation (8.0%) (Figure 21)



CURRENT NEEDS BY ISSUE AREA

CURRENT NEEDS OVERVIEW

Next, service users were presented with eight specific issue areas: health needs, housing needs, employment needs, adult education needs, child care and child development needs, financial/legal (income management) needs, food and nutrition needs, and family support needs. For each of these issue areas, they were presented with a list of possible needs in that area and were asked to select the needs with which they or someone in their household could use help. For each area, they were also able to select “other” and write in an answer.

The following is a summary of top needs by issue area; full results can be found in the sections that follow.

Housing needs

- Paying rent or mortgage, rent deposits/application fees
- Finding affordable housing

Health needs

- Paying for medical expenses
- Finding health or dental care
- Finding affordable health/dental insurance
- Mental health treatment

Financial/legal (income management) needs

- Paying unexpected or emergency expenses
- Problems with paying bills
- Getting clothing, shoes, or personal care items

Family support needs

- Paying for car repairs
- Paying for car insurance, registration, or license fees
- Buying a dependable car

Adult education needs

- Getting a 2- or 4-year college degree
- Information about technical school programs/apprenticeships

Food and nutrition needs

- Getting food or food assistance
- Learning how to shop and cook for healthy eating/dietary restrictions

Employment needs

- Finding a full-time job
- Training/education for a job

Child care and child development needs

- Paying for school supplies, fees, or activities
- Paying for child care
- Finding affordable, quality, licensed child care in a convenient location

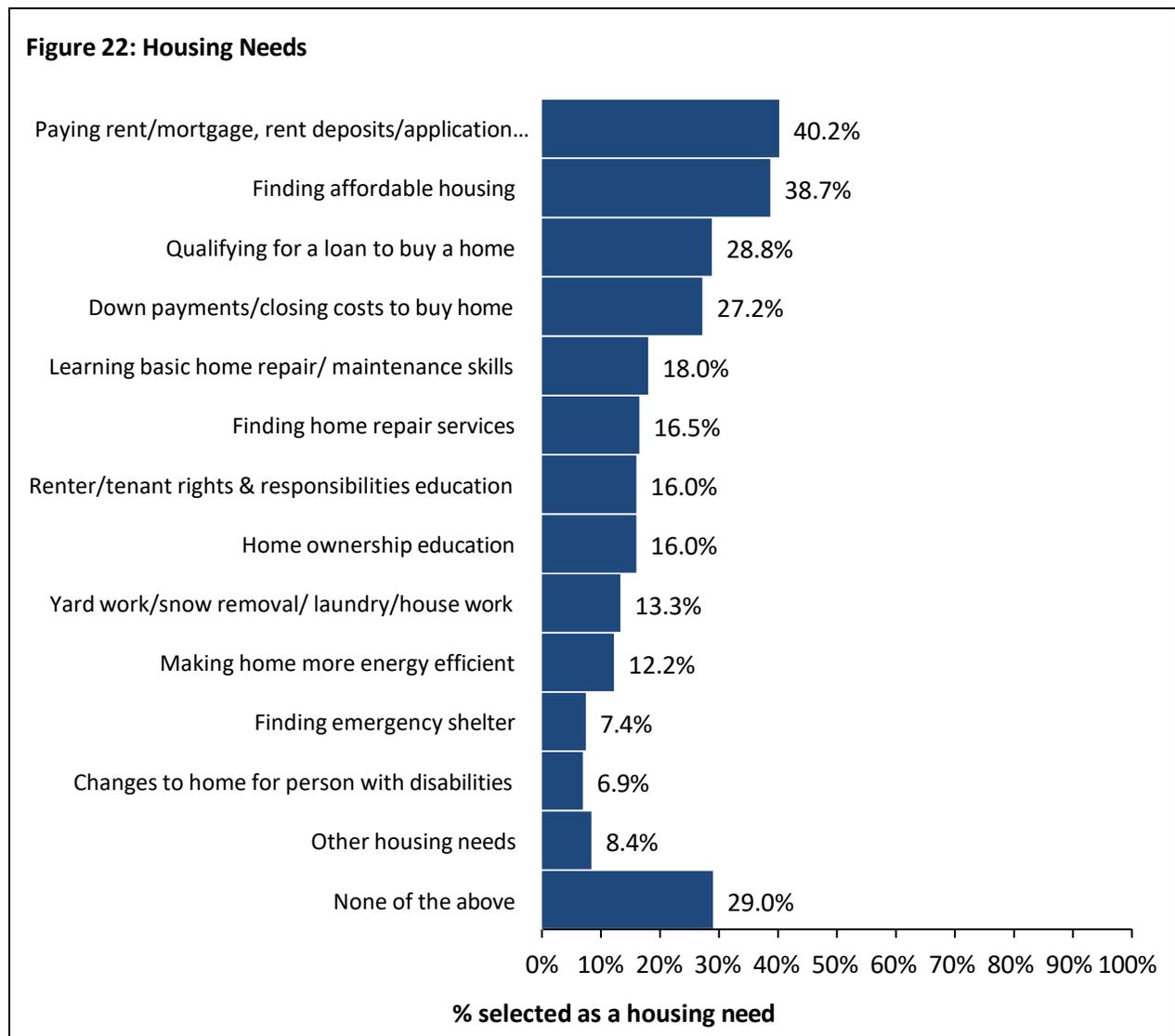
HOUSING NEEDS

Next, respondents selected their household's housing needs from a list of 12 potential needs.

67.2% of all respondents selected at least one housing need with which they or someone in their household could use help.

The top two housing needs selected were:

- 40.2% said they or someone in their household needed help paying their rent or mortgage, rent deposits, or application fees
- 38.7% said they could use help finding affordable housing (Figure 22)



Demographic Differences

- The percentage of service users who selected help with **finding affordable housing** as a need is highest among those 18-34 years of age (59.9%), followed by those 35-44 years of age (36.7%), those 45-54 years of age (34.5%), and those 55-64 years of age (32.1%). The percentage of service users who selected help with finding affordable housing is lowest among those 65 years of age or greater (19.8%).
- Blacks/African Americans (51.1%) were most likely to select help with **finding affordable housing** as a need, followed by Whites (41.6%), those of another race or multi-racial (34.6%), and Hispanics (27.3%).
- Those less than 45 years of age (36.7%) were more likely than those 45 years of age or greater (19.5%) to select help with **down payment/closing costs to buy a home** as a need.
- Hispanics (37.1%), those of another race or multi-racial (32.7%), and Blacks/African Americans (29.5%) were more likely than Whites (19.0%) to select help with **qualifying for a loan to buy a home** as a need.
- The percentage of service users who selected help with **finding home repair services** as a need increases as age increases (aged 18-34, 7.5%; aged 35-44, 12.0%; aged 45-54, 20.8%; aged 55-64, 21.5%; aged 65+, 29.6%).

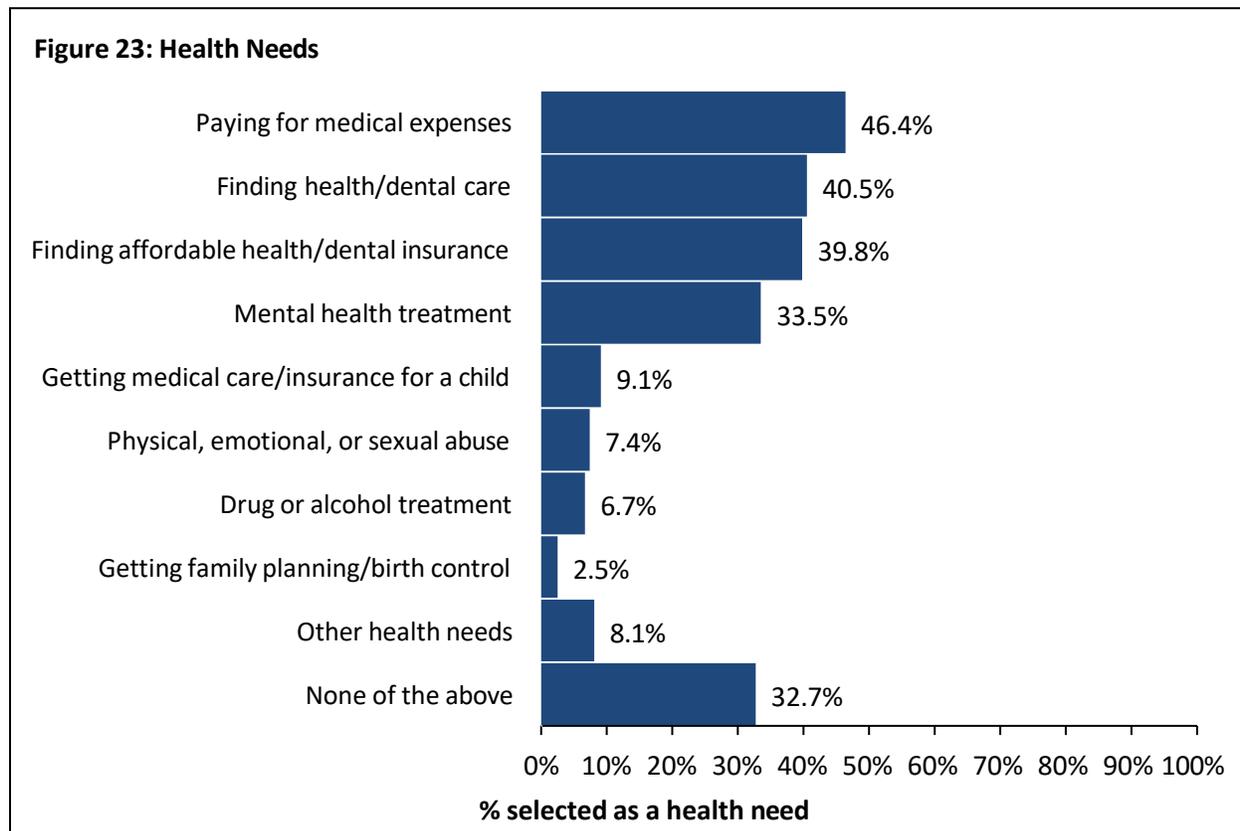
HEALTH NEEDS

Service users were asked to select from a list of eight options, the health needs with which they or someone in their household could use help. They were able to choose as many options as applied to their household. They were also able to choose “other” and write in an answer, or to choose “none of the above”.

63.2% of all service users selected at least one health need with which their household could use help.

The top four health needs selected were:

- Paying for medical expenses (46.4%)
- Finding health or dental care (40.5%)
- Finding affordable health or dental insurance (39.8%)
- Mental health treatment (33.5%) (Figure 23)



Demographic Differences

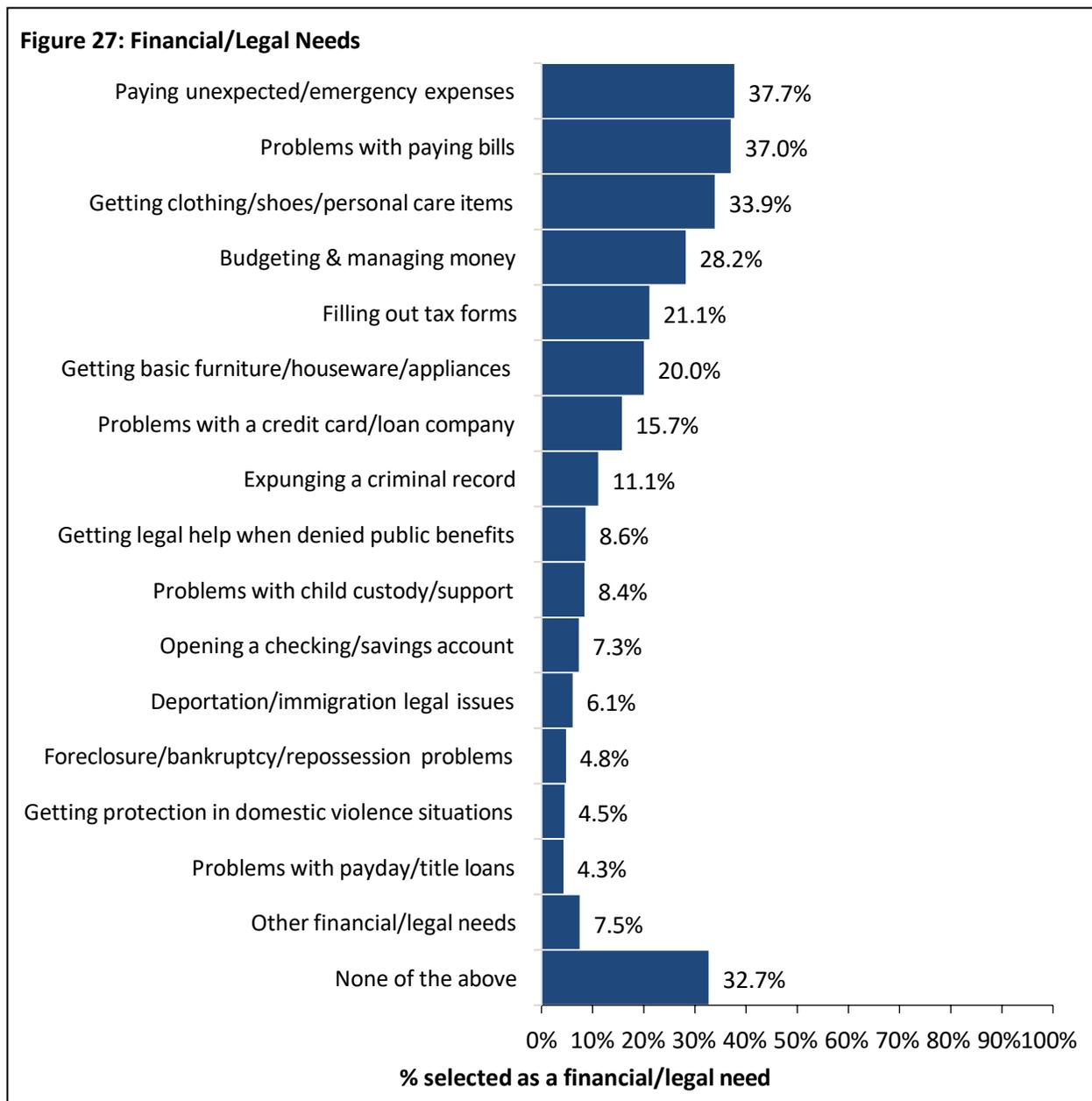
- The percentage of service users who selected **mental health treatment** as a need is highest for those aged 18-34 and decreases as age increases (aged 18-34, 45.8%; aged 35-44, 33.6%; aged 45-54, 31.8% aged 55-64. 26.3%; and aged 65+, 26.4%).
- Whites (45.0%) and those of another race or multi-racial (42.0%) were more likely than Blacks/African Americans (27.6%) and Hispanics (22.4%) to select **mental health treatment** as a need.

FINANCIAL/LEGAL—INCOME MANAGEMENT

From a list of 16 financial or legal needs, service users were asked to select the areas where they or someone in their household could use help.

62.0% of all service users selected at least one financial or legal need.

The most commonly selected financial/legal needs were paying unexpected/emergency expenses (37.7%), problems paying bills, such as utilities or credit cards (37.0%), and getting clothing, shoes, or personal care items like soap, diapers, and toilet paper (33.9%) (Figure 27).



Demographic Differences

- Those 18-34 years of age (53.7%) were more likely than those 35-44 years of age (23.5%), those 45-54 years of age (21.0%), those 55-64 years of age (17.8%), and those 65+ years of age (14.9%) to select help with **budgeting and managing money** as a need.
- Hispanics (48.9%) are most likely to **select getting clothing, shoes, or other personal items** as a need, followed by those who are another race or multi-racial (38.8%), Whites (24.6%), and Blacks/African Americans (24.2%).

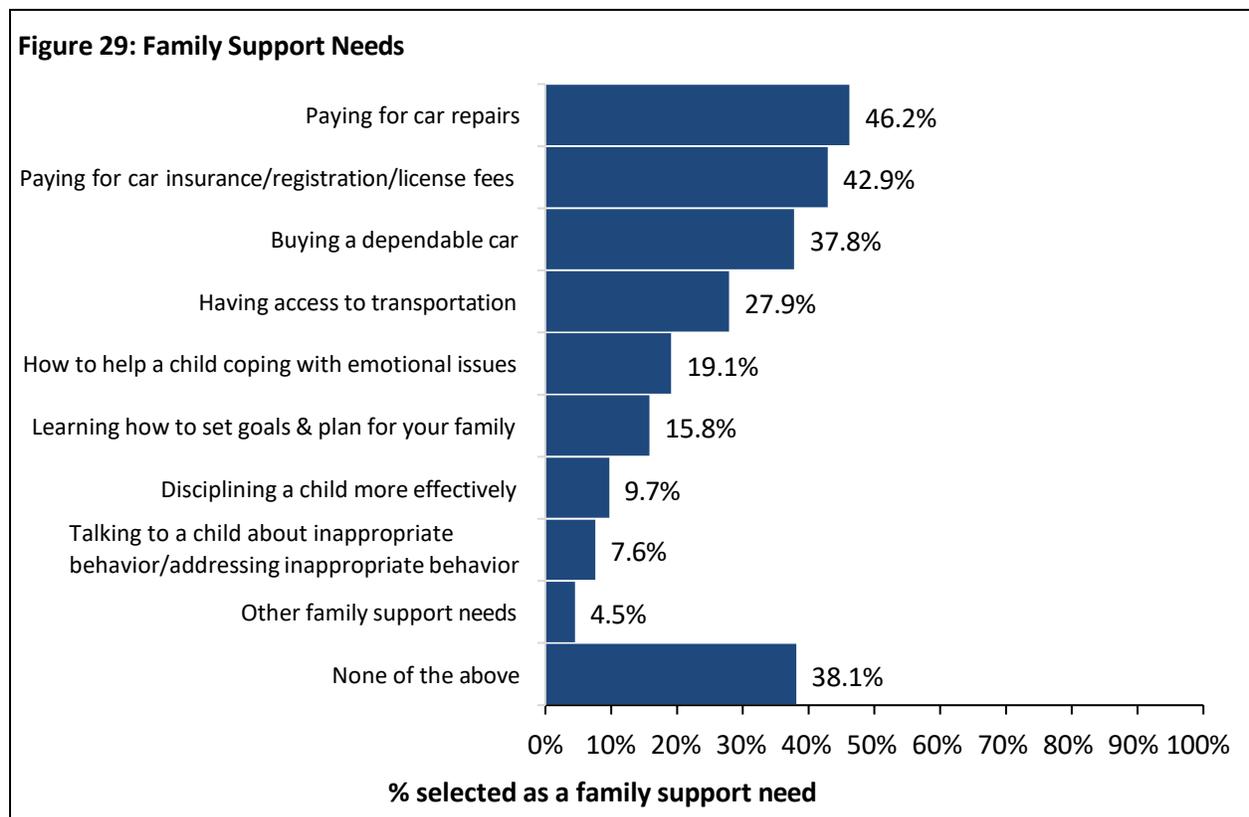
FAMILY SUPPORT

Respondents were then asked to select their household's family support needs from a list of nine family support needs.

53.9% of respondents selected at least one.

The most commonly selected family support needs were all related to the cost of car ownership:

- Paying for car repairs (46.2%)
- Paying for car insurance registration, or license fees (42.9%)
- Buying a dependable car (37.8%) (Figure 29)



Demographic Differences

- Females (51.1%) were more likely than males (32.6%) to select help with **paying for care repairs** as a need.
- Those less than 35 years of age (55.9%) were more likely than those 35 years of age or greater (38.5%) to select help with **paying for car insurance, registration, or license fees** as a need.
- Males (41.9%) were more likely than females (22.8%) to select **having access to transportation** as a need.

- Those 65 years of age (40.9%) and those 18-34 years of age (35.6%) were more likely than those 35-84 years of age (24.0%) to select **having access to transportation** as a need.
- Hispanics (28.2%) were more likely than Whites (17.4%), Blacks/African Americans (11.6%), and those of another race or multi-racial (16.0%) to **select helping a child coping with emotional issues** as a need.

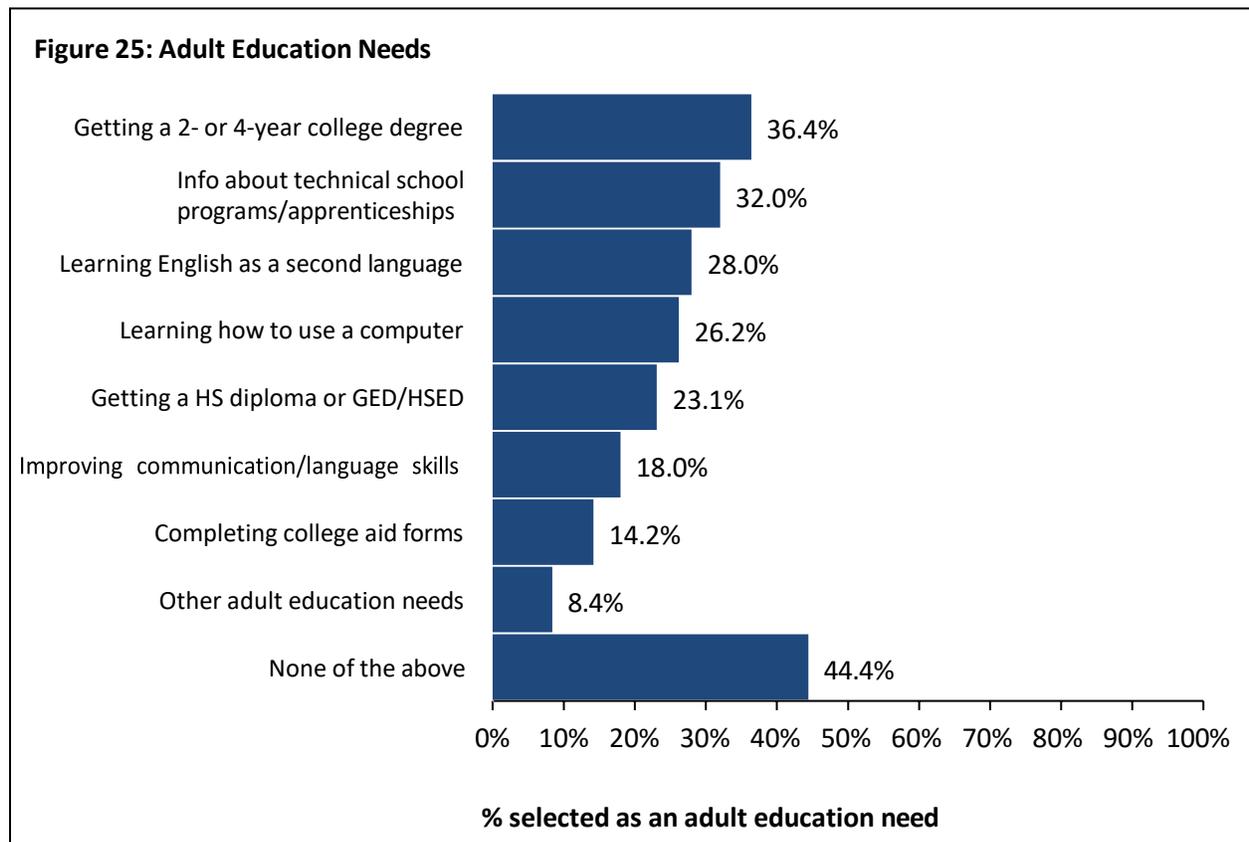
ADULT EDUCATION

Service users selected their households' adult education needs from a list of seven options.

49.8% of service users selected at least one adult education need.

The top two selected adult education needs were:

- Getting a 2- or 4-year college degree (36.4%)
- Getting information about technical school programs or apprenticeships (32.0%) (Figure 25)



57.4% of those whose primary language spoken at home is a language other than English selected learning English as a second language as a need.

Demographic Differences

- Hispanics (33.8%) were most likely to select **getting a high school diploma or GED/HSED** as a need, followed by Blacks/African Americans (21.4%), Whites (13.2%), and those of another race or multi-racial (7.5%).
- Those 18-34 years of age (52.9%) were more likely than those 35-64 years of age (27.7%) and those 65 years of age or greater (20.7%) to **select getting a 2-year or 4-year college degree** as a need.
- The percentage of service users who selected **information about technical school programs or apprenticeship** as a need decreases as age increases (18-34 years of age, 43.7%; 35-64 years of age, 28.1%; 65 years of age or greater, 13.6%).
- The percentage of service users who selected **learning how to use a computer** as a need increases as age increases (aged 18-34, 11.8%; aged 35-44, 25.7%; aged 45-54, 29.5%; aged 55-64, 37.1%; aged 65+, 58.6%).

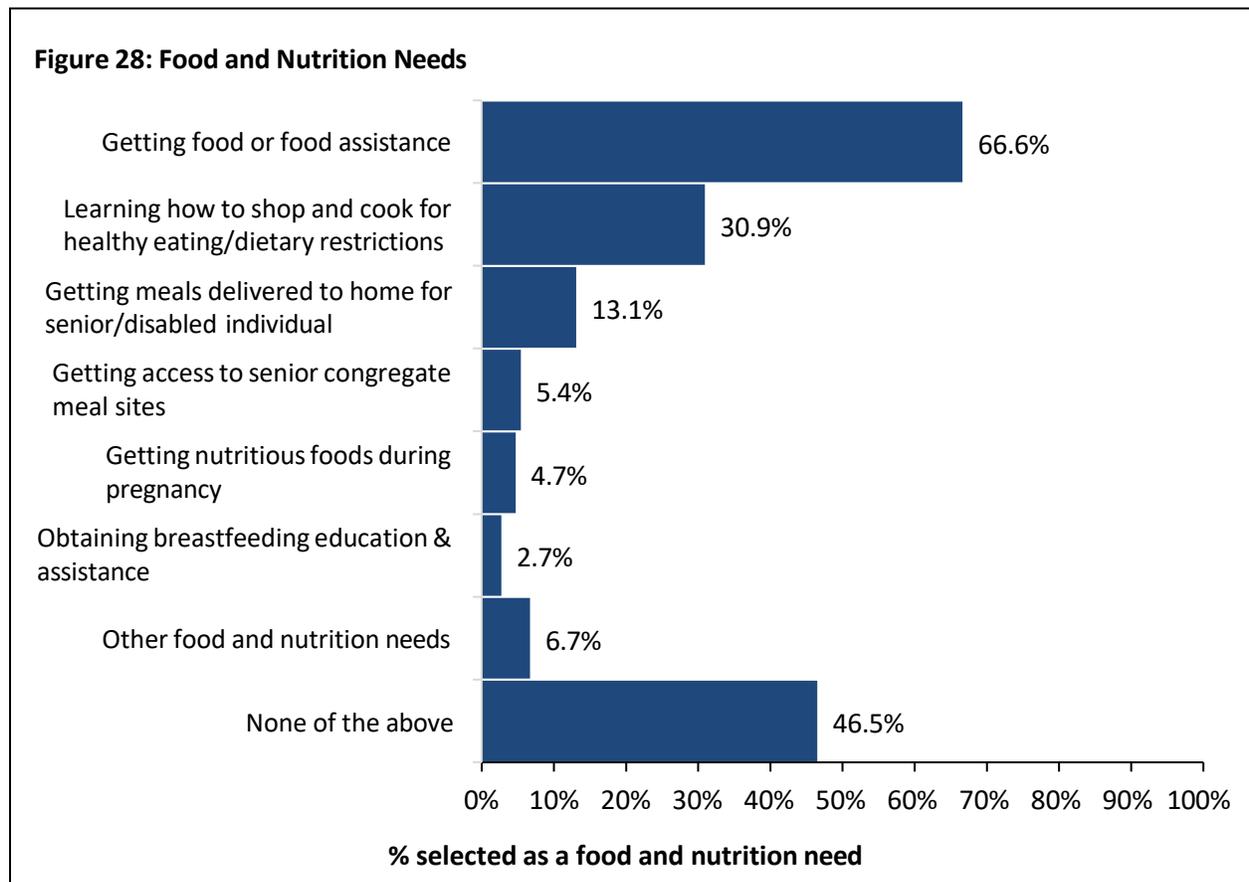
FOOD AND NUTRITION

Service users selected their households' food and nutrition needs from a list of seven options.

44.7% of service users selected at least one need from this list

The two most commonly selected food and nutrition needs were:

- Getting food or food assistance (66.6%, by far the most selected food and nutrition need)
- Learning how to shop and cook for healthy eating /dietary restrictions (30.9%) (Figure 28)



Some food and nutrition needs pertained more specifically to seniors. Of those service users who are aged 65+:

- 18.0% needed help getting access to senior congregate meal sites
- 30.0% needed help getting meals delivered to the home for a senior or disabled individual

Demographic Differences

- Males (77.9%) were more likely than females (62.2%) to select help **with getting food or food assistance** as a need.

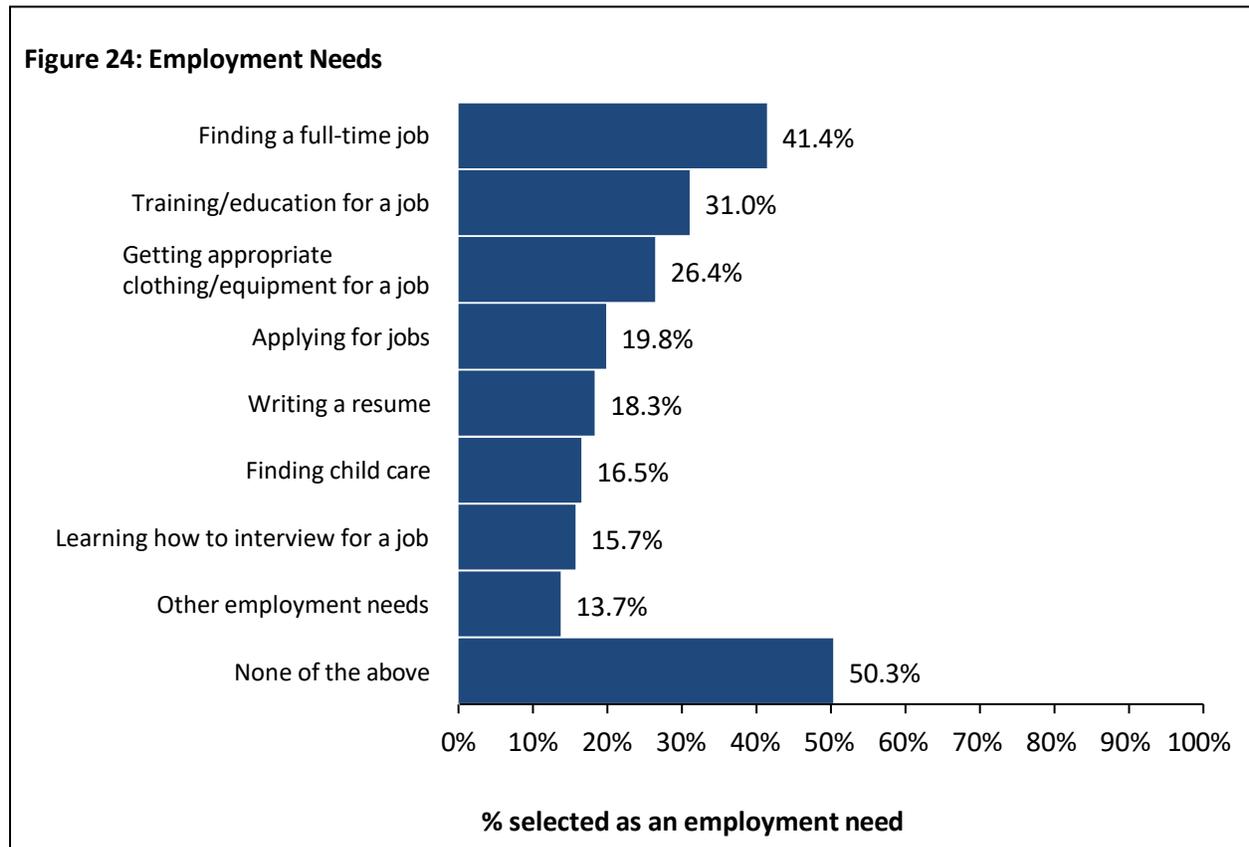
EMPLOYMENT NEEDS

Service users were next asked to select their household's employment needs from a list of seven types.

43.6% of all service users selected at least one employment need.

The most frequently selected employment needs were:

- Finding a full-time job (41.4%)
- Training or education for a job (31.0%) (Figure 24)



Demographic Differences

- No statistically significant differences by demographic groups were found for any of the employment needs.

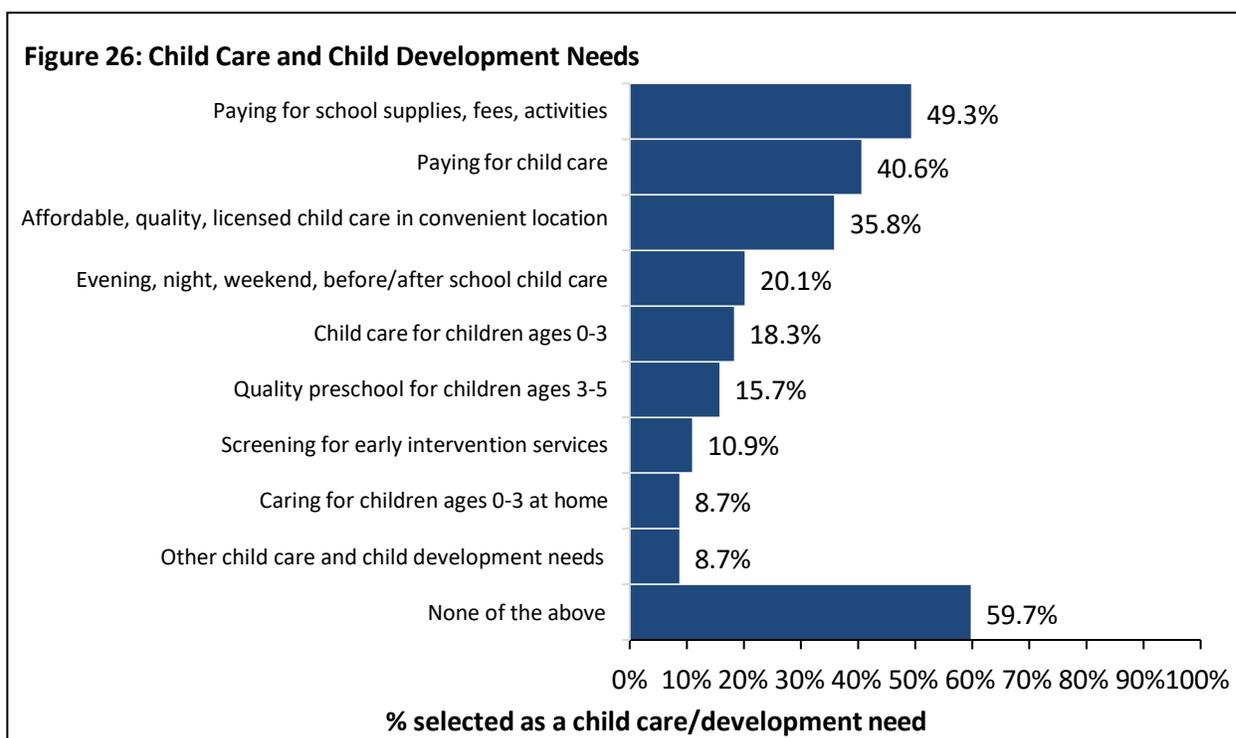
CHILD CARE AND CHILD DEVELOPMENT

Next, service users selected from a list of eight potential needs, their households' child care and child development needs. The text of this question instructs service users to answer the question only if there are children under the age of 18 in the household.

Two-fifths (40.3%) of service users who answered the question selected at least one need with which they or someone in their household could use help.

The child care and child development needs selected most often were:

- Paying for school supplies, fees, or activities (49.3%)
- Paying for child care (40.6%)
- Finding affordable, quality, licensed child care in a convenient location (35.8%) (Figure 26)



Demographic Differences

- Females (45.0%) were more likely than males (23.3%) to select **help with paying for child care** as a need.
- Blacks/African Americans (55.8%) were most likely to select **help with paying for child care** as a need, followed by Whites (47.1%), those of another race or multi-racial (39.1%), and Hispanics (29.5%).

TECHNOLOGY AND INTERNET ACCESS

Service users were also asked two questions about their internet access: whether or not they had access to high-speed internet, and whether or not they receive reduced price internet service.

81.3% of respondents had high-speed internet access via a smartphone, tablet, iPad, desktop or laptop computer, or other device.

29.0% receive reduced price internet service.

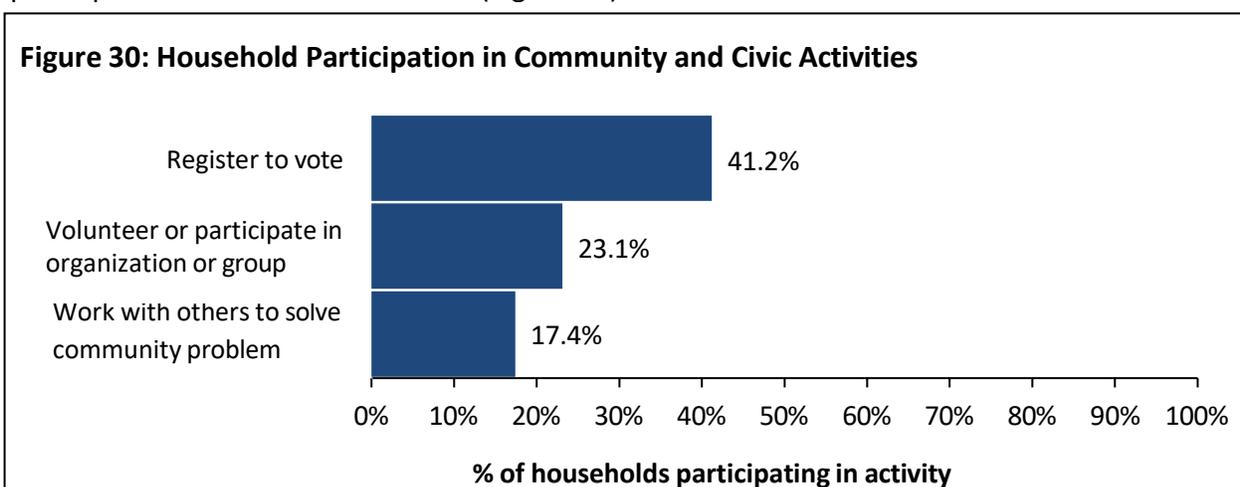
Demographic Differences

- Those who are 55 years of age or greater (20.9%) were less likely than those who are less than 55 years of age (33.6%) to receive reduced price internet service.
- Whites (21.3%) were less likely than Blacks/African Americans (32.6%), Hispanics (35.5%), and those of another race or multiracial (40.0%) to receive reduced price internet service.

COMMUNITY AND CIVIC ACTIVITIES

Service users were also asked about their household's participation in three types of community/civic activities: registering to vote in a local, state, or national election, volunteering or participating in a community organization, and working to solve community problems.

Approximately two-fifths or less of service users indicate they or someone in their household has participated in each of the activities (Figure 30).



Demographic Differences

- Those who are less than 55 years of age (34.6%) were less likely than those who are 55 years of age or greater (54.7%) to indicate they or someone in their household has **registered to vote**.
- Hispanics (21.5%) were less likely than Whites (48.7%), Blacks/African Americans (54.9%), and those of another race or multi-race (58.8%) to report they or someone in their household has **registered to vote**.
- Hispanics (9.3%) were less likely than Whites (19.2%), Blacks/African Americans (24.4%), and those of another race or multi-racial (27.1%) to state they or someone in their household has **worked with others to solve a community problem**.

STAKEHOLDER SURVEY

METHODOLOGY

QUESTIONNAIRE

CGS with input from the DuPage County Department of Community Services staff designed a questionnaire to be administered to stakeholders online. The questionnaire included 22 questions.

Survey topics included:

- Description of the stakeholder’s organization
- Residents’ challenges and needs
- Evaluation of the DuPage County Department of Community Services

The full questionnaire may be found in Appendix C, Section 1. The questionnaire was programmed into CGS’ online survey software.

DATA COLLECTION

The link to the survey was distributed electronically during March and April 2022 through a variety of networks. The distribution included community coalitions, chambers of commerce, and local government groups, among others.

A total of 122 completed surveys were received.

DATA ANALYSIS

Verbatim responses are those where the respondent could write in an answer, as opposed to selecting an option from a list. Such verbatim responses were analyzed using content analysis. The verbatim responses were coded by CGS staff into broad themes. Multiple themes were coded per response where applicable. All verbatim responses and “other” responses can be found in Appendix C, Section 2.

DESCRIPTION OF STAKEHOLDER'S ORGANIZATION

TYPE OF SERVICE PROVIDED

Stakeholders were asked to select from a list of eight service types, the one that best described their organization (Table 10).

Table 10: Organization Type	
Type of Organization	% of Organizations
Human/social service	43.7%
Education	10.9%
Housing	9.2%
Local government	7.6%
Medical	4.2%
Behavioral health	2.5%
Faith-based	2.5%
Law enforcement	0.0%
Judicial	0.0%
Other	19.3%

Just under one in five stakeholders (19.3%) were part of a type of organization other than those listed in the questionnaire, including food pantries, animal welfare organizations, and home visit programs.

GEOGRAPHIC REGION AND PRIMARY POPULATION GROUPS SERVED

Stakeholders were asked to select the geographic region served by their organization. More than half (57.1%) of the organizations serve all of DuPage County. Just over one in ten (12.6%) serve a specific town or towns, although many of these organizations specified that they serve several towns within the county. About one-fifth (21.0%) serve another location, including nationally or state-wide, several counties, northern Illinois area, and specific areas within DuPage County (Table 11).

They were also asked the primary population(s) served by their organization; they were able to select as many options as applied to their organization. About one-half of the stakeholders stated that the primary populations served by their organization were low-income residents (48.7%), while 44.5% served all residents. One-quarter (24.4%) of stakeholders indicated their organizations served at least one population other than those listed in the questionnaire. Among these populations were specific age groups, those with specific medical conditions, veterans, and LGBTQ+ people (Table 11).

Table 11: Geographic Region & Primary Population Served	
Geographic Region Served	
All of DuPage County	57.1%
Specific town(s)	12.6%
Southern part of DuPage County	7.6%
Northern part of DuPage County	1.7%
Other location	21.0%
Primary Population Served	
Low-income residents	48.7%
All residents	44.5%
Children/youth	28.6%
Latinos	26.1%
Teens	25.2%
Immigrants	24.4%
Elderly/seniors	21.8%
Blacks/African Americans	21.8%
Other populations	24.4%

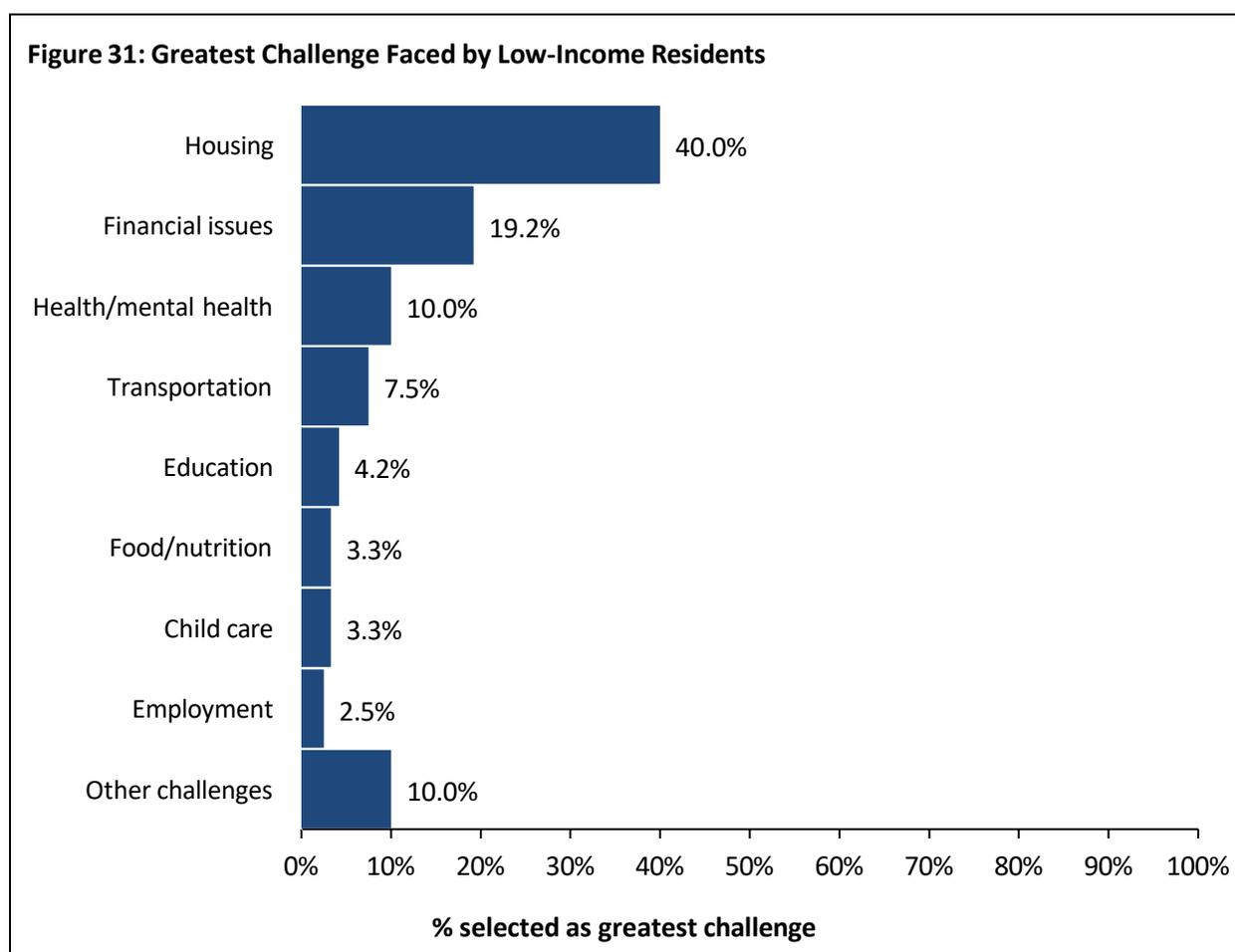
RESIDENTS' CHALLENGES AND NEEDS

GREATEST CHALLENGES

Stakeholders were asked to select from a list of eight options, the greatest challenge faced by low-income residents in DuPage County in the past 12 months. They were also able to select “other” and write in an answer if they chose.

The most commonly selected challenges were:

- Housing (40.0%)
- Financial issues (19.2%)
- Health or mental health (10.0%) (Figure 31)



Additionally, one in ten (10.0%) respondents selected the “other” option and provided a response. Of these, about half indicated that several or all of the listed issues were challenges for low-income DuPage County residents.

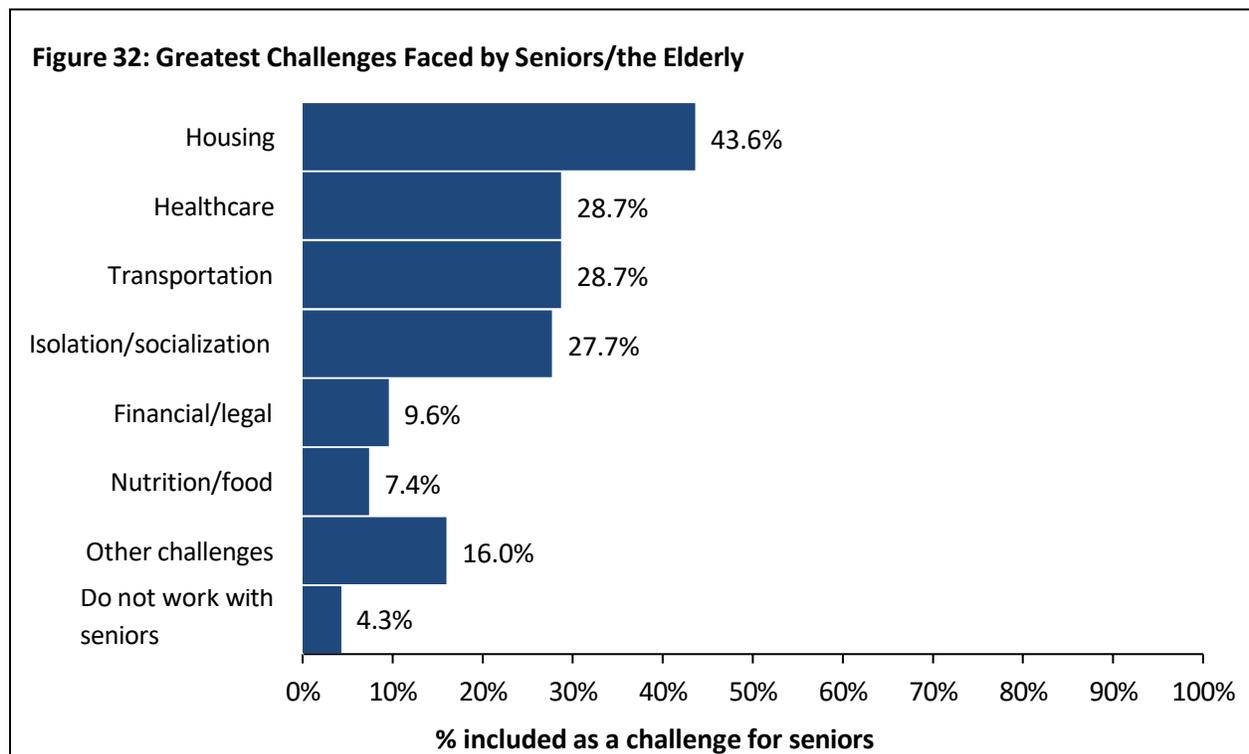
Stakeholders were also asked to name in an open-ended question the greatest challenges faced by seniors/the elderly, and to name the greatest challenges faced by teens.

The most commonly noted challenge faced by seniors in DuPage County was housing (43.6%). Specific concerns about housing included:

- Affordable, quality housing
- Seniors being able to stay in their own homes/accessibility

Other commonly mentioned challenges for DuPage County seniors were:

- Healthcare needs (28.7%)
- Transportation issues (28.7%)
- Isolation and a need for socialization (27.7%) (Figure 32)

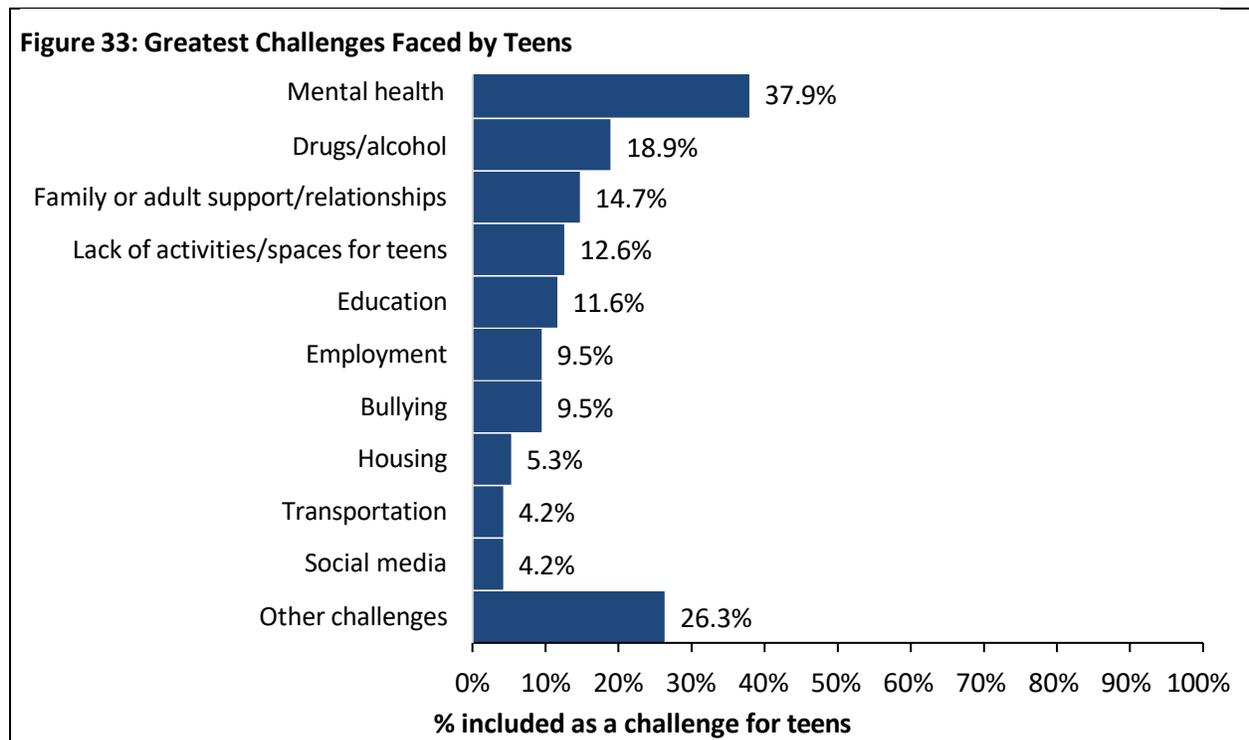


When asked in an open-ended question about the greatest challenges faced by teens in DuPage County, more than one-third (37.9%) of stakeholders mentioned some aspect of mental health as a challenge for teens. Specific mental health-related concerns include:

- Access to mental health care
- Stress and anxiety

Other challenges for teens include:

- Drugs/alcohol (18.9%)
- Family or adult support/relationships (14.7%)
- Lack of activities/spaces for teens (12.6%)
- Education issues (11.6%) (Figure 33)

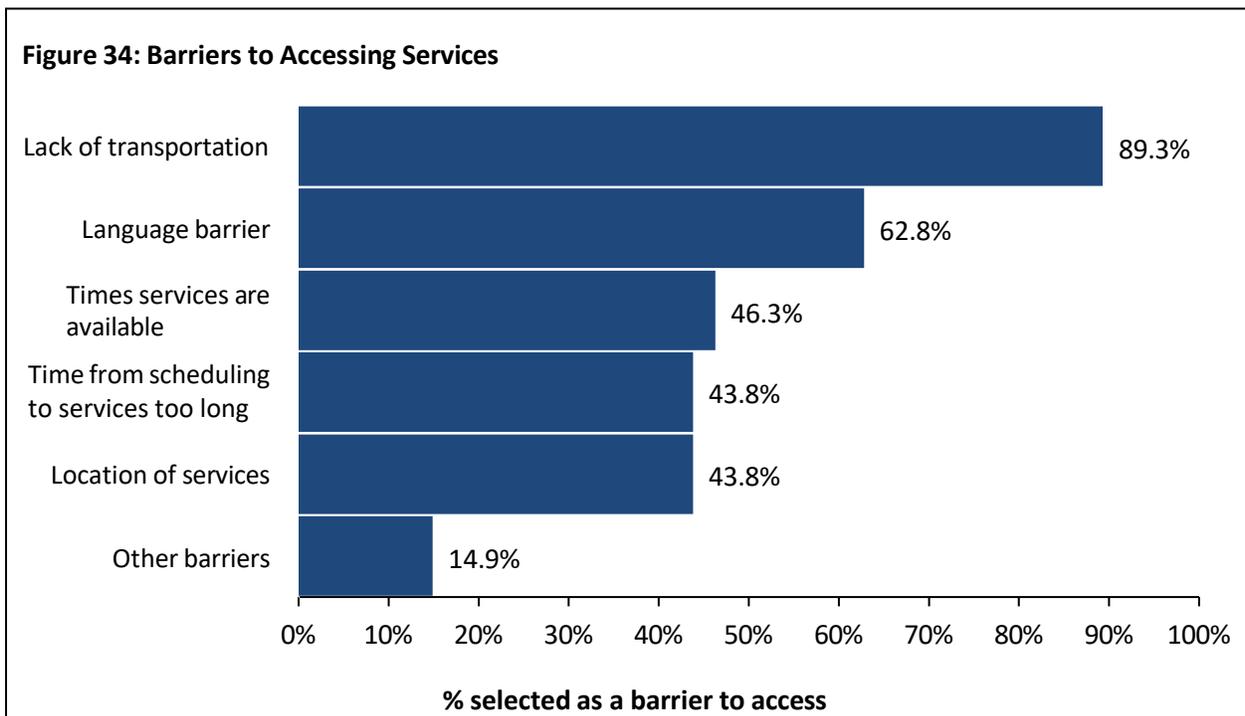


BARRIERS TO ACCESSING SERVICES

Stakeholders were also asked to select from a list of five options, barriers which might be faced by low-income residents trying to access services. They were able to select as many options as they felt applied.

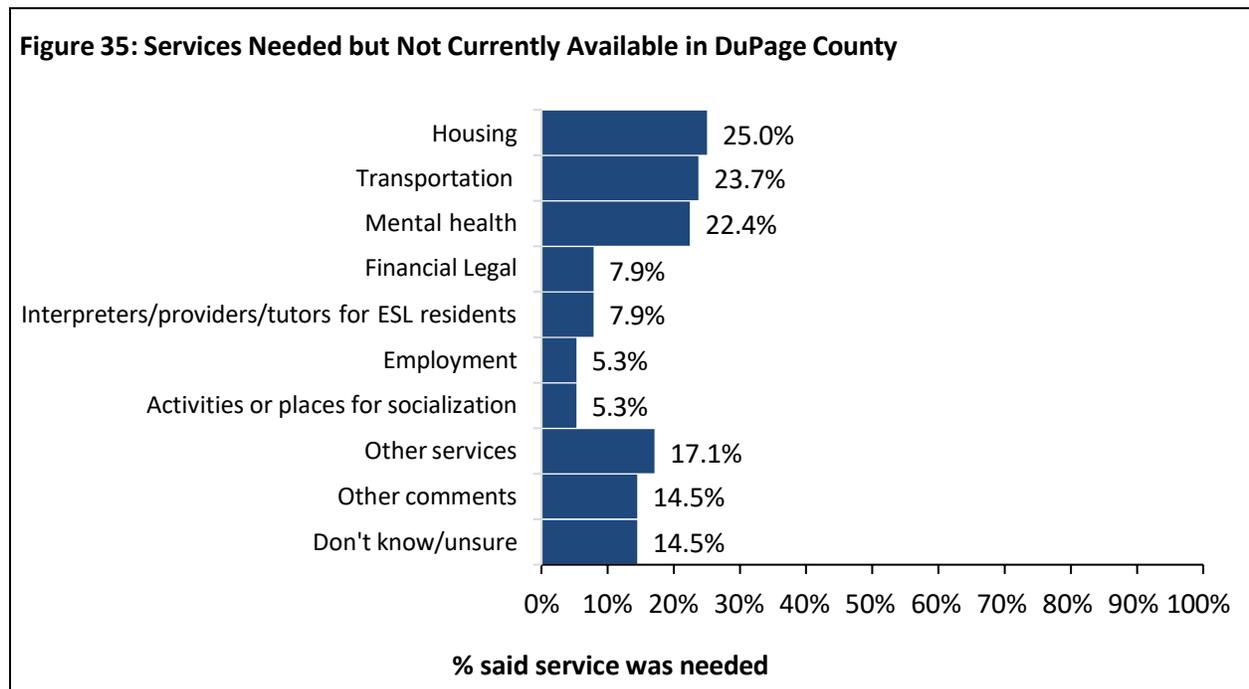
The most selected barriers were:

- Lack of transportation (89.3%)
- Language barrier (62.8%) (Figure 34)



Stakeholders were asked to name services for low-income residents, teens, or seniors, which are needed, but which are not currently available in DuPage County. This was an open-ended question.

The most mentioned services were those related to housing (25.0%), transportation (23.7%), and mental health (22.4%). Many of those who mentioned housing services indicated that affordable housing was a concern. Of those who said transportation services were needed, many noted the need for affordable transportation or additional public transportation. Nearly all of those who mentioned mental health either stated the need for affordable mental health care or said that more mental health providers and services were needed in the county (Figure 35).

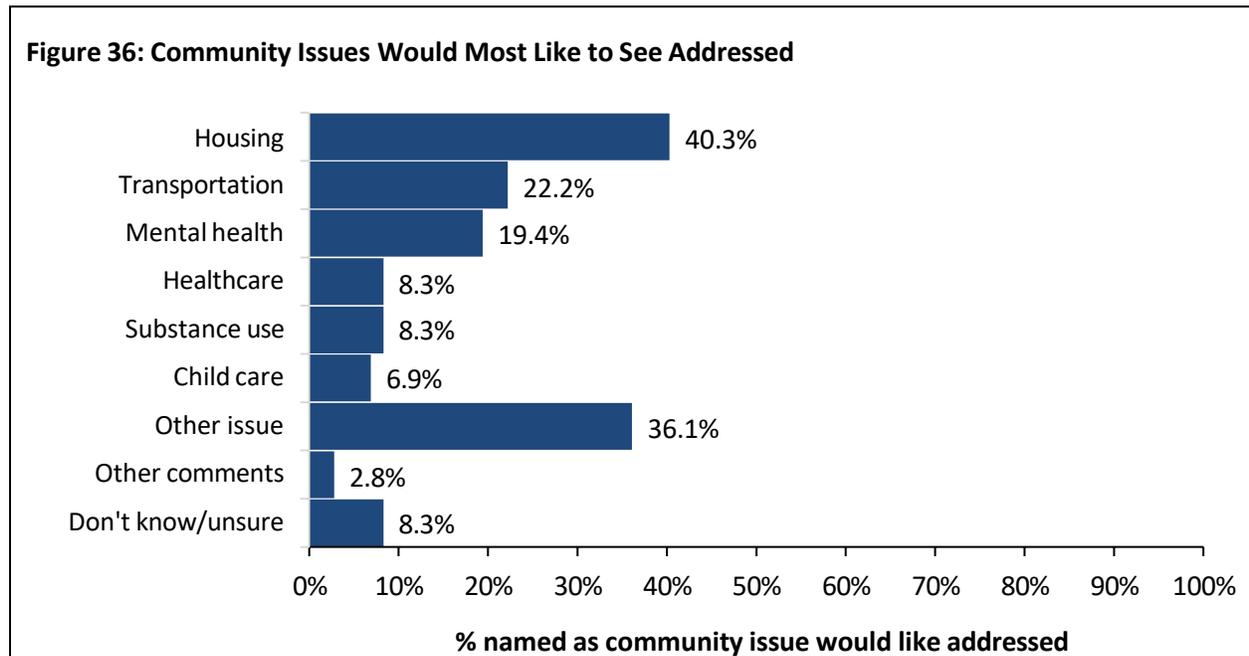


COMMUNITY ISSUES WOULD MOST LIKE TO SEE ADDRESSED

Stakeholders were also asked an open-ended question about the community issues in DuPage County that they would most like to see addressed.

The top issues cited were:

- Housing, particularly affordable housing (40.3%)
- Transportation (22.2%)
- Mental health (19.4%) (Figure 36)



COMMUNITY NEEDS BY ISSUE AREA

OVERVIEW

Next, stakeholders were presented with eight specific issue areas: health, housing, employment, adult education, child care and child development, financial/legal (income management), food and nutrition, and family support. For each issue area, they were presented with a list of possible needs in that area and were asked to select up to three needs with which low-income DuPage County residents need assistance. For each area, they were also able to select “other” and write in an answer.

The following is a summary of top needs by issue area; full results can be found in the sections that follow.

Health needs

- Mental health treatment
- Paying for medical expenses
- Finding affordable health/dental insurance

Housing needs

- Finding affordable housing
- Paying rent or mortgage, rent deposits/application fees

Employment needs

- Finding child care
- Training/education for a job
- Finding a full-time job

Adult education needs

- Improving communication or language skills
- Information about technical school programs/apprenticeships
- Learning how to use a computer

Child care and child development needs

- Finding affordable, quality, licensed child care in a convenient location
- Paying for child care
- Finding evening, nighttime, weekend, before/after school care

Financial/legal (income management) needs

- Problems with paying bills
- Budgeting and managing money
- Paying unexpected or emergency expenses

Food and nutrition needs

- Getting food or food assistance
- Learning how to shop and cook for healthy eating/dietary restrictions
- Getting meals delivered to your home for a senior or disabled individual

Family support needs

- Having access to transportation
- How to help a child coping with emotional issues
- Buying a dependable car

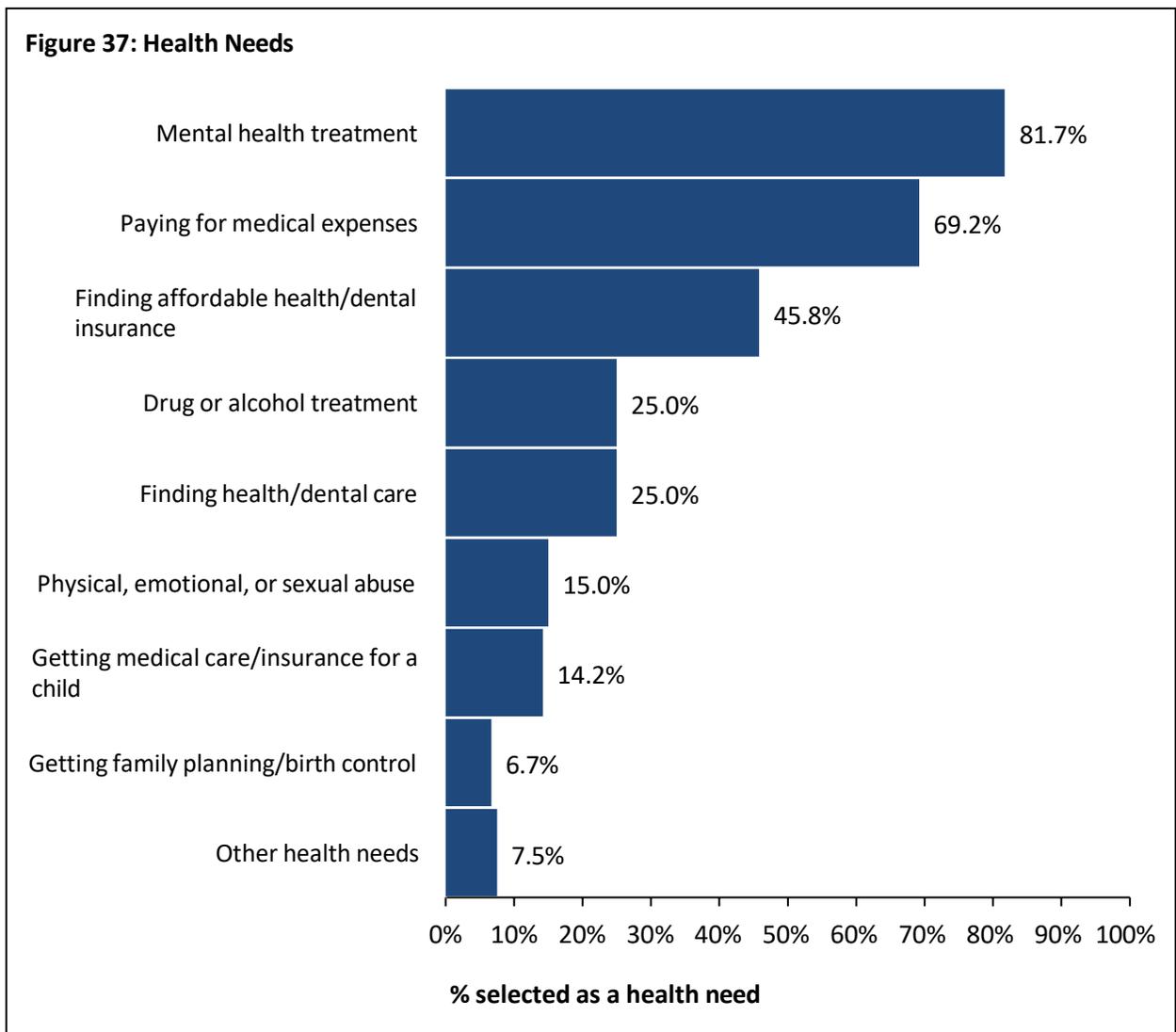
HEALTH NEEDS

Stakeholders were asked to select from a list of eight health needs, those with which low-income residents of DuPage County need assistance.

The three most selected needs were:

- Mental health treatment (81.7%)
- Paying for medical expenses (69.2%)
- Finding affordable health or dental insurance (45.8%)

Figure 37 shows these responses.

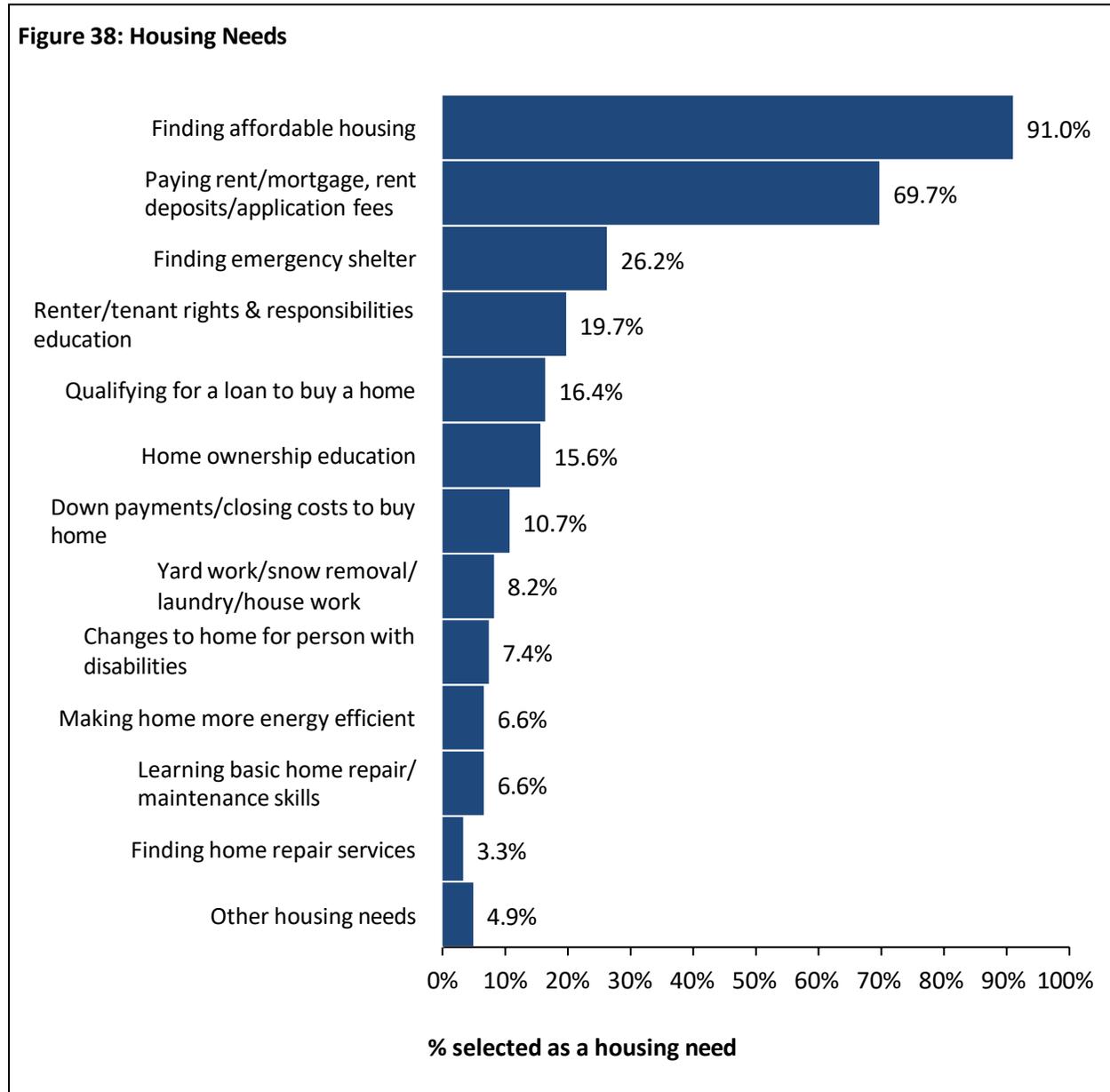


HOUSING NEEDS

From the list of 12 housing needs, the following two were selected by a greater percentage of stakeholders than any others:

- Finding affordable housing (91.0%)
- Paying rent or mortgage, rent deposits/application fees (69.7%)

Figure 38 shows these responses.

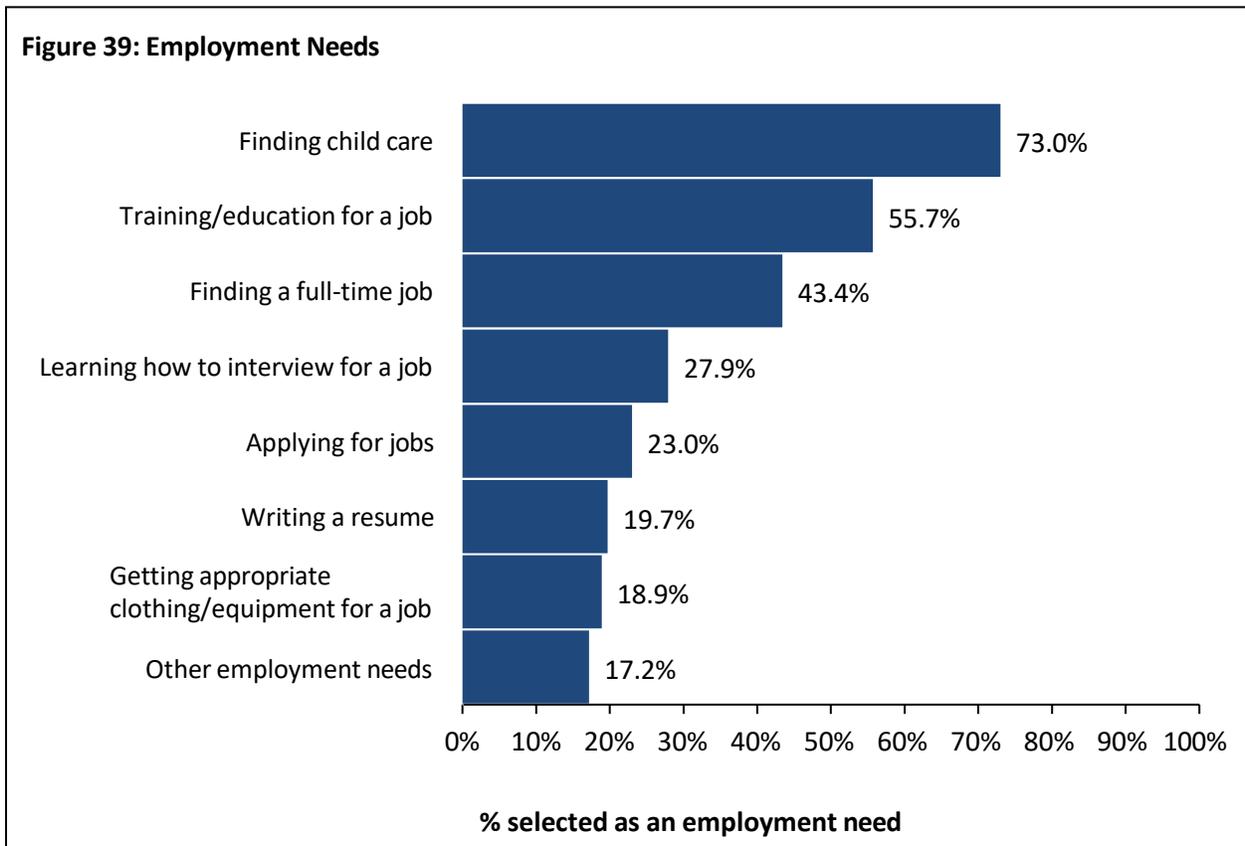


EMPLOYMENT

From the list of seven employment needs, the most commonly selected were:

- Finding child care (73.0%)
- Training/education for a job (55.7%)
- Finding a full-time job (43.4%)

Figure 39 shows these responses.



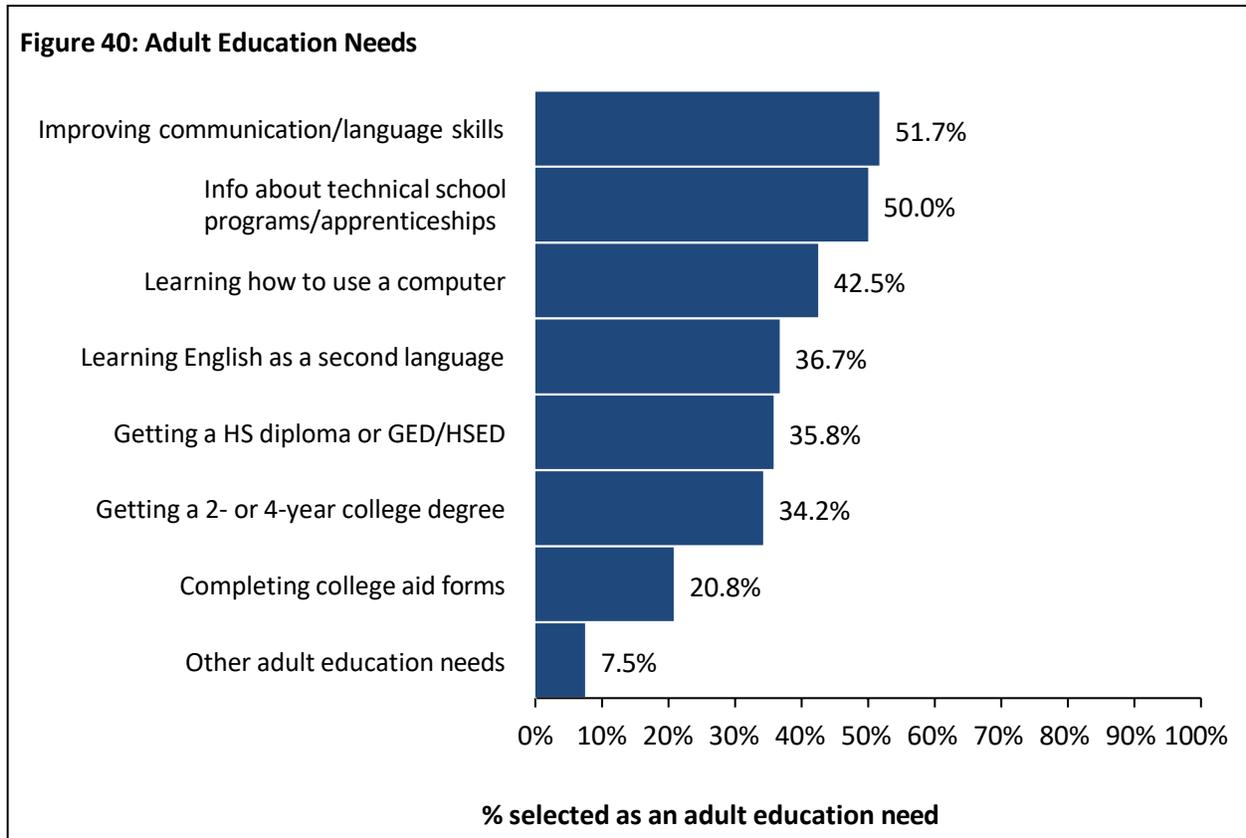
17.2% of stakeholders selected “other needs” and wrote in an answer. A total of 4.9% of stakeholders, wrote in that transportation to and from work was one of the top employment needs.

ADULT EDUCATION

The three most selected adult education needs from the list of seven presented were:

- Improving communication or language skills (51.7%)
- Information about technical school programs or apprenticeships (50.0%)
- Learning how to use a computer (42.5%)

Figure 40 shows these responses.

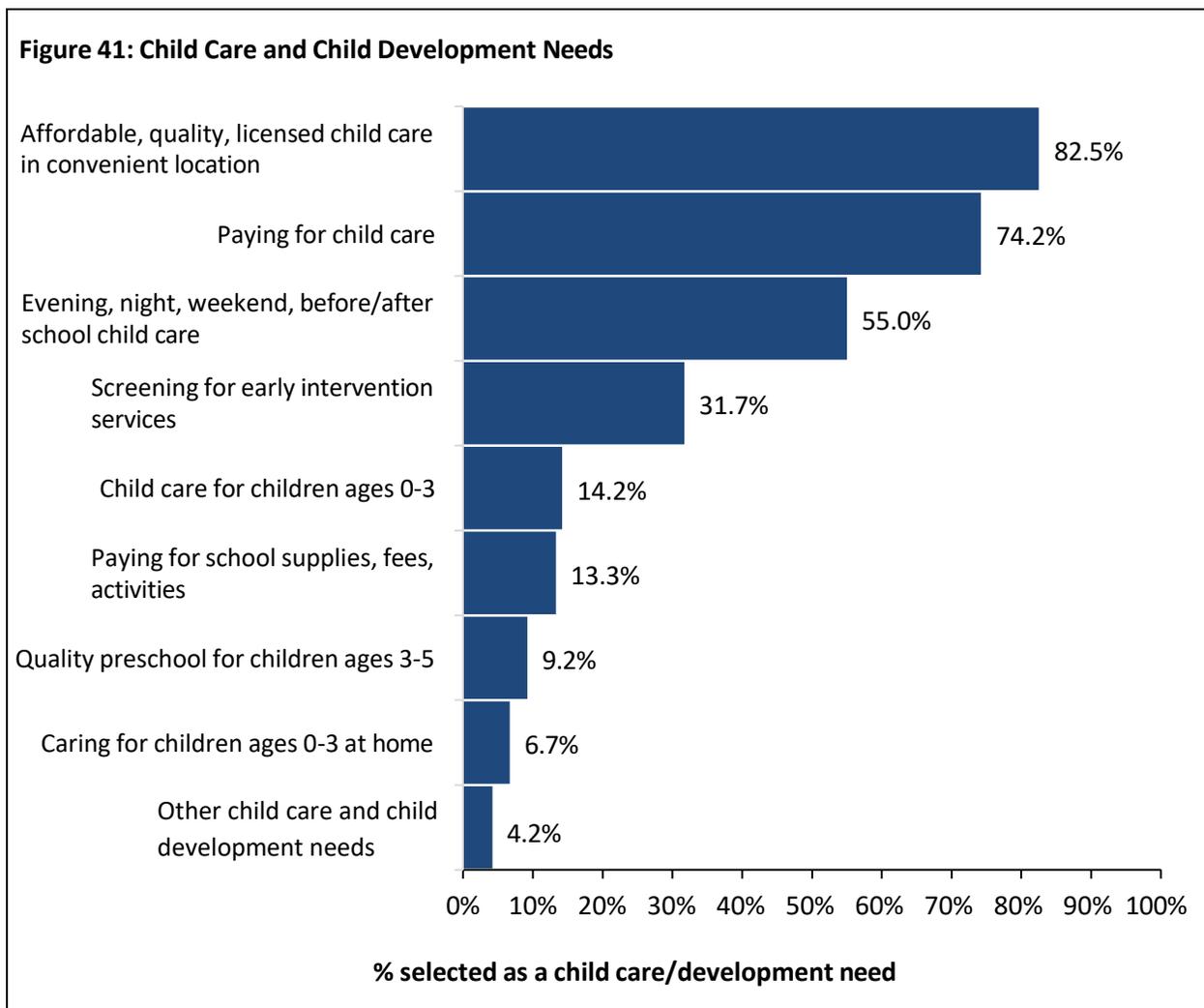


CHILD CARE AND CHILD DEVELOPMENT

Of the eight-child care and development needs, the stakeholders most frequently selected the following three:

- Finding affordable, quality, licensed child care in a convenient location (82.5%)
- Paying for child care (74.2%)
- Finding evening, night, weekend, or before/after school child care (55.0%)

Figure 41 shows these responses.

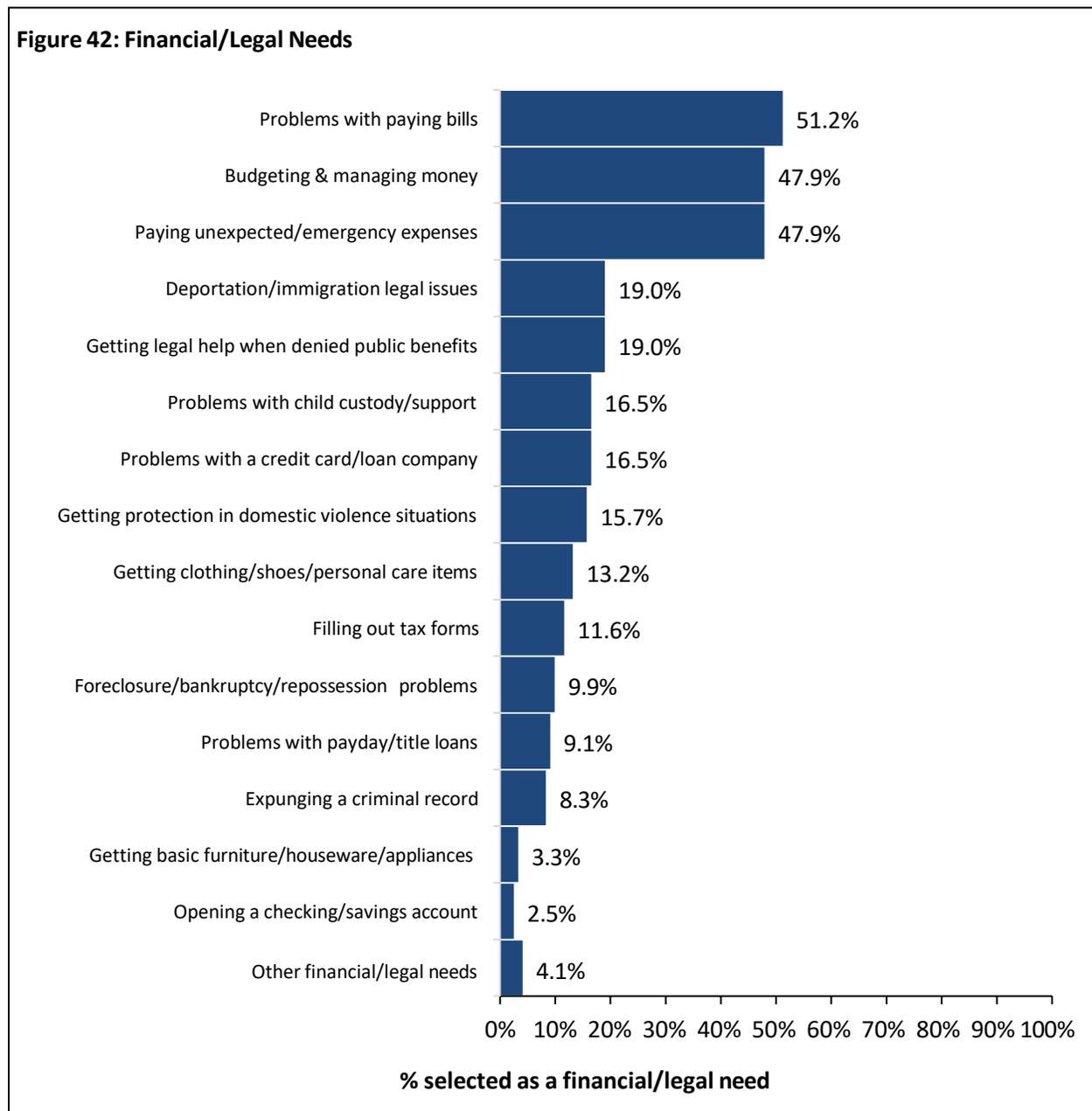


FINANCIAL/LEGAL—INCOME MANAGEMENT

Stakeholders were presented with a list of 15 potential financial/legal (income management) needs of low-income residents of DuPage County. Of these, the three selected most often were:

- Problems with paying bills (51.2%)
- Budgeting and managing money (47.9%)
- Paying unexpected or emergency expenses (47.9%)

Figure 42 shows these responses.

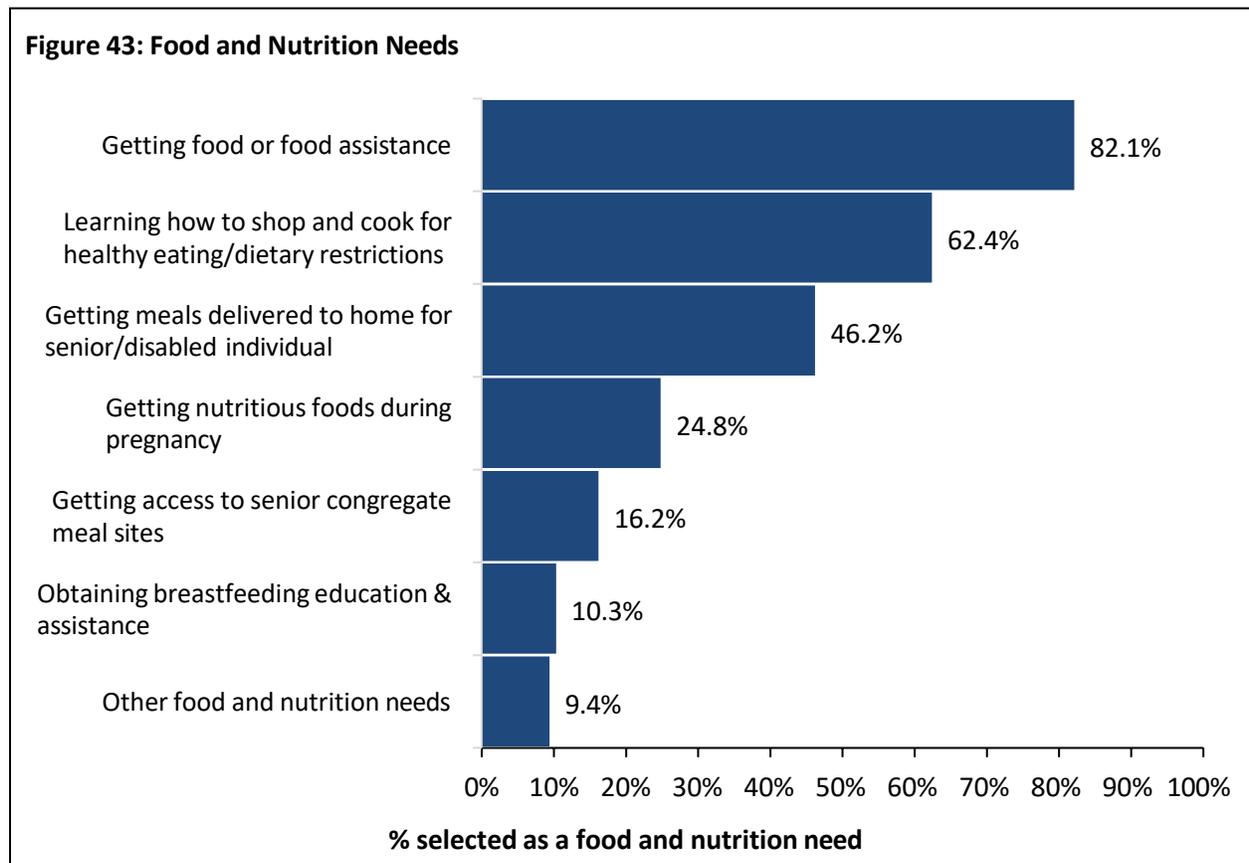


FOOD AND NUTRITION

Of the six food and nutrition needs, the most commonly selected were:

- Getting food or food assistance (82.1%)
- Learning how to shop and cook for healthy eating or dietary restrictions (62.4%)
- Getting meals delivered to home for a senior or disabled individual (46.2%)

Figure 43 shows these responses.

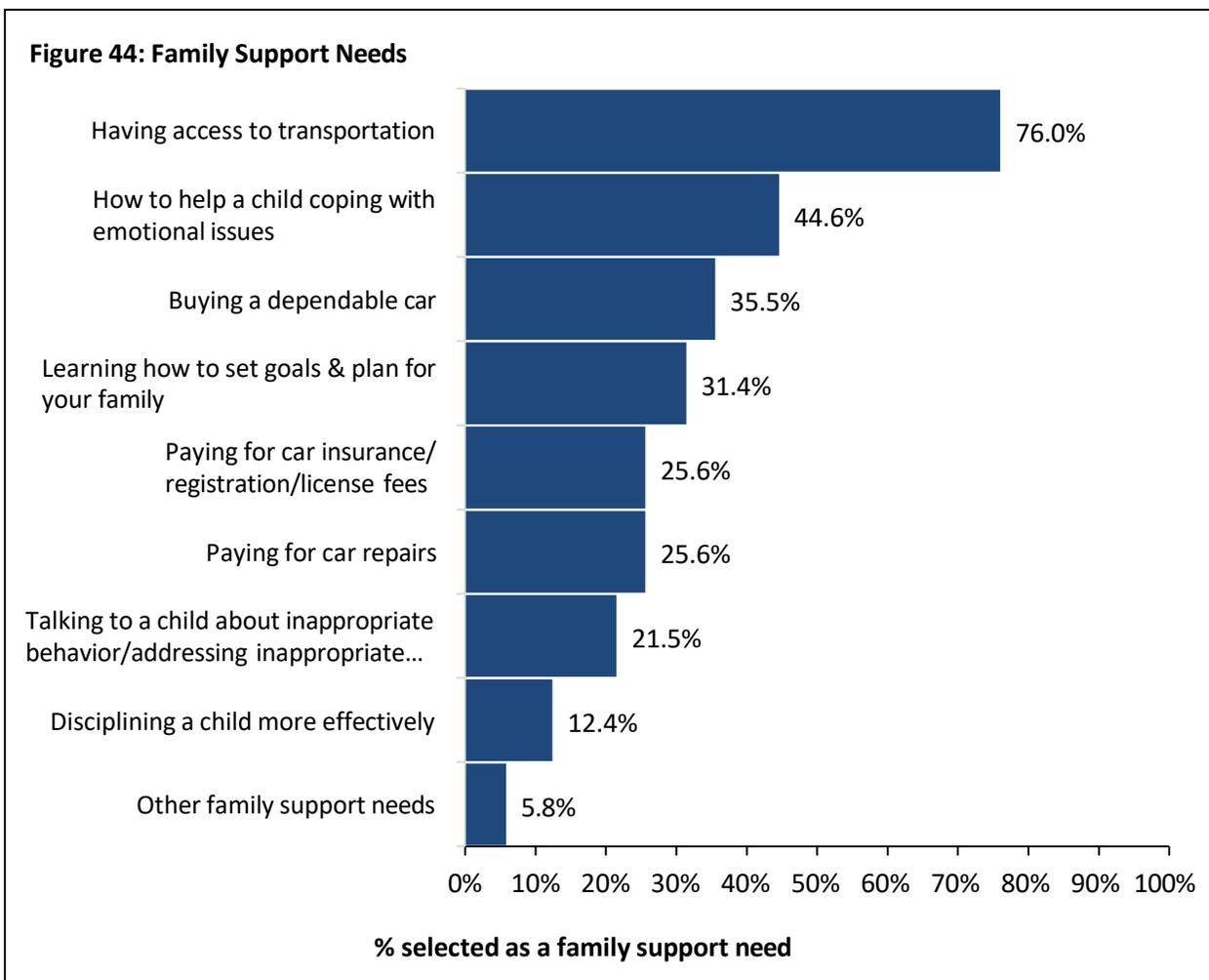


FAMILY SUPPORT

Among the seven family support needs listed in the questionnaire, the most frequently selected needs were:

- Having access to transportation (76.0% of stakeholders, by far the most selected family support need)
- Helping a child coping with emotional issues (44.6%)
- Buying a dependable car (35.5%)

Figure 44 shows these responses.

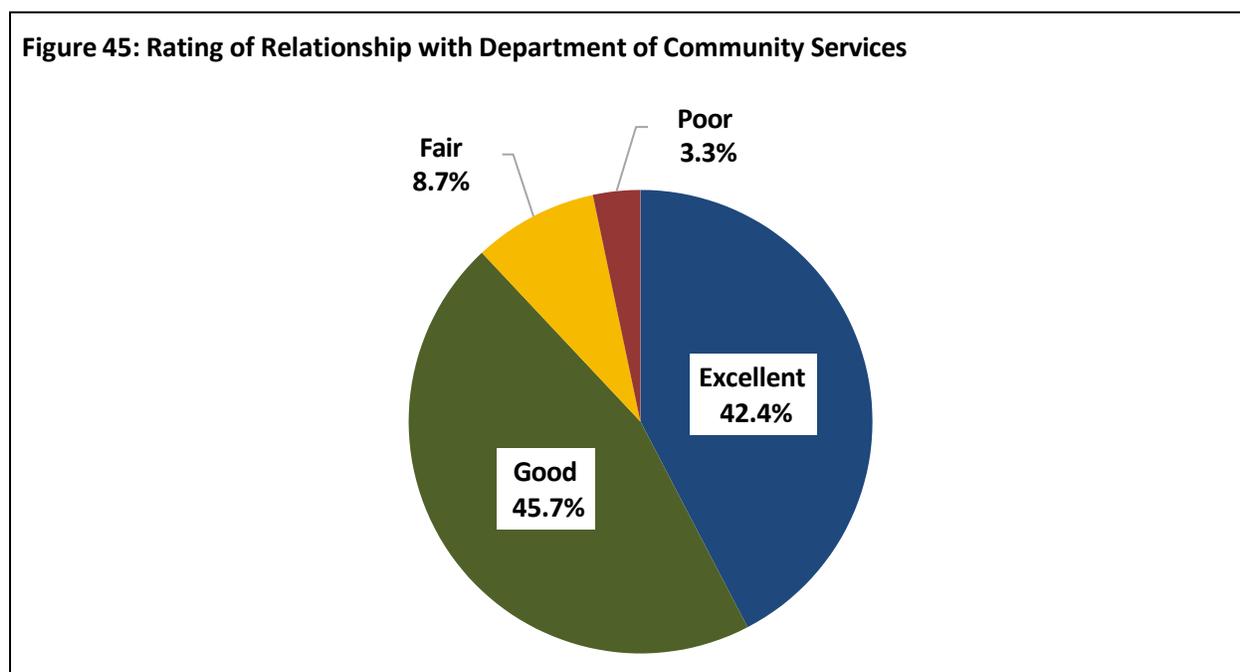


EVALUATION OF THE DUPAGE COUNTY DEPARTMENT OF COMMUNITY SERVICES

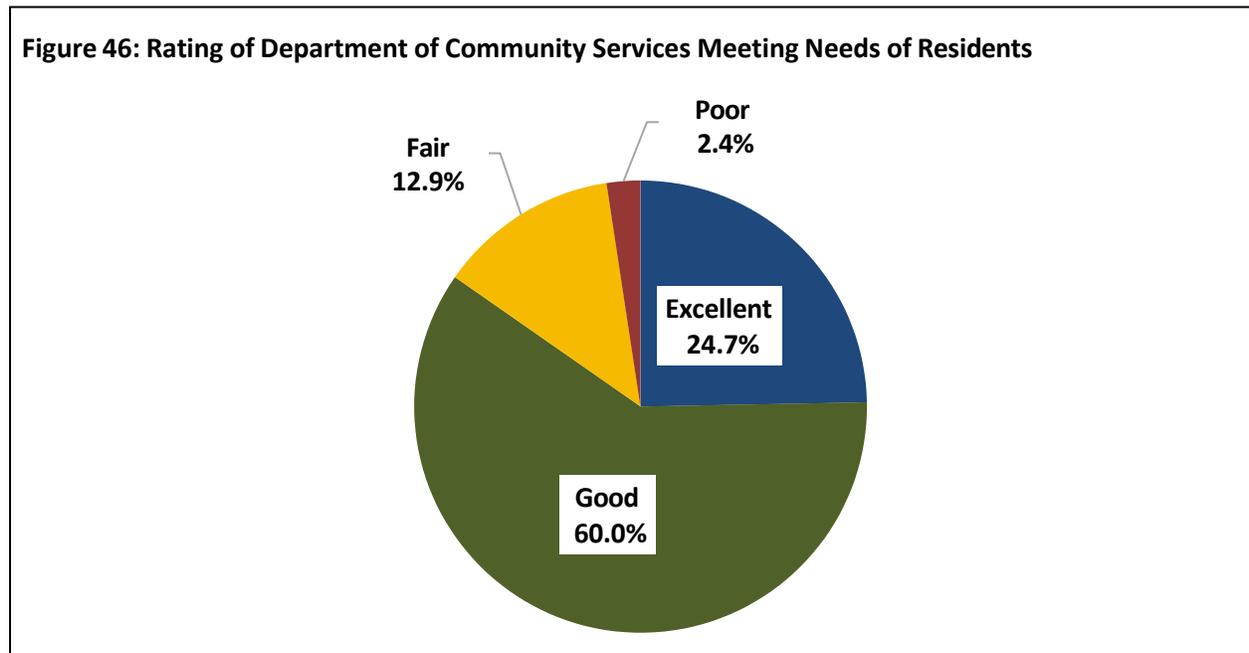
RATINGS OF THE DEPARTMENT OF COMMUNITY SERVICES

Stakeholders were asked to rate their relationship with the DuPage County Department of Community Services, and to rate the job the Department of Community Services is doing in meeting the needs of low-income residents.

Of those stakeholders who have a relationship with the Department of Community Services, a wide majority (88.1%) said their relationship was excellent or good. 8.7% said their relationship with the Department of Community Services was fair, and 3.3% said it was poor (Figure 45). About one-quarter (24.6%) of stakeholders said they did not have a relationship with the Department of Community Services.



Most (84.7%) stakeholders indicated that the Department of Community Services was doing an excellent or good job of meeting the needs of low-income residents. 12.9% said they were doing a fair job, and 2.4% said they were doing a poor job (Figure 46).



The 15.3% of stakeholders who rated the Department of Community Services fair or poor were asked to explain the reason for their rating. The following are several representative responses:

“I know many seniors who cannot afford good, safe senior assisted housing. Most are very poor conditions and understaffed.”

“Intake staff are willing and able to help residents, but the times they are available is not convenient to residents and many residents don’t speak English, so they don’t understand what they are being told. The time between intake and receiving services is too long.”

“Little outreach to seniors and no coordinated services.”

“Not reaching the right clients, lack of outreach, lack of available appointments.”

“So many needs, not enough resources.”

“They are doing a good job but need to be able to cut through red tape and politics and streamline resources for people. Time is valuable.”

SUGGESTIONS FOR CHANGES OR ADDITIONS TO SERVICES

Finally, stakeholders were asked to give suggestions for changes or additions to the services provided by the DuPage County Department of Community Services.

The most common suggestion was focus on outreach, visibility, and marketing within the community. The following quotes are representative of the suggestions respondents provided about awareness and outreach:

“More visibility/marketing—the county offers many services and programs which many are not aware of, especially if they are immigrants or have low English literacy skills or low digital literacy skills.”

“Regular reporting in community publications of what DuPage County Department of Community Services is doing.”

Other suggestions included increased coordination and collaboration with other services and service providers in the community, increased staffing, and improved child care resources.

FOCUS GROUPS

METHODOLOGY

Focus groups were conducted with DuPage County residents to gain a broad understanding of their needs, the barriers they face living in DuPage County, and additional resources and services they desire.

Focus groups are a type of qualitative research in which individuals with similar experiences come together to discuss a specific topic or group of topics. An advantage of focus groups is the in-depth probing of issues they foster. However, because of the small total number of participants, there is no statistical reliability. Therefore, caution should be exercised in interpreting the results because they may not be representative of the entire population.

The DuPage County Department of Community Services staff conducted a total of two focus groups with residents. One focus group was conducted at Naperville Church of the Brethren and the other focus group was conducted at 360 Youth Services.

The DuPage County Department of Community Services staff recruited the participants for the focus groups. 17 residents participated in the focus groups (10 participants at Naperville Church of the Brethren and 7 participants at 360 Youth Services).

FINDINGS

RESIDENTS' NEEDS

The focus group participants were first asked what they need to live comfortably in their community. The participants reported a variety of needs, including basic needs, such as food, housing, clothing, hygiene products, and cleaning products, mental health care, medical and dental care, transportation, and internet service.

All participants reported needing access to mental health services and case management for anxiety. Some participants stated that they have delayed seeing a doctor due to cost, providers not accepting the insurance they have, or other medical insurance issues. The poor quality of the available affordable housing was mentioned by a couple of participants. They indicate there is not enough lighting and appliances are old. Also, one participant commented that the housing was dirty and had “weird” paint colors and décor when they moved in. Another participant mentioned that the internet connection is spotty and there are frequent internet outages.

The participants do not see employment as a need. They state that there are lots of opportunities to find work currently and they receive support from agency staff to help find jobs. Participants feel that there are quality jobs available. However, they say most jobs are not within walking distance.

BARRIERS FACED LIVING IN DUPAGE COUNTY

Then the focus group participants were asked what barriers they face living in DuPage County. The participants comment that lack of transportation, and the cost of living are the two main barriers.

The participants reported driving is necessary in DuPage County to get to work/school/social activities because Uber/cabs and public transportation are unreliable. They state that there are not a lot of buses, and the buses don't show up on time, making them late for work. They also stated that there is no weekend bus service available. According to the participants, Uber is expensive and unsafe. A participant reported having strange men attempt to approach her before/after work and one tried to get in her Uber with her after work. They indicated that they have to Uber to get to the train station. Also, participants mentioned that in some areas there are no sidewalks which makes walking unsafe. One participant stated, “transportation ends up taking half my paycheck because I don't have a car anymore.” Another participant said they are reliant on 360 for grocery trips because Jewel and Walmart are too far away to walk. According to the participants lack of transportation also limits social activities: “You have to have money to

get there, do what you want to do, and get back [home]. It's just too expensive to go out and meet people."

The participants also mentioned that getting a driver's license was challenging. One participant reported not getting a driver's license until 18 or 19 due to not having anyone available to help them practice. Another client reported being removed from a registered driver's education course because a guidance counselor said they were not ready.

The participants indicated the cost of living in DuPage County is very high and mention Naperville specifically. They expressed concern about being able to afford rent in DuPage County without being in 360 Youth Service program or having a Section 8 voucher. They also mention the high cost of food, household essentials, and transportation in DuPage County.

ADDITIONAL RESOURCES AND SERVICES DESIRED

The participants desire a variety of additional resources and services.

Participants do not know what services DuPage County has to offer. They stated better communication is needed, such as fliers posted in the offices of the agencies. They would like to see more outreach to 360 Youth Services, including to staff of 360.

They would like vocational programs and employment training programs.

Participants indicated they needed funds to help pay for health insurance. They reported needing assistance finding dental insurance. Also, they reported there is a need for more mental health services in the county and options for emotional support animals.

The participants need the following housing assistance:

- Help with signing up for Section 8
- Funds for furniture
- Help with home repair
- Funds for décor, lighting, and painting of home
- Funds for appliance replacement in home

With regards to transportation, participants requested more car donation programs or other options to get a car, programs to teach them to drive a car, and more bus service with awning coverings at bus stops.

360 Youth Services participants would like education/training in "adulting"/life skills.

APPENDICES

APPENDIX A: COMMUNITY SURVEY MATERIALS

SECTION 1: COMMUNITY SURVEY QUESTIONNAIRE



DuPage County Community Services Survey

The DuPage County Department of Community Services would like to understand the challenges and needs of residents like you. The information collected will be used to ensure services are available in the future to address DuPage County residents' needs.

1. Do you live in DuPage County? Yes No (Thank you for your time, but for the purposes of this survey you need to live in DuPage County.)
2. What is your zip code? _____

I. HOUSEHOLD NEEDS

3a. Which of the following challenges have you and your household experienced as a result of the Covid-19 pandemic? (CHECK ALL THAT APPLY)

- | | | |
|--------------------------------------------------------------|-------------------------------------------------------|------------------------------------------------------------------------|
| <input type="checkbox"/> Housing | <input type="checkbox"/> Child care | <input type="checkbox"/> Employment |
| <input type="checkbox"/> Health | <input type="checkbox"/> Legal issues | <input type="checkbox"/> Education |
| <input type="checkbox"/> Parenting | <input type="checkbox"/> Child development | <input type="checkbox"/> Food/nutrition |
| <input type="checkbox"/> Financial issues | <input type="checkbox"/> Transportation | <input type="checkbox"/> Basic needs, such as clothing, shoes, diapers |
| <input type="checkbox"/> Have not experienced any challenges | <input type="checkbox"/> Other (PLEASE SPECIFY) _____ | |

3b. In the past 12 months, what is the **single greatest** challenge you and your household have experienced? (CHECK ONE BOX ONLY)

- | | | |
|--------------------------------------------------------------|-------------------------------------------------------|------------------------------------------------------------------------|
| <input type="checkbox"/> Housing | <input type="checkbox"/> Child care | <input type="checkbox"/> Employment |
| <input type="checkbox"/> Health | <input type="checkbox"/> Legal issues | <input type="checkbox"/> Education |
| <input type="checkbox"/> Parenting | <input type="checkbox"/> Child development | <input type="checkbox"/> Food/nutrition |
| <input type="checkbox"/> Financial issues | <input type="checkbox"/> Transportation | <input type="checkbox"/> Basic needs, such as clothing, shoes, diapers |
| <input type="checkbox"/> Have not experienced any challenges | <input type="checkbox"/> Other (PLEASE SPECIFY) _____ | |

4. A. In the past 12 months, did you or someone in your household need help with ...?

B. If you answered "Yes" to Question 4A, were you/they able to get the needed services in DuPage County to help with ...? (CHECK ONE BOX ONLY)

Type of Help	4A. Need Help?		4B. Able to Get Services in [County/Community]?				
	Yes	No	Yes	No, Did Not Know Who to Contact/ Where to Go	No, Not Available	Did Not Try	No, Other Reason (SPECIFY)
<u>Health</u> Finding affordable health insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Finding affordable dental insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Finding health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Finding dental care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Getting health insurance questions answered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Paying for regular medical checkups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Paying for regular dental checkups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Paying for medicine and prescriptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Paying for glasses, hearing aids, wheelchairs, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Paying for long-term health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Getting family planning or birth control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Getting medical care before their baby is born	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Getting regular check-ups and physicals for a child	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Getting vaccines for children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Drug or alcohol treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Taking routine medications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Mental health treatment including treatment for stress, depression, or anxiety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

Type of Help	4A. Need Help?		4B. Able to Get Services in [County/Community]?				
	Yes	No	Yes	No, Did Not Know Who to Contact/ Where to Go	No, Not Available	Did Not Try	No, Other Reason (SPECIFY)
Physical, emotional, or sexual abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Other health help (PLEASE SPECIFY) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Finding emergency shelter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Finding affordable housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Down payment/closing costs to buy a home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Qualifying for a loan to buy a home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Home ownership education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Renter/tenant rights and responsibilities education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Learning basic home repair/property maintenance skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Making home more energy efficient or home repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Paying rent or mortgage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Paying rent deposits/application fees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Changes to home for a person with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Addressing housing discrimination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Yard work or snow removal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Housework or laundry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Other housing help (PLEASE SPECIFY) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

Type of Help	4A. Need Help?		4B. Able to Get Services in [County/Community]?				
	Yes	No	Yes	No, Did Not Know Who to Contact/ Where to Go	No, Not Available	Did Not Try	No, Other Reason (SPECIFY)
Employment							
Finding a full-time job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Applying for jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Writing a resume	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Learning how to interview for a job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Training/education for a job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Getting appropriate clothing for a job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Getting equipment (e.g., tools) for a job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Other employment help (PLEASE SPECIFY) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Adult Education							
Getting a high school diploma or GED/HSED	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Getting a 2-year college degree	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Getting a 4-year college degree	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Choosing a career	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Choosing a technical school program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Learning how to use a computer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Improving communication or language skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Learning English as a second language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Paying for education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Completing college aid forms (e.g., FAFSA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

Type of Help	4A. Need Help?		4B. Able to Get Services in [County/Community]?				
	Yes	No	Yes	No, Did Not Know Who to Contact/ Where to Go	No, Not Available	Did Not Try	No, Other Reason (SPECIFY)
Other adult education help (PLEASE SPECIFY) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
<u>Child Care and Child Development</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Finding child care in a convenient location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Finding quality licensed child care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Finding affordable child care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Paying for child care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Finding child care for children ages 0-3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Finding quality preschool for children ages 3-5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Finding evening, nighttime or weekend child care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Finding a before/after school program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Preparing a child for kindergarten	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Paying for school supplies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Caring for children ages 0-3 at home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Paying for school fees or activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Screening for early intervention services (speech, developmental, mental, physical)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Other child care and child development help (PLEASE SPECIFY) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

Type of Help	4A. Need Help?		4B. Able to Get Services in DuPage County?				
	Yes	No	Yes	No, Did Not Know Who to Contact/ Where to Go	No, Not Available	Did Not Try	No, Other Reason (SPECIFY)
<u>Financial/Legal (Income Management)</u> Budgeting and managing money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Opening a checking or savings account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Filling out tax forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Understanding credit scores	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Problems with a credit card or loan company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Problems with paying utility or phone bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Problems with payday or title loans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Foreclosure/bankruptcy/repossession problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Problems with child custody	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Problems with child support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Getting protection in domestic violence situations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Deportation or immigration legal issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Getting legal help when denied public benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Getting basic furniture, appliances, or house wares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Getting personal care items like soap, diapers, toilet paper, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Getting clothing and shoes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

Type of Help	4A. Need Help?		4B. Able to Get Services in DuPage County?				
	Yes	No	Yes	No, Did Not Know Who to Contact/ Where to Go	No, Not Available	Did Not Try	No, Other Reason (SPECIFY)
Getting access to the internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Other financial/legal help (PLEASE SPECIFY) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Food and Nutrition							
Getting food or food assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Learning how to shop and cook for healthy eating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Getting access to senior congregate meal sites (meals served in a group setting)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Getting meals delivered to your home for a senior or disabled individual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Getting nutritious foods during pregnancy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Obtaining breastfeeding education and assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Other food and nutrition needs (PLEASE SPECIFY) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Family Support							
Disciplining a child more effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Communicating with a teenage child	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Addressing a child's bullying or inappropriate behavior/	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Talking to a child about drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Talking to a child about sex, STDs, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

Type of Help	4A. Need Help?		4B. Able to Get Services in DuPage County?				
	Yes	No	Yes	No, Did Not Know Who to Contact/ Where to Go	No, Not Available	Did Not Try	No, Other Reason (SPECIFY)
How to help a child coping with emotional issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Learning how to set goals and plan for your family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Talking to a child's care provider or teachers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Addressing a child's violent behavior	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Getting to public transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Reliable transportation to and from work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Buying a dependable car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Paying for car repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Paying for car insurance, registration or license fees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Getting a driver's license	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Getting to and from medical or dental appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Getting children to and from childcare, school and/or activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Going shopping and doing errands	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Other family support needs (PLEASE SPECIFY) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

5. What agencies or organizations have you used for assistance in the past 12? _____

II. COMMUNITY AND CIVIC ACTIVITIES

6. In the past 12 months did you or someone in your household participate in the following activities?

	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>
a. Volunteer in your community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Register to vote in a local, state, or national election	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Express your views on a political, social, or community issue to the newspaper, TV, radio, or on social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Participate in an organization, association, or group, such as PTA, Kiwanis, or church group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Work with others to solve a community problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

III. TECHNOLOGY AND INTERNET ACCESS

7. Do you or someone in your household own the following electronic devices?

	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>
a. A smartphone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. A tablet or iPad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. A desktop or laptop computer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Do you have high-speed internet access at home? Yes (GOTO QUESTION 9) No (GO TO QUESTION 10)
 Don't know (GO TO QUESTION 10)

9. Do you receive reduced price internet service? Yes No Don't know

IV. PERSONAL AND HOUSEHOLD CHARACTERISTICS

10. What is your gender? Female Male Prefer to self-describe _____ Prefer not to answer

11. What is your age? 18-24 25-34 35-44 45-54 55-64 65+ Prefer not to answer

12. Are you of Hispanic, Latinx, or Spanish origin? Yes No Prefer not to answer
13. What is your race? (CHECK ALL THAT APPLY) Asian Black or African American White
 American Indian or Alaska Native Native Hawaiian or Pacific Islander Some other race (PLEASE SPECIFY) _____ Prefer not to answer
14. How many people live in your household? _____
15. Do any children under the age of 18 live in your household? Yes No
16. What is the primary language spoken at home? English Spanish Other (PLEASE SPECIFY) _____
17. What was your 2020 annual household income? Please consider all sources of income, before taxes, for everyone living with you in 2020.
- Less than \$25,521
 - \$25,521-\$34,480
 - \$34,481-\$43,440
 - \$43,441-\$52,400
 - \$52,401-\$61,360
 - \$61,361-\$70,320
 - \$70,321-\$79,280
 - \$79,281-\$88,240
 - \$88,241-\$97,200
 - \$97,201-\$106,160
 - More than \$106,160
 - Don't know
 - Prefer not to answer

Thank you for your participation. Please return your completed survey to NIU Center for Governmental Studies (CGS) in the enclosed postage-paid envelope.

SECTION 2: COMMUNITY SURVEY VERBATIM RESPONSES

Note: Numbers in parentheses are the number of individuals giving the response.

Which of the following challenges have you and your household experienced as a result of the COVID-19 pandemic: Other, specify

- A feeling of isolation and hopelessness. Misinformation regarding vaccination availability.
- Access to services because of limited hours/staffing
- Division of people via proven illegal government mandates and lockdowns
- DuPage County has not made it easy for seniors not living in a nursing facility to get COVID shots.
- Freedom to move about, access to the real truth about the disease, corruption from the government agencies
- Health insurance costs and increasing taxes
- High taxes
- High taxes, no break on late fees
- Household help such as cleaning, laundry, linens, clutter/trash
- I'm very lucky my family is doing better than most. We practice all the meditations for COVID-19. We live from paycheck to paycheck and that meets our basic needs for now.
- Insurance
- Isolation from family and friends, difficulty accessing services such as haircuts and vet services
- Lack of social interaction
- Masking, social distancing, closed schools and restaurants
- Medical
- Medical care and dental care providers
- Mental health (2)
- My application for unemployment
- My rights were stripped both constitution and natural law. I lost thousands of dollars, contracts, jobs, health from experimental vaccine, and more. Who do I sue?
- Not being able to see family easily
- Not being with friends. Religious institution not open.
- Paying property taxes
- Problem paying my mortgage. My house needs repairs on the roof. Insurance did not want to cover it. I have funds to repair.
- Receiving the vaccine
- Renewal of driver's license
- Schools that remained closed
- Shortage of items—not necessarily "basic needs" items, but certain products/groceries
- Stress and fear
- Trying to buy deck wood to replace our deck
- Trying to get vaccine

In the past 12 months, what is the single greatest challenge you and your household have experienced: Other, specify

- Cabin fever
- Caring for older relatives during COVID
- Challenge to keep a job but be able to breath fresh air without face mask.
- Closed restaurants
- Division of people via proven illegal government mandates and lockdowns
- Financial. I help my daughter with her bills, but she does not live with me.
- High taxes, wrong assessment, no break on late fees
- Income
- Increased taxes
- Isolation (3)
- Loneliness
- Loss of freedom to move about
- Mental health
- No one visits
- Shortages on grocery shelves
- Social and political unrest. Mostly national but having a local impact.
- Social, not being with friends. Outdoor places, arboretum closed, etc.
- The city and Cook County seem to get more of the supply
- Wearing the dumb masks

Were you/they able to get the needed services in DuPage County to help with: Finding affordable health insurance: Other, specify

- Could not afford
- Health insurance was found, but it is not very affordable or helpful
- No not affordable
- Not enough help, but we appreciated even the limited help.

Were you/they able to get the needed services in DuPage County to help with: Finding affordable dental insurance: Other, specify

- Dental insurance was obtained but our dentist does not accept it, so we have delayed dental trips.
- No, not affordable
- Not affordable due to high rent, utilities, phone bills

Were you/they able to get the needed services in DuPage County to help with: Finding health care: Other, specify

- Finding healthcare not the problem, it's the cost of it. A \$2000 ER bill will take forever to pay.
- Have used Northwestern Health, but they have been very challenging to deal with and have not provided adequate healthcare.
- No, not affordable
- Not affordable
- Our doctor found the doctor for us.
- She was able to get limited health care.
- Social Security cancelled my SS benefits for 4-years due to THEIR payment miscalculations. Wow, I can't afford my life due to something I had no part of. I may even lose my house now.

Were you/they able to get the needed services in DuPage County to help with: Finding dental care: Other, specify

- Again, it's hard to find, but available, but very expensive. Stalling surgery on impacted wisdom teeth for FIVE years due to \$\$.
- Apparently, her Rx'd medication was ruining her teeth.

Were you/they able to get the needed services in DuPage County to help with: Getting health insurance questions answered: Other, specify

- Could not afford
- No, got run around
- No, Illinois Department of Health lost COVID test results, causing monetary compensation and child care issues. Documentation of the lost results would not be sent causing loss of time at work and caused child care issues.
- Not sure
- Talked to social worker
- Through my former employer

Were you/they able to get the needed services in DuPage County to help with: Paying for regular medical checkups: Other, specify

- Denied
- Help not affordable without family financial help
- Limited services due to her finances
- Not affordable

Were you/they able to get the needed services in DuPage County to help with: Paying for regular dental checkups: Other, specify

- No, not affordable

Were you/they able to get the needed services in DuPage County to help with: Paying for medicine and prescriptions: Other, specify

- Family help
- Family member
- I worked directly with my doctor.
- No, not affordable

Were you/they able to get the needed services in DuPage County to help with: Paying for glasses, hearing aids, wheelchairs, etc.: Other, specify

- No, not affordable
- Received assist through work

Were you/they able to get the needed services in DuPage County to help with: Paying for long-term health care: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Getting family planning or birth control: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Getting medical care before your/their baby is born: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Getting regular check-ups and physicals for a child: Other, specify

- The help needed was child care for other child, since office only allow patient and one parent.

Q33_Other: Were you/they able to get the needed services in DuPage County to help with: Getting vaccines for children: Other, specify

(none)

Were you/they able to get the needed services in DuPage County to help with: Drug or alcohol treatment: Other, specify

- Not very helpful

Were you/they able to get the needed services in DuPage County to help with: Taking routine medications: Other, specify

- No, not affordable
- Worked directly with doctor

Were you/they able to get the needed services in DuPage County to help with: Mental health treatment including treatment for stress, depression, or anxiety: Other, specify

- Have my own therapist for many years
- I've been getting treatment for over 30 years.
- No, not affordable
- No, went to doctor, but medication not working
- One of us did and one of us did not.
- PCP
- Unable to use resources due to pandemic
- Went through our insurance and still trying to get continued consistent treatment, but clinic is very inconsistent and they don't always keep the Zoom appointment scheduled or schedule for days the doctor isn't on staff. Very unorganized.

Were you/they able to get the needed services in DuPage County to help with: Physical, emotional, or sexual abuse: Other, specify

- Go to counseling through insurance
- One of us did, one of us did not

What other health help did you or someone in your household need?

- Accident
- Ambulance
- Autism
- Care helper once or twice a week
- Caregiving
- Checkup physical
- COVID-19 (2)
- COVID-19 vaccine
- Emotional stress and anxiety
- Finding a primary physician
- Getting COVID vaccination. Have been on the list since January. Friends in other counties have had both shots already. What is the holdup in DuPage? Why can other counties get the vaccine but not DuPage? Told it may take UNTIL MAY. Frustrating. We're left to searching all the other sources, one by one. Badly organized. I expect more help from the county's health department. That said, they did a pretty good job with the testing.
- Help from health professional
- Hospitalization, post-surgery rehab
- Household tasks after release from hospital/rehab care
- On therapeutic needs
- Referrals to specialist for my son, who is relocating for job purposes from another county in Illinois
- Repair of a wheelchair lift
- Scheduling routine checkups and specialized cardiac care
- Senior/hospice care
- She needed professional counseling and was assigned an excellent counselor through DuPage County.
- Stress related due to pandemic and depression. No health care was followed up on due to pandemic.
- To getting a prescription filled for glass.
- To visit Outpatient Department for blood tests
- Treatment for diabetes and prostate
- Treatment for STD
- Vaccinations
- Vaccines
- We have Medicare, need Medicaid

Were you/they able to get the needed services in DuPage County to help with: Other health help: Other, specify

- Difficult due to the pandemic
- Doctor's offices were very limited in allowing access, slow to respond
- In process of applying
- Went outside of DuPage

Were you/they able to get the needed services in DuPage County to help with: Finding emergency shelter: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Finding affordable housing: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Down payment/closing costs to buy a home: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Qualifying for a loan to buy a home: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Home ownership education: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Renter/tenant rights and responsibilities education: Other, specify

- Got in touch with an attorney to get her name removed

Were you/they able to get the needed services in DuPage County to help with: Learning basic home repair/property maintenance skills: Other, specify

- Through friends
- Yes, YouTube and family friends were able to help
- YouTube

Were you/they able to get the needed services in DuPage County to help with: Making home more energy efficient or home repair: Other, specify

- Am a renter
- Contractor
- Hired contractor
- No, work needed is not affordable at this time
- We are just trying to find an electrician, carpenter for minor repair work and wall board person. COVID has slowed the process down.
- Went out of DuPage County

Were you/they able to get the needed services in DuPage County to help with: Paying rent or mortgage: Other, specify

- Family help
- The bank loan helped me to pay my mortgage.
- Waiting for response. So far, a month has passed by.

Were you/they able to get the needed services in DuPage County to help with: Paying rent deposits/application fees: Other, specify

- DuPage County senior citizens' money management
- Rent deposits?

Were you/they able to get the needed services in DuPage County to help with: Changes to home for a person with disabilities: Other, specify

- Application in process
- Handyman
- Provided by building managers
- Renters. Didn't know if it was allowed, being not our home.

Were you/they able to get the needed services in DuPage County to help with: Addressing housing discrimination: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Yard work or snow removal: Other, specify

- Friends and neighbors helped
- Hired outside help
- Landscaper
- Neighbors helped
- Son, not in area. Found someone to help.

Were you/they able to get the needed services in DuPage County to help with: Housework or laundry: Other, specify

- Application in process, waiting for appointment for in-home evaluation
- Cleaning woman
- Financially had hard times getting laundry done, due to no washer/dryer in home we rent
- My home care services
- We are looking for help now. Hard to find hard working, honest people. I'm healed from broken femur but hurt my back mowing the lawn.

What other housing help did you or someone in your household need?

- Affordable rent. Section 8/Housing Choice has not been attainable, even for a Disabled person. Public housing are dangerous areas to live, so it's not an option most want to take after owning a home for 40 years or so.
- Being a senior citizen with medical problems is provided by my home care provider
- Broke my femur
- Changing bulbs and light housework, as well as some cooking
- Cleaning, laundry, clutter/trash (cannot manage because I am recovering from hospital/rehab care, in long-term PT and OT, and I use a special walker for multiple physical issues).
- Fence and shed
- Flooring and fencing
- House cleaning
- I live in my car.
- Keeping up with the rent
- Looking for affordable and safe rental apartments
- Patch work on walls and ceiling. Painting.
- Poor building maintenance and management not being responsive. The management staff has been extremely neglectful. Association fees paid monthly, however no follow-up provided.
- Prepare me meals
- Repair my roof
- Trying to obtain federally subsidized rental housing, which is not available until fall 2021. Widowed 8/21/20. Unable to pay mortgage and expenses. Living on Social Security which should provide income of \$18,00-\$19,000 in 2021.

Were you/they able to get the needed services in DuPage County to help with: Other housing help: Other, specify

- Application in process
- Have made contact with other sources to get management to respond. Currently waiting for feedback.
- Home care aid under senior services
- Looked, but decided to wait until COVID over and I can go back to work so it's easier to afford
- Meals on Wheels for 3 months
- Such as?

Were you/they able to get the needed services in DuPage County to help with: Finding a full-time job: Other, specify

- COVID made it very difficult for all.
- Didn't know DuPage County offered employment assistance. We've been using what the state offers.
- No, needed remote work due to being immunocompromised
- Worked with College of DuPage and outplacement firms

Were you/they able to get the needed services in DuPage County to help with: Applying for jobs: Other, specify

- Worked with College of DuPage and outplacement firms

Were you/they able to get the needed services in DuPage County to help with: Writing a resume: Other, specify

- Did research, that helped
- Friend helped
- Worked with outplacement firms

Were you/they able to get the needed services in DuPage County to help with: Learning how to interview for a job: Other, specify

- Spoke to other managers for pointers

Were you/they able to get the needed services in DuPage County to help with: Training/education for a job: Other, specify

- No, too expensive for certifications for a new career right now
- Worked with College of DuPage and Illinois IT Training program on Coursera and other online resources

Were you/they able to get the needed services in DuPage County to help with: Getting appropriate clothing for a job: Other, specify

- No, got help from a family member. Didn't know that I could get other help.

Were you/they able to get the needed services in DuPage County to help with: Getting equipment for a job: Other, specify

(None)

What other employment help did you or someone in your household need?

- A job
- Accounting
- Applying for unemployment and just finding a job
- Computer (2)
- Computer training, writing resumes, home computer, and whatever else is needed to work at home.
- Disabled seeking remote work. The County doesn't appear to have connections to companies who offer jobs for disabled like this.
- Finding work with great benefits
- Full-time job
- Graduated, looking for employment
- Help getting my job back. I think I was fired wrongfully.
- I wasn't able to work due to being immunocompromised and unemployment paid for PUA for a little bit then randomly stopped. Haven't seen any money since about September.
- Just needed a job. Both my daughter and son-in-law were laid off due to COVID.
- Keep working where there wasn't any work to do
- My job is being terminated later this year, so I have been considering my options; I may also qualify for permanent disability.
- Needed help to find clients due to COVID shutdowns
- Part-time help for mobility disabled person
- Stable employment
- To find a job to work from home, as in my situation was not possible to work
- Working virtually

Were you/they able to get the needed services in DuPage County to help with: Other employment help: Other, specify

- Application in process
- Applied to jobs, but no such luck

Were you/they able to get the needed services in DuPage County to help with: Getting a high school diploma or GED/HSED: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Getting a 2-year college degree: Other, specify

- Due to COVID, things were limited for in-person learning and options

Were you/they able to get the needed services in DuPage County to help with: Getting a 4-year college degree: Other, specify

- At the university
- No. Financial problems deny access to a college education and to be able to pay rent. No help.

Were you/they able to get the needed services in DuPage County to help with: Choosing a career: Other, specify

- Worked with College of DuPage and outplacement firms

Were you/they able to get the needed services in DuPage County to help with: Choosing a technical school program: Other, specify

- High school

Were you/they able to get the needed services in DuPage County to help with: Learning how to use a computer: Other, specify

- Friends helped

Were you/they able to get the needed services in DuPage County to help with: Improving communication or language skills: Other, specify

- Children in dual language program at school. No assistance needed from DuPage County.
- Elmhurst Hospital

Were you/they able to get the needed services in DuPage County to help with: Learning English as a second language: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Paying for education: Other, specify

- Employer
- FAFSA
- Loans
- No help, though requests have been made for a few years

Were you/they able to get the needed services in DuPage County to help with: Completing college aid forms (e.g., FAFSA): Other, specify

- Friends helped

What other adult education help did you or someone in your household need?

- A computer is still in need for my daughter's classes starting in May. The financial part just isn't there for us to buy her a laptop.
- Certification for dog training and/or medical coding, but too expensive while I'm not working because of COVID
- Childcare
- Computer education
- Computer program languages
- Help with paying tuition, transportation, and being able to help disabled parent pay rent who can't work
- Online college courses
- Paralegal studies program

Were you/they able to get the needed services in DuPage County to help with: Other adult education help: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Finding childcare in a convenient location: Other, specify

- Did own research to find options

Were you/they able to get the needed services in DuPage County to help with: Finding quality licensed childcare: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Finding affordable childcare: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Paying for childcare: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Finding childcare for children ages 0-3: Other, specify

- Child care is assisted by family. Pandemic due to COVID caused issues with work schedules and jobs.

Were you/they able to get the needed services in DuPage County to help with: Finding quality preschool for children ages 3-5: Other, specify

- Hours of childcare were too short, and was unable to make it work with full-time job

Were you/they able to get the needed services in DuPage County to help with: Finding evening, nighttime or weekend childcare: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Finding a before/after school program: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Preparing a child for kindergarten: Other, specify

- Yes, child play therapy in process

Were you/they able to get the needed services in DuPage County to help with: Paying for school supplies: Other, specify

- Added to the loan
- Did not need

Were you/they able to get the needed services in DuPage County to help with: Caring for children ages 0-3 at home: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Paying for school fees or activities: Other, specify

- Took on a second job

Q141_Other: Were you/they able to get the needed services in DuPage County to help with: Screening for early intervention services: Other, specify

- We are trying to get our child into a speech screening, but haven't been able to in West Chicago due to the pandemic.

What other childcare and child development help did you or someone in your household need?

- Anti-bullying support for my 13-year-old
- Autism diagnosis
- Early adult education and help with our autistic son
- Proper education
- Resource for IEP
- Speech development
- Speech therapy through early intervention services

Were you/they able to get the needed services in DuPage County to help with: Other childcare and child development help: Other, specify

- Elementary school

Were you/they able to get the needed services in DuPage County to help with: Budgeting and managing money: Other, specify

- I always tried to help, when needed—both financially and otherwise, myself.
- Obtained a financial planner

Were you/they able to get the needed services in DuPage County to help with: Opening a checking or savings account: Other, specify

- Again, instead of county help, I tried to work with her whenever needed.
- Got someone in do it another county
- Waited for bank appointment

Were you/they able to get the needed services in DuPage County to help with: Filling out tax forms: Other, specify

- Family member assisted
- I paid a tax accountant to work on my taxes.
- I regularly file my taxes where I am.
- Online
- Pay for help

Were you/they able to get the needed services in DuPage County to help with: Understanding credit scores: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Problems with a credit card or loan company: Other, specify

- I solved it myself
- Illinois Secretary of State-Fraud Division
- Reached out to a lawyer although can't afford

Were you/they able to get the needed services in DuPage County to help with: Problems with paying utility or phone bills: Other, specify

- Yes, with gas and electric, but need help now with water!

Were you/they able to get the needed services in DuPage County to help with: Problems with payday or title loans: Other, specify

- Illinois Secretary of State-Fraud Division (unauthorized opening of payday loan)

Were you/they able to get the needed services in DuPage County to help with: Foreclosure/bankruptcy/repossession problems: Other, specify

- Reached out to a bankruptcy lawyer, although cannot afford it
- Resolved it myself

Were you/they able to get the needed services in DuPage County to help with: Problems with child custody: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Problems with child support: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Getting protection in domestic violence situations: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Deportation or immigration legal issues: Other, specify

- I have to fill out a form to renew my residence. I did not know where to go where it doesn't cost money to fill out the form.

Were you/they able to get the needed services in DuPage County to help with: Getting legal help when denied public benefits: Other, specify

- Been trying for over 6 months to get Medicaid. Waiting for hearing.

Were you/they able to get the needed services in DuPage County to help with: Getting basic furniture, appliances, or housewares: Other, specify

- Got some things off internet free

Were you/they able to get the needed services in DuPage County to help with: Getting personal care items like soap, diapers, toilet paper, etc.: Other, specify

- People went nuts and hoarded items. There was none available. We only got what was needed.
- The toilet paper crisis
- Yes, my family

Were you/they able to get the needed services in DuPage County to help with: Getting clothing and shoes: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Getting access to the internet: Other, specify

- The property manager of my building put me in contact with someone reliable/familiar with the building and reasonable \$.

What other financial/legal help did you or someone in your household need?

- Estate planning and probate/close estate/property sale
- Finance for children education
- Financial help needed due to loss of primary income-producing job and reduced hours on other household job
- Gas to get to and from appointments
- Getting approved for disability benefits
- Have not received help. Waiting for help since June/July. Post decree, on backburner. Ex owes thousands for children's education, medical, etc.
- Help from score and SBA for loan.
- Help pay property tax. I am retired. Widowed.
- How to file a small claims case.
- I need a lawyer to help me with Social Security taking my monthly benefits away for four years due to their continued mistakes and I did nothing to make this happen. SS has almost destroyed me due to their errors.
- Keeping bills up to date was a struggle. Now we have plenty of credit card debts.
- Loan from my mother
- Order of protection and false allegations in McHenry County, where my stepdaughter lives with her mom, against my husband.
- Paying property taxes
- Power of attorneys, update of wills, etc.
- Preparing wills and POA documents
- Saving our home. Lost jobs because of COVID. One of us and children had to leave our previous residence and now it has affected credit. Went into collections.
- Senior homestead/freeze. Benefit Access Program (previously Circuit Breaker). Property taxes. Voting assistance.
- Was a victim of identity theft and had to make and am still in contact with Social Security Administration trying to correct all of the issues I have been plagued with for the past 12-14 years since this has occurred.
- Wrongful termination of job. Park district.

Were you/they able to get the needed services in DuPage County to help with: Other financial/legal help: Other, specify

- Appealing case
- Bloomingdale Township Assessors Office and DuPage County Election Department BOTH stepped up with in-person/phone help. Also, Wheaton and Bloomingdale post office employees who made sure my vote by mail counted.
- Nope, not yet. It's been nine months.
- Tedious process that has to be sorted out. Contacted the appropriate people, now have to gather all of my paperwork, etc. to begin this process.

Were you/they able to get the needed services in DuPage County to help with: Getting food or food assistance: Other, specify

- Denied
- Everything was closed due to COVID-19
- No mobile pantry around.
- One or two neighbors' grocery shopped for me when I couldn't do it myself. I live alone, have no family, and am disabled. No computer, smartphone, or internet access. High delivery charges/minimum purchase amounts. Tried to look into Meals on Wheels.
- Yes, limited help.

Were you/they able to get the needed services in DuPage County to help with: Learning how to shop and cook for healthy eating: Other, specify

- Reached out to insurance company

Were you/they able to get the needed services in DuPage County to help with: Getting more food for your money: Other, specify

- Would shop around to get the best deals

Were you/they able to get the needed services in DuPage County to help with: Getting access to senior congregate meal sites: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Getting meals delivered to your home: Other, specify

- Found help through our church
- Had one food delivery when sick with COVID

Were you/they able to get the needed services in DuPage County to help with: Getting nutritious foods during pregnancy: Other, specify

- Found help through our church

Were you/they able to get the needed services in DuPage County to help with: Obtaining breastfeeding education and assistance: Other, specify

(None)

What other food and nutrition help did you or someone in your household need?

- Cardiac diet
- Didn't have enough money for food and medicine after bills were paid. Applied for IDES.
- Education for sugar addiction in young adult (17/18 years of age)
- Food allergies, healthy meal menus
- Managing weight
- Resorted to paid home-delivery services because I cannot shop or cook for myself
- Weight loss nutrition

Were you/they able to get the needed services in DuPage County to help with: Other food and nutrition help: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Disciplining a child more effectively: Other, specify

- No. Did research.

**Were you/they able to get the needed services in DuPage County to help with:
Communicating with a teenage child: Other, specify**

(None)

**Were you/they able to get the needed services in DuPage County to help with: Addressing a
child's bullying or inappropriate behavior: Other, specify**

- Contacted the school principal and superintendent to address the bullying situations that my son was facing.
- Set better boundaries
- She was the victim of bullying, and was helped, to some extent, by me and her counselor.
- Sought professional help

**Were you/they able to get the needed services in DuPage County to help with: Talking to a
child about drugs: Other, specify**

(None)

**Were you/they able to get the needed services in DuPage County to help with: Talking to a
child about sex, STDs, etc.: Other, specify**

- Managed it. That's part of parenting.
- Went to Cook County

**Were you/they able to get the needed services in DuPage County to help with: How to help a
child coping with emotional issues: Other, specify**

- Found counselor that isn't working
- Got advice from family
- Sought professional help
- Worked directly with doctors

**Were you/they able to get the needed services in DuPage County to help with: Learning how
to set goals and plan for your family: Other, specify**

- N/A, since her counselor (through DuPage County) and I helped her.

Were you/they able to get the needed services in DuPage County to help with: Talking to a child's care provider or teachers: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Addressing a child's violent behavior: Other, specify

- Sought professional help

Were you/they able to get the needed services in DuPage County to help with: Getting to public transportation: Other, specify

- The Bloomingdale Township Dial-a-Ride bus service with ADA lift equipment got me to NM (CHD+MJ) hospitals, Wheaton Eye Clinic, and medical appointments.

Were you/they able to get the needed services in DuPage County to help with: Reliable transportation to and from work: Other, specify

- Yes, with repairs, but car keeps breaking down, unfortunately.

Were you/they able to get the needed services in DuPage County to help with: Buying a dependable car: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Paying for car repairs: Other, specify

- Made payments
- Most

Were you/they able to get the needed services in DuPage County to help with: Paying for car insurance, registration, or license fees: Other, specify

- Benefit Access Program was very helpful with license fees.
- No services to help were provided, but we were able to call the state and figure out the issue with proper license plate renewal.
- Registration fees are ridiculous! Saved up!

Were you/they able to get the needed services in DuPage County to help with: Getting a driver's license: Other, specify

- I am 75 and need instruction about what I need to know to pass the driving portion of the test.
- Not sure

Were you/they able to get the needed services in DuPage County to help with: Getting to and from medical or dental appointments: Other, specify

- Bloomingdale Township Dial-a-Ride bus used exclusively for all medical appointment. It was the main reason I moved to Bloomingdale and selected the medical practitioners I did.
- Friends assisted
- Relied on friends and neighbors, ambulance

Were you/they able to get the needed services in DuPage County to help with: Getting children to and from childcare, school and/or activities: Other, specify

(None)

Were you/they able to get the needed services in DuPage County to help with: Going shopping and doing errands: Other, specify

- Application in process; waiting for in-home evaluation
- Broke femur 12/9/20. Daughter and friend helped.
- Couldn't bring kids with to my many doctor appointments, so I had to miss some
- Family assisted
- Housebound for six weeks due to COVID and didn't know where to look for help, especially since alone
- Started using Instacart

What other family support help did you or someone in your household need?

- Assisting my husband recover from surgery
- Care for my sick mother-in-law who is 75 years old. In home care.
- Child care, pandemic related health issues. Work schedules changing due to pandemic.
- Grocery shopping
- Health insurance make it more affordable
- I am getting a counselor service. Being all alone. No family and friends.
- Let me stay week or two with different family members when I didn't have any income from SS for 4 months last year. Now, I can't find affordable housing. I get widow support. I work 31 years as nurse's aide. Retired 8/14/2020. My spouse died 12/26/2019. I just need place to live.
- Medical, care giving
- My 14-year-old son was being bullied at Hadley Middle School and the school did not address the issue to my satisfaction.
- My mom comes to watch the kids so I can go to the doctor, but she isn't always available.
- Not sure
- Post-traumatic event
- Shopping, bill paying, especially nursing care, home and car maintenance, meals

Were you/they able to get the needed services in DuPage County to help with: Other family support help: Other, specify

- Elmhurst Hospital
- Sometimes

What agencies or organizations have you used for assistance in the past 12 months?

Health-related organization

- Doctors, lawyers, dentist
- DuPage County Health Department, NAMI
- DuPage Health
- HCS food pantry
- Hospice
- IDPH, Social Security-retired
- JourneyCare, BrightStar, Harbor Light Hospice. All recommended by medical practitioners.
- Medical
- Osco vaccine
- Private therapist
- VA Assistance

- Worry free Bloomingdale

Food and nutrition

- Food card, food bank
- Food drives
- Link and Medicaid
- Meals on Wheels
- Public Aid for food stamps
- SNAP
- SNAP. I lost the card in January 2022. I never called to get it replaced.

Employment

- IDES (2)
- IDES, IDHS, CACFP
- IDES, Public Aid

Other governmental organizations in DuPage County

- Bloomingdale Township—the Assessor’s office and Dial-a-Ride bus service
- DuPage County
- York Township

Other governmental organizations

- ABE
- LIHEAP (2)
- LIHEAP and Link Card
- Public Aid
- Public assistance and food stamps
- Social services, abe.com

Other organizations

- AARP tax service
- Casa Michoacana, but they have never been able to help me.
- Catholic Charities and food pantries
- Chase Bank
- Church
- Church/school
- College of DuPage (2)
- Community Fellowship Church
- Early Intervention
- Family, friends, research online
- Guardian Angel Community Services and Mujeres Latina En Accion

- Illinois Secretary of State Fraud Division
- Our church, for emotional/spiritual care support and connection

None

- N/A (6)
- None (122)
- None. Family only.
- None. I am not aware of what the county has to offer.

What is the primary language spoken at home: Another language, specify

- Albanian
- Asian
- Chinese Mandarin
- Hindi
- Polish (3)
- Prefer not to answer
- Urdu
- Urdu, Burmese, and English

APPENDIX B – CLIENT SURVEY MATERIALS

SECTION 1: CLIENT SURVEY QUESTIONNAIRE



DUPAGE COUNTY COMMUNITY SERVICES SURVEY

The DuPage County Department of Community Services would like to understand the challenges and needs of residents like you. The information collected will be used to ensure services are available in the future to address DuPage County residents' needs. All survey responses will be kept confidential.

- 1. Do you live in DuPage County?
 Yes No (Thank you for your time, but for the purposes of this survey you need to live in DuPage County)
- 2. What is your zip code? _____
- 3. In the past 12 months, what is the **single greatest** challenge you and your household have experienced? (CHECK ONE BOX ONLY)

<input type="checkbox"/> Housing	<input type="checkbox"/> Education	<input type="checkbox"/> Other (PLEASE SPECIFY)
<input type="checkbox"/> Child care	<input type="checkbox"/> Food/nutrition	_____
<input type="checkbox"/> Employment	<input type="checkbox"/> Financial issues	<input type="checkbox"/> Have not experienced any challenges
<input type="checkbox"/> Health/mental health	<input type="checkbox"/> Transportation	

I. SERVICES RECEIVED

- 4. In the past 12 months, did you or members of your household receive any services from the DuPage County Department of Community Services?
 Yes (GO TO QUESTION 5) No (GO TO QUESTION 6)
- 5. Which services did you or members of your household receive from the DuPage County Department of Community Services? (CHECK ALL THAT APPLY)

<input type="checkbox"/> Senior services	<input type="checkbox"/> Rent/mortgage assistance	<input type="checkbox"/> Transportation assistance
<input type="checkbox"/> LIHEAP (Home Energy Assistance Program)	<input type="checkbox"/> Referral to other social service agencies	<input type="checkbox"/> Other (PLEASE SPECIFY)

- 6. In the past 12 months, from which agencies/organizations in DuPage County have you or members of your household received services?

- 7. Which of the following challenges or barriers have you or members of your household experienced accessing services? (CHECK ALL THAT APPLY)

<input type="checkbox"/> Lack of transportation	<input type="checkbox"/> Language barrier	<input type="checkbox"/> Other (PLEASE SPECIFY)
<input type="checkbox"/> Location of services	<input type="checkbox"/> Time from scheduling appointment to receiving services too long	_____
<input type="checkbox"/> Times services available not convenient		
- 8. Which services, if any, have you or members of your family needed that were not available in DuPage County?

II. CURRENT NEEDS

9. With which of the following **health** needs could you or someone in your household use help? (CHECK ALL THAT APPLY)

- | | | |
|----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Finding affordable health or dental insurance | <input type="checkbox"/> Paying for medical expenses (e.g., medical/dental checkups, prescriptions, glasses, hearing aids, wheelchairs) | <input type="checkbox"/> Mental health treatment including treatment for stress, depression, or anxiety |
| <input type="checkbox"/> Finding health or dental care | <input type="checkbox"/> Getting family planning or birth control | <input type="checkbox"/> Physical, emotional, or sexual abuse |
| <input type="checkbox"/> Getting medical care and/or insurance for a child | <input type="checkbox"/> Drug or alcohol treatment | <input type="checkbox"/> Other health needs (PLEASE SPECIFY) _____ |
| | | <input type="checkbox"/> None of the above |

10. With which of the following **housing** needs could you or someone in your household use help? (CHECK ALL THAT APPLY)

- | | | |
|-------------------------------------------------------------------|----------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| <input type="checkbox"/> Finding emergency shelter | <input type="checkbox"/> Renter/tenant rights and responsibilities education | <input type="checkbox"/> Changes to home for a person with disabilities |
| <input type="checkbox"/> Finding affordable housing | <input type="checkbox"/> Learning basic home repair/property maintenance skills | <input type="checkbox"/> Yard work, snow removal, laundry, or house work |
| <input type="checkbox"/> Down payment/closing costs to buy a home | <input type="checkbox"/> Finding home repair services | <input type="checkbox"/> Other housing needs (PLEASE SPECIFY) _____ |
| <input type="checkbox"/> Qualifying for a loan to buy a home | <input type="checkbox"/> Making home more energy efficient | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Home ownership education | <input type="checkbox"/> Paying rent or mortgage, rent deposits/application fees | |

11. With which of the following **employment** needs could you or someone in your household use help? (CHECK ALL THAT APPLY)

- | | | |
|--------------------------------------------------------------|--------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| <input type="checkbox"/> Finding a full-time job | <input type="checkbox"/> Training/education for a job | <input type="checkbox"/> Other employment needs (PLEASE SPECIFY) _____ |
| <input type="checkbox"/> Applying for jobs | <input type="checkbox"/> Getting appropriate clothing or equipment (e.g., tools) for a job | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Writing a resume | <input type="checkbox"/> Finding child care | |
| <input type="checkbox"/> Learning how to interview for a job | | |

12. With which of the following **adult education** needs could you or someone in your household use help? (CHECK ALL THAT APPLY)

- | | | |
|-----------------------------------------------------------------------------------------|---------------------------------------------------------------------|-----------------------------------------------------------------------------|
| <input type="checkbox"/> Getting a high school diploma or GED/HSED | <input type="checkbox"/> Learning how to use a computer | <input type="checkbox"/> Other adult education needs (PLEASE SPECIFY) _____ |
| <input type="checkbox"/> Getting a 2-year or 4-year college degree | <input type="checkbox"/> Improving communication or language skills | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Information about technical school programs or apprenticeships | <input type="checkbox"/> Learning English as a second language | |
| | <input type="checkbox"/> Completing college aid forms (e.g., FAFSA) | |

ANSWER QUESTION 13 ONLY IF THERE ARE CHILDREN UNDER THE AGE OF 18 IN YOUR HOUSEHOLD.

13. With which of the following **child care and child development** needs could you or someone in your household use help? (CHECK ALL THAT APPLY)

- | | | |
|----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Finding affordable, quality, licensed child care in a convenient location | <input type="checkbox"/> Finding evening, nighttime, weekend or before/after school child care | <input type="checkbox"/> Screening for early intervention services (speech, developmental, mental, physical) |
| <input type="checkbox"/> Paying for child care | <input type="checkbox"/> Paying for school supplies, fees, or activities | <input type="checkbox"/> Other child care and child development needs (PLEASE SPECIFY) _____ |
| <input type="checkbox"/> Finding child care for children ages 0-3 | <input type="checkbox"/> Caring for children ages 0-3 at home | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Finding quality preschool for children ages 3-5 | | |

14. With which of the following **financial/legal (income management)** needs could you or someone in your household use help? (CHECK ALL THAT APPLY)

- | | | |
|----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Budgeting and managing money | <input type="checkbox"/> Paying unexpected or emergency expenses | <input type="checkbox"/> Expunging a criminal record |
| <input type="checkbox"/> Opening a checking or savings account | <input type="checkbox"/> Problems with payday or title loans | <input type="checkbox"/> Getting legal help when denied public benefits |
| <input type="checkbox"/> Filling out tax forms | <input type="checkbox"/> Foreclosure/bankruptcy/repossession problems | <input type="checkbox"/> Getting basic furniture, appliances, or house wares |
| <input type="checkbox"/> Problems with a credit card or loan company | <input type="checkbox"/> Problems with child custody or support | <input type="checkbox"/> Getting clothing, shoes, or personal care items like soap, diapers, and toilet paper |
| <input type="checkbox"/> Problems with paying bills, such as utilities or credit cards | <input type="checkbox"/> Getting protection in domestic violence situations | <input type="checkbox"/> Other financial/legal needs (PLEASE SPECIFY) _____ |
| | <input type="checkbox"/> Deportation or immigration legal issues | <input type="checkbox"/> None of the above |

15. With which of the following **food and nutrition** needs could you or someone in your household use help? (CHECK ALL THAT APPLY)

- | | | |
|-----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| <input type="checkbox"/> Getting food or food assistance | <input type="checkbox"/> Getting access to senior congregate meal sites (meals served in a group setting) | <input type="checkbox"/> Getting nutritious foods during pregnancy |
| <input type="checkbox"/> Learning how to shop and cook for healthy eating or dietary restrictions (e.g., gluten free) | <input type="checkbox"/> Getting meals delivered to your home for a senior or disabled individual | <input type="checkbox"/> Obtaining breastfeeding education and assistance |
| | | <input type="checkbox"/> Other food and nutrition needs (PLEASE SPECIFY) _____ |
| | | <input type="checkbox"/> None of the above |

16. With which of the following **family support** needs could you or someone in your household use help? (CHECK ALL THAT APPLY)

- | | | |
|---------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| <input type="checkbox"/> Having access to transportation | <input type="checkbox"/> Disciplining a child more effectively | <input type="checkbox"/> How to help a child coping with emotional issues |
| <input type="checkbox"/> Buying a dependable car | <input type="checkbox"/> Talking to a child about inappropriate behavior/ addressing a child's inappropriate behavior (e.g., bullying, drugs, sex) | <input type="checkbox"/> Learning how to set goals and plan for your family |
| <input type="checkbox"/> Paying for car repairs | | <input type="checkbox"/> Other family support needs (PLEASE SPECIFY) _____ |
| <input type="checkbox"/> Paying for car insurance, registration or license fees | | <input type="checkbox"/> None of the above |

III. COMMUNITY AND CIVIC ACTIVITIES

17. In the past 12 months did you or someone in your household participate in the following activities?

	Yes	No	Don't Know
a. Register to vote in a local, state, or national election	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Volunteer or participate in an organization, association, or group, such as PTA, Kiwanis, or church group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Work with others to solve a community problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

IV. TECHNOLOGY AND INTERNET ACCESS

18. Do you have high-speed internet access at home via a smartphone, tablet, iPad, desktop or laptop computer or other device?

- | | | |
|--------------------------------------------------|-------------------------------------------------|---------------------------------------------------------|
| <input type="checkbox"/> Yes (GO TO QUESTION 19) | <input type="checkbox"/> No (GO TO QUESTION 20) | <input type="checkbox"/> Don't know (GO TO QUESTION 20) |
|--------------------------------------------------|-------------------------------------------------|---------------------------------------------------------|

19. Do you receive reduced price internet service?

- | | | |
|------------------------------|-----------------------------|-------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
|------------------------------|-----------------------------|-------------------------------------|

V. PERSONAL AND HOUSEHOLD CHARACTERISTICS

20. What is your gender?
 Female Prefer to self-describe _____ Prefer not to answer
 Male
21. What is your age?
 18-24 45-54 Prefer not to answer
 25-34 55-64
 35-44 65+
22. Are you of Hispanic, Latinx, or Spanish origin?
 Yes No Prefer not to answer
23. What is your race? (CHECK ALL THAT APPLY)
 Asian American Indian or Alaska Native Some other race (PLEASE SPECIFY) _____
 Black or African American Native Hawaiian or Pacific Islander Prefer not to answer
 White
24. How many people live in your household? _____
25. What is the primary language spoken at home?
 English Spanish Other (PLEASE SPECIFY) _____
26. What was your 2020 annual household income? Please consider all sources of income, before taxes, for everyone living with you in 2020.
 Less than \$15,950 \$38,351-\$43,950 More than \$64,110
 \$15,950-\$21,550 \$43,951-\$49,550 Don't know
 \$21,551-\$27,150 \$49,551-\$55,150 Prefer not to answer
 \$27,151-\$32,750 \$55,151-\$59,630
 \$32,751-\$38,350 \$59,631-\$64,110

Thank you for your participation.

SECTION 2: CLIENT SURVEY VERBATIM RESPONSES

Note: Numbers in parentheses are the number of individuals giving the response.

In the past 12 months, what is the single greatest challenge you and your household have experienced: Other challenge

- A little bit of everything
- Affordable housing rents are too expensive
- Affordable senior care
- Bills
- Cancer
- Clothing
- Daughter's cancer/chemo
- Employment, health/mental health, food/nutrition, transportation
- Filling out the divorce paper
- Financial issues that include housing, employment, food, and health care
- Finding housing that's subsidized, yearly rent increase as high as 60-100 dollars a year, long wait list and your name never gets called
- Furniture, financial
- Gas/electric
- Groceries and booster shot in my home
- Health
- Health and employment and financial issues
- High-risk daughter having to home tutor due to COVID, so I can't work
- Home improvement
- Homeless
- Housekeeping
- Housing assistance and dental help
- Housing, employment, food/nutrition, financial issues, transportation
- Housing, employment, support groups
- I've had a self-sufficiency coordinator, that was of good help. Missed orientation to get another coordinator. Requested appointment to have orientation completed during an appointment. Instead, was told because I was seeking therapy, I did not qualify to receive self-sufficiency coordinator again, and I could not reapply until next year in March. My DuPage County therapist cancelled my appointments for 9 months for the resource specialist. How does she have access to cancel my appointments for my resource specialist? Who else is she canceling for the resource specialist? Who else is helping her to cancel appointments for the resource specialist? The operators thought the cancelation of my appointments were IT problems. Who else is helping her to cancel resource specialist appointments with her clients? What does having a resource specialist appointment have to do with her? How does she have access to cancel resource specialist appointments without anyone knowing who did it and why? What other clients are being cancelled for resources?

And why? What is being done about this inappropriate behavior/response? Whom do I talk to get this matter addressed in an appropriate way? How is it that someone has access to cancel resource appointments without any notice? What not having access to resource have to do with having counseling/therapy?

- I'm living in a hotel
- Inflation on fixed income as a senior
- Legal issues
- Light bill
- Low-income housing
- Medical equipment
- Mortgage payment
- No
- Recovering from tornado that hit our house
- Rent
- Several
- Sobriety
- Staying sober
- Subsidized rent payment
- Underemployed
- Utilities: Nicor, Com Ed, internet, phone

Which services did you or members of your household receive from the DuPage County Department of Community Services: Other services

Health

- Access DuPage
- Access DuPage and Link card
- Case management, psychiatry
- Doctor
- Doctor consultation
- Doctor's appointment
- Flu and COVID vaccine services
- Help with marketplace insurance
- Medical (4)
- Medical help, but I need help with food, housing, and linear, but I never received a call back. Also, I went to Loaves and Fishes only one time because the people were rude and made us feel bad for being in need. This after I've donated multiple times.
- Mental health (2)
- Psychiatrist/social worker
- Therapy
- Vaccine

Food and nutrition

- Food (10)
- Food and clothing
- Food assistance
- Food bank
- Food pantry (6)
- Loaves and Fishes (2)
- Meals on Wheels
- Student food card

Financial/legal

- Credit counseling
- FSS
- Furniture voucher
- Gas card and Jewel food card
- Help to pay light bill
- Repeat Boutique
- VAC

Housing

- Heat/furnace
- Housing (2)
- Housing assistance
- Housing program
- HVAC replacement
- Need help with mortgage payments that on backup. After that, we can pay every month on time. Due to COVID-19 strokes one after one in hospital. Now we all are coming back to normal but need help with back up so we can keep paying every month on time. Thank you.

Employment

- Job coaching, computer classes, resume writer
- Job search and Silver Access DuPage
- Job search support
- WorkNet DuPage

Adult education

- Computer classes through the People's Resource Center
- Computer training
- Education grants

Child care/child development

- 360 Youth Services (2)

Other

- Postage stamps
- PRC
- Resource specialist, counseling/therapy

In the past 12 months, from which agencies/organizations in DuPage County have you or members of your household received services?

Multi-service agencies

- 360 Youth
- 360 Youth Services (25)
- 360 Youth Services, DuPage Housing Authority
- 360 Youth Services, Loaves and Fishes pantry
- 360 Youth Services, SNAP
- Catholic Charities (7)
- Catholic Charities Diocese of Joliet
- Catholic Charities shift program, YWCA and Metropolitan Family Services
- Catholic Charities, DuPage County Health Department
- Catholic Charities, L&F, HOME
- Catholic Charity (2)
- HOME
- HOME DuPage (20)
- HOME DuPage and FC Prevention
- HOME DuPage in Wheaton
- HOME DuPage-financial
- HOME DuPage, Financial Fitness
- HOME DuPage, L&F
- HOME DuPage, Loaves & Fishes
- Our housing Catholic Charities
- PCR

- People resources
- People's Resource Center (15)
- People's Resource Center food pantry
- People's Resource Center (food)
- People's Resource Center (PRC)
- People's Resource Center in Wheaton
- People's resources (2)
- PRC (16)
- PRC and Metropolitan Family
- PRC food
- PRC food bank
- PRC food pantry (2)
- PRC job search and their workshops
- PRC Westmont
- PRC Wheaton (2)
- PRC-Food Pantry
- PRC, church food drives
- PRC, DuPage County Health Department
- PRC, Food Pantry
- PRC, Loaves and Fishes (2)
- PRC, WorkNet DuPage
- PRC. I didn't know about going to the County.
- PRC. They give us food.
- Wheaton People Resource
- Youth 360

Food and nutrition

- Church food pantry
- EBT card for children
- Fish and Loaves food
- Food (2)
- Food and LIHEAP
- Food and school supplies
- Food bank (2)
- Food bank only
- Food coupons
- Food from Loaves and Fishes
- Food from St. Andrews church
- Food from the fish
- Food help
- Food pantries (4)

- Food pantry (11)
- Food pantry, Loaves and Fishes
- Glen Ellyn pantry
- Help to get free food
- L&F, HOME DuPage (7)
- Link (2)
- Link card DHS
- Link, Loaves & Fishes, and City of Naperville utility grant
- Loaves & Fishes
- Loaves & Fishes (2)
- Loaves & Fishes food pantry, tax services
- Loaves & Fishes, Naperville Township, St. Vincent de Paul Society at Our Lady of Mercy Catholic Church
- Loaves and Fishes (17)
- Loaves and Fishes and St. Vincent de Paul
- Loaves and Fishes Community
- Loaves and Fishes food pantry
- Loaves and Fishes food pantry; Lisle Township food pantry; Disciples food pantry, Villa Park
- Loaves and Fishes for grocery assistance
- Loaves and Fishes, Glen Ellyn food pantry
- Loaves and Fishes, HOME DuPage
- Loaves and Fishes, Lisle food pantry
- Loaves and Fishes, Naperville CARES, DuPage County Health
- Loaves and Fishes, People's Resource Center
- Loaves and Fishes
- Meals on Wheels, which is where they take the food to the homes of the elderly
- Meals on Wheels
- Only food that you offer us
- Pantry (3)
- Pre food
- SNAP (6)
- SNAP, LIHEAP, Loaves and Fishes
- SNAP, Medicaid
- We only went to Loaves and Fishes and they treated us like dirt, so we never returned.
- West Suburban Food Pantry
- WIC

Health

- Abraxas-Serenity House
- Access (4)
- Access community healthcare
- Access DuPage (9)

- Access DuPage health service
- Access DuPage, DHS (Link card and medical card)
- Access DuPage, the flu vaccine
- Access of DuPage
- AMITA hospital and Medicare
- Childhood Leukemia Warriors Foundation
- Duly, Tree House Pediatrics
- DuPage community health center
- DuPage County Health Department (6)
- DuPage County Health Department CST team
- DuPage County Health Department, Meals on Wheels, VNA. I'm not sure if the last two are through the County.
- DuPage Health Department
- Elmhurst walk-in clinic—so helpful
- Health
- Health department (2)
- Health Department at 111 County Farm Rd., Wheaton
- Health department-COVID vaccinations
- Health for my child
- Hospital (2)
- Just the Access card
- Medicaid
- Medical
- Medical health
- Medical/doctor
- Mental Health
- Mental health, food stamps
- MS Society
- NAMI
- NAMI, HOME DuPage
- Outreach Community Services in Warrenville (Family Counseling). In 2020, I met with a social worker at DuPage County for about a year.
- Serenity House (4)
- Serenity/rehabilitation services
- SHAP-medical benefits
- VA (veterans)
- Vaccines
- VNA

Housing

- Apartment
- Bridge (2)

- Bridge Communities
- DuPage Housing Authority (3)
- DuPage Housing Authority and Pads
- DuPage Pads (2)
- DuPage Pads caseworker
- DuPage Pads, Catholic Charities
- DuPage Pads, DuPage County Health Department
- DuPage Pads, food
- DuPage Pads, use shelter
- Family Shelter Services of Metropolitan
- Housing authority
- IOHA. They help me pay rent.
- Midwest Shelter for Homeless Veterans (4)
- Pads (4)
- Pads (shelter)
- Pads/CHAD

LIHEAP/utility assistance

- From DuPage County electric bills and gas bill and AgeGuide help with Zoom online activities with CCP thanks you
- LIHEAP (7)
- LIHEAP, Medicaid, IHDA
- PIPP program, also known as LIHEAP
- The energy program
- Utilities assistance

Senior services

- AgeGuide DuPage CCP, but never got help for mortgage, we need ASAP
- DuPage County Senior Service, township
- DuPage County Senior Services
- DuPage Seniors-Lombard
- Senior (2)
- York Township Senior Center

Transportation

- DuPage Pace
- Pace bus transportation
- Ride DuPage (2)
- Transportation

Other DuPage County government

- DuPage
- DuPage County (2)
- DuPage County Community Services, DuPage Housing Authority, Loaves & Fishes, Hope's Front Door
- DuPage County services
- DuPage HHS, WorkNet DuPage

Other government

- DHS
- DHS homemaker/personal assistant
- DHS, SNAP, IDES
- I forgot the name. It's through Bloomingdale Township that gives me a discount on village sticker, plate sticker, taxes, etc.
- Illinois Department of Human Services
- Milton Township/LIHEAP
- Naperville Township
- State, LIHEAP

Other agency/service

- AID in Aurora, PRC
- Casa Michoacán (3)
- Community services
- Crisis, case management, community service classes
- Hope's Front Door
- Hope's Front Door and DuPage County Health Department
- Human services
- Nicor
- Prairie State Legal
- Pro
- Salvation Army and St. Vincent DePaul
- School
- Schools
- Self-sufficiency, resource specialist, counseling/therapy
- The job search program and the medical insurance premium program, Silver Access DuPage
- WorkNet DuPage (2)
- World Relief

Don't know/not sure

- I don't remember what it's called right now.
- Not aware of Milton County of DuPage senior services
- Not sure
- Not sure of name

None

- Didn't receive
- I haven't received any services before.
- I never applied to any services from any agencies or organizations in DuPage County.
- N/A (35)
- No (15)
- No help
- None (158)
- None at the moment
- Not any
- Not from any agency

Which of the following challenges or barriers have you or members of your household experienced accessing services: Other challenges

Need specific service

- Activities of daily living. On SSD, soon to be 63 years old.
- Affordable housing
- Assistance locating Section 8 housing
- Better pay
- Dental
- Financial
- Food pantry
- Help with the lights
- I am sister's in-home caregiver at age 70. Client, sister is 68. She has multiple needs that have me caring for her 24/7. I just need half a day weekly I can call my own with respite. She has adult day care but averages one half day/week. I need respite.
- I need to move to another place in Westmont.
- Job searching
- Mainly, the meetings with the social worker did not result in any ongoing financial assistance. Originally, I was under the impression that it would lead to employment.
- Medical
- Medicare
- Medicare

- Mental health (emergency)
- Mortgage payment relief
- Possibly groceries delivered to home wheelchair bound
- Receiving help for a mentally ill relative
- Rent or housing
- Types of services for disabled population
- Unemployment check

Need information/not aware of services

- Access to information on applying for services
- Did not know about services
- Didn't know
- Don't know what is available
- Don't know what's available for me
- I don't have any information about the services
- Information
- Lack of information
- Lack of knowledge of programs
- Not aware of services available
- Not knowing what I can do
- Not knowing what services were available or how to access the services we needed
- Not knowing who to talk to/where to go for help
- Not sure where or who
- Not sure where to seek help
- Unaware
- Unsure what community services is

Services needed are not available

- Lack of services
- Limited options for Section 8 housing
- No housing available, no bus service
- Service unavailable
- Services not available
- Unavailable services during pandemic
- We look for mortgage help but they keep having rental but no help for mortgage hope we get soon help so we can go back to our normal life no. Stretched out with this. Thanks.

Ineligible for service

- Denying a need for services
- DuPage housing help with mortgage, keep taking information, but no help in 2021, hard for old people to or ADA people to communicate. Hope to get some help soon due to COVID-19

and stroke and one after one in hospital. We just want help to pay out mortgage. We behind so we can go with normal like just like you help with rent people we are living in DuPage must help residents who pay tax all their life. Thank you. I know you all working hard please help with mortgage payments.

- For some reason, I never qualify, even though I've been homeless for 2+ years.
- Income too high
- No access by qualification

Unable to get in contact with service/staff

- Applied for assistance, but never received a call back, and we really need SNAP and rental assistance
- Cannot get in contact with anyone
- I tried to get help from Senior Services when signing up my husband for Medicare. No one ever calls me back when I call to make an appointment to speak to someone in that department.
- No one answers the phone
- Sometimes call wait times reach 1-2 hours of waiting before answer

Transportation

- No car
- No Pace bus service available in Lombard
- Transportation in a wheelchair
- You need bus service to Oak Brook Mall in Oak Brook, IL.

Other

- A long process and waiting period for rent/mortgage assistance
- Age discrimination
- Agoraphobia
- Appointment is cancelled last minute
- Asthma and because of the COVID I don't want to catch
- Bills
- Can't work computer
- Can't pay high rents in managed rental property. They lock us out even with the rent voucher.
- Cognitive issues
- Confidential
- Desire to avoid COVID exposure
- Disabling mental and physical
- Federal offices closed DRS
- Having a case worker make 2 different dental appointments. The first one, Pads refused to pay, even though the doctor gave 40% off. Then, they send me to some other dentist who

only works on children and wouldn't even give me a cleaning. A waste of your money and my time!

- I have a weak immune system and lung problems, asthma and heart problems, that leave me at risk for contracting COVID
- Immigration status
- Lack of childcare
- Legal status
- Need to move
- Needs help to apply Snap services
- No
- Phone issues
- Prompt appointments for auto services. Takes too long for referrals.
- Providing documentation way too complicated
- Red tape
- Restrictions on 24-hour booking
- Seniors' information
- Some of the staff is so rude, we feel discouraged from calling. Biggest optical of all is not getting rental assistance because you are not behind on your rent. Have to pay the rent first and then can't afford the rest of our monthly bills. You should not have to be behind or evicted on your rent to receive rental help.
- Technology
- Therapist continually canceling my resource specialist appointments, without my knowing, nor the county knowing why my appointments for resources are being cancelled
- Time
- Troubles with local Social Security office
- Unable to get the back-to-school kits for my children because of the timeframe

Which services, if any, have you or members of your family needed that were not available in DuPage County?

Housing

- Loved one needs a housing program, holistic, rehab for men. A clean safe place with welcoming people that care.
- Rental assistance
- Affordable housing (2)
- Affordable housing took 8 months to find.
- Assistance locating Section 8 housing.
- Assisted services that could partner with landlords to make the necessary modifications to apartment for disabled people
- Energy assistance
- Low-cost housing for seniors

- Fair housing
- Help around my place-laundry, dishes, floors, etc. I'm handicapped.
- Help pay rent
- Help with rent
- Help with rental assistance
- Home Energy Assistance Program
- Home purchasing with Section 8 voucher
- Home repair loans were applied for and waitlisted, but DuPage County has not seen fit to administer the program as other Illinois counties and communities have done.
- Home windows assistance
- Hotel voucher
- Hotel vouchers due to health risk and homelessness
- House
- Housing (7)
- Housing assistance (2)
- Housing help
- Housing or being able to buy a house
- Housing rent
- Housing services. I had a Section 8 voucher I lost because the landlord in DuPage County show discrimination against people with government assistance.
- Housing, financial aspect
- Housing
- I could use rent assistance
- LIHEAP
- More help with Rental assistance without stipulations. More subsidized housing that really calls you for an apartment after waiting 4 plus years and not being rude when we call.
- Mortgage assistance
- Mortgage help ASAP and ADA bathroom at main floor. Other than that, our DuPage is doing nice job but sometimes intake person or supervisor must listen to person problem so they know how to help. Thank you.
- Mortgage payment relief program
- Rent
- Rent assistance (3)
- Rent/mortgage assistance
- Rental assistance (4)
- Rental assistance program
- Rental assistance/utility assistance
- Senior housing
- Shelter
- Still need rental assistance

Financial/Legal

- Assistance with bills
- Clothing (3)
- Credit card payment assistance
- Discount
- Economic aid
- Economic help. My kid and I got sick from COVID.
- Electric bill
- Financial (2)
- Financial assistance
- Financial health for unexpected problems like repair
- Financial literacy
- Financial support
- Gas card (2)
- Gas cards to get to work
- Help paying bill for light
- Help to pay bills (2)
- Help with furniture, gas, car payments
- Help with personal products
- Help with utilities
- I don't know if any of this is available, but our family has needed support in escaping a domestic abuse situation: help with planning immediate logistics and anticipating needs; connection to legal resources; help with financial and divorce planning; and connection to support groups for domestic abuse survivors: spouses and children.
- I have needed ongoing financial assistance.
- Legal assistance with foreclosure
- Legal expungement
- Light and gas bill
- Light bill
- Maintaining my credit while homeless
- Non-rent financial assistance
- Supervised visitation at the hours the court gave my ex
- Undocumented help
- Water/sewer assistance

Healthcare

- Adult home health
- Affordable senior care
- Care for the adults and seniors. There isn't help for the nursing homes that accept people who are undocumented.
- Dental (6)
- Dental care
- Dental help for everyone, no matter the circumstances.

- Dentist
- Doctor (4)
- Flu vaccines for the adults
- Health care—they only did telephone services because of COVID-19. I had bad respiratory issues and tested negative for COVID-19, but they were not offering strep tests at the time or seeing anyone in person.
- Health department
- Help with paying for medications
- Home-based medical assistance
- I was in the Alexian hospital for life threatening issues when I found out my Medicare insurance had been canceled! I had an issue with my first few months premiums by on 10/25 I went into the local Social Security off and paid through 12/31/21. So, I was shocked to find out that my insurance was not reinstated. When I got out of the hospital and when recovering I contacted SS and Medicare several times. At first, they advised they didn't have my money (\$1039.00), then when I advised I had a letter dated 11/3 stating that they received my payment they did find it. They told me to wait two weeks and call back and it would be reinstated. I called back two weeks later, and it had not been reinstated. So Barbara (from the local Bloomingdale office) asked me to wait one more week. So I waited 10 days and called back and still nothing Then Barbara told me I needed to pay for January, February & March (\$510.30) so I got a money order from my bank and dropped it off on 2/15/22. She advised that the payment would be processed in a few days. So I started calling again yesterday 2/23/22) and continually got a busy signal. So I found a phone # for SS and finally spoke to Paul and he put me on hold for 1 hour and 08 minutes so I hung up and called back and spoke to another lady I told her my story she tried to have a supervisor to set up an appointment but she couldn't but she said the supervisor would call me back in 10 days. I am so frustrated, mainly because I have stent in my kidney and a large kidney stone that need to be remove or I could go into septic shock and die!!! When I told her this, she just said she was sorry, and these things take time. Time I may not have. I need assistance getting my insurance back.
- Medical (3)
- Medical availability
- Medical home care assistance through VA
- Proper health insurance
- Reliable medical treatment
- School vaccine shots for my kids
- Specialists for my kids
- The medical card
- Trouble finding pediatrician for daughter now that she is in remission
- Vision (2)

Transportation

- 24/7 public transportation
- Affordable car care

- Bus
- Bus service
- Car donation
- Car repair (3)
- Community bus
- Down payment for a new car
- Free bus cards
- Help fixing my car
- I don't have transportation to get to the services I need
- Low-cost transportation for seniors
- No transport help!
- PACE bus passes
- Pace does not travel to all Duly Healthcare locations and cannot afford cab rides for the number of trips I need for medical, dialysis, groceries, and prescriptions; approximately 20 round trips per month.
- Reliable and on time ride DuPage transportation
- Sometimes senior services transportation is down, which is very bad for me to get to develop my skills in computers and go to food pantries.
- Transportation (9)
- Transportation and/or delivery
- Transportation services
- Transportation services for disabled
- Transportation to doctors' appointments

Food and Nutrition

- DuPage food assistance
- Food
- Food (6)
- Food and nutrition
- Food cards for holidays
- Food pantry (2)
- Food services
- Groceries
- Help with food.
- More community kitchens
- Need help with food
- Snap
- The food help is very necessary for us

Mental Health

- Child mental health care
- Counseling/therapy

- Counselor
- Eating disorder resources
- Mental health care
- Mental health for young adults
- Mental health very long wait
- Psychiatrist
- Relocation of my mentally ill sister
- The wait list to see psychiatrist or therapist is too long
- Therapist

Child Care

- Child care (2)
- Child care longer times
- Daycare
- Daycare assistance
- Free after school programs
- I don't have help with the kids to actually get the services I need

Employment

- Help finding a better paying job
- Help finding a full-time job with benefits.
- I needed the job search and resume support services, but it took a couple weeks to be on-boarded, and due to COVID-19, everything was slowed down. I actually found contract work by the time they could meet with me. But, the phone calls were greatly supportive!
- Job coach
- Resume writer

Other Services

- Art class
- Children's services, like back-to-school kits, summer camp for kids and provisions for low-income families
- Computer classes
- ESL. I don't know where there is any.
- Family case management
- Help with services for parenting children on the spectrum
- LGBTQ resources
- Navigation services for caregivers of elderly
- Programs for non-English speakers
- Project Management Professional (PMP) course
- Scholarship DRS
- Some things for disabled citizens
- Training in COD (Scholarship for adults disabled)

- Translators
- We need help with services for autism.

Other Comments

- DuPage is great!
- Very good service
- Too long for referrals
- The services from Access DuPage. I have not been able to apply. I call and they don't return the call.
- Really not familiar with all the services
- Case workers are great and on time. They are a big help.
- Everything may be there, but when in need, everything seems overwhelming.
- I don't know what is available.
- I am just starting to figure out services for my older church congregation and how we can help those who can't help themselves.
- I just found out about Ride DuPage and hope it fits my needs to have transportation for medical appointments. Will be trying it soon.
- I do not know where to get what I need, so I cannot accurately answer this question.
- Haven't required any at this time, until I tried to get a ride
- Other than services available through WorkNet DuPage, I do not know what services are available from DuPage County.

Don't Know/Unsure

- I don't know. (3)
- I'm not sure. A friend has a caretaker who comes to her home to help with housework, cooking, etc. She no longer lives in the area but said it's through the state.
- Unsure (2)

None

- As of right now, none
- Everything is available
- N/A (58)
- None (108)
- None that I know of
- Nothing (3)
- Nothing at the moment
- Nothing, everything is good

With which of the following health needs could you or someone in your household use help: Other health needs

- 360 provides the services

- A place like crisis that accepts people helps them heal, a longer program 30-90 days
- Affordable senior care
- Bad knees
- Cap for dental implant already in my mouth
- Care of an invalid wife
- Case manager
- Cheaper child care
- Clarification on Medicare disability plans
- Coordinated entry/case management/Zoom court/accompanied
- Daily care
- Dental (2)
- Dental insurance
- Disability
- Disability supports—brain injury
- Eye care
- Financial assistance (to pay for clothing, toiletries such as feminine products and laundry detergent), and my financial obligations
- Food
- Gasoline cards
- Getting insurance companies to approve cancer medicine
- Glasses
- Having my Medicare reinstated
- Home care nurse. PT and OT.
- Homemaker help
- I had a lot of damage to my body from COVID-19 (March 2020), took me out of the job market.
- Isolation, getting out
- Medical equipment
- Medical specialist
- None at this time, because child mental health needs have been addressed.
- Off counter medications and some supplies don't cover
- Physical therapy (2)
- Private information, as in other
- PTSD treatment
- Respite
- Respite from caregiving
- Short term medical assistance
- Speech therapy for my son
- Therapist for my family and me
- Transportation
- Transportation to medical appointments
- Treatment for ovarian cancer

- Weight
- Well immune system, asthma, heart condition, and high blood pressure

**With which of the following housing needs could you or someone in your household use help:
Other housing needs**

- A criminal record that does not disqualify me
- A lot more affordable housing. Like the MISA program.
- Ability to purchase home in DuPage County with Section 8 voucher
- Applied for grant, haven't heard yet. Landlord filled out their part but is still threatening to evict.
- Assistance finding Section 8 housing
- Assisted or supportive living options (apartment or townhouse)
- Bedbugs
- Car
- Cleaning (2)
- Cooking, cleaning, and bathing
- Emergency rental assistance
- Fair housing for Black Americans who are clean and decent
- Financial assistance
- Financial education
- Getting help to find how to receive housing supplements
- Going back to school
- Having access to resources without my therapist canceling my appointments with my resource specialist
- Help to find jobs
- Help with car needs
- Help with the light bill
- Home appliance repair
- I have been treated very disrespectfully these last few months. People have been touring my house without my permission. I also am tired of some of the obnoxious and misogynistic behavior of some men in this community. I have had problems with peeping Toms over the years and my privacy continues to be further violated. This is unacceptable and I will be sharing my situation with others until I get all the help and respect that I need.
- I'm living in a hotel.
- I've been on housing list and about to be homeless after this lease is up. Been on DuPage Housing list since 2018. I need a subsidized apartment now. Please help. I'm a teacher's assistant in Villa Park.
- Meal prep, dog sitting
- Mortgage payment relief program
- Mortgage that we behind, we get that help, we will come back normal fast. Due to diabetes and cancer, we can't not eat can food so fresh food location or help that be great due to on

special diet food, like all vegetables. Due to that, she keep falling. Insurance used to cover her insurance. Somehow, they're not covering anymore, so she is having problem keep losing weight from 130 to 105 now.

- Moving with a disability too expensive, but rent too expensive
- My son, who has a mental disability, needs a permanent place to stay that will help him be functional in this society and help with employment
- Need furniture and a way to get it to my apartment in Naperville
- Need help to pay back up mortgage and ADA bathroom so we can go back to normal pay all on time thank you
- Organization helped with hoarding
- Out of work, borrowed money from everyone, nothing left to pay rent, buy food, or pay utilities or find affordable housing
- Painting walls wheelchair bound
- Pay the light bill (2)
- Pay the services, water, light and gas
- Prescriptions
- Public housing assistance
- Reasonably priced home repair services.
- Rebuilding a chimney cheaply
- Relocation for mentally ill, non-violent
- Roof repair
- Roofing and other repairs previously offered through community services
- There is a need for more affordable housing.
- Transitional, supportive, and permanent supportive housing
- Unemployment ran out
- Utilities
- Utility assistance
- When both husband and wife are ill, what can be done?

With which of the following employment needs could you or someone in your household use help: Other employment needs

- A ride to work
- Additional education
- Aldi
- All of the above
- Any option for payment mortgage
- Appropriate job
- Autism and mental health for jobs
- Car

- Dependable transportation to work
- Disability accommodations
- Disabled
- Divorce
- Employment permit
- Fighting ageism
- Financial help
- Finding a part-time
- Finding a part-time job (2)
- Finding employment for disabled person
- Finding jobs that can actually pay the rent
- Finding part-time job
- Finding work that fits kids' school schedule
- Forbearance help
- Gas cards for gas to get to work
- Getting a monthly bus pass to look for work
- Getting online ESL clients
- Having access to resources and the resources specialist
- How to overcome age discrimination and being too expensive to have insurance in an employer's eyes
- I have work until March. Then I will need help with resumes and job search.
- I have work, but not enough.
- I need a job where I can work from home. I don't have a car and the air has been terrible, and not to mention, it's too cold to walk anywhere.
- If we can help from home volunteer, let us know. Love to help our DuPage.
- Job for convicted felon
- Jobs with flexibility for doctors' appointments
- Laptop
- My daughter is looking for a part-time job in late afternoons.
- Need a work at home job due to caring for a relative's health care needs
- Not being underemployed
- Part time (2)
- Remote work
- Retired
- Senior goals
- Social Security
- Transportation (4)
- Transportation to and from work
- Vocational rehabilitation
- Waiting on disability. I have an adjudicator.
- Work at home jobs
- Work permit

- Working with disabilities

With which of the following adult education needs could you or someone in your household use help: Other adult education needs

- Affordable senior care
- Blank
- Computer
- Computer skills
- Continuing education
- Credits transcripts
- Exercise classes
- Experience
- Explaining and taking advantage of all Medicare benefits
- Family therapy
- Finding and getting scholarships for finishing college
- Finishing degree
- Finishing TEFL real certification
- Free laptop program
- Further computer training. Finish getting my 4-year degree. I am 1 class short.
- Going to classes at university
- Having access to resources. Keep appointment with resource specialist without having therapist cancel, unknown to anyone.
- Having too much education for jobs, with employers thinking I'm too expensive or overqualified
- Hoping soon we over with fight with health problems
- How to use applications, like how to create a word document
- I don't know
- I love to help but from home. No one give job to disabled people do to we make accounts so like to do volunteer from home so we can keep serving.
- I need take licenses for nurse
- Improve reading
- Loan rehab
- Manage most common computer programs
- Need software on computer
- Older adult employment assistance
- PMP
- Retired
- Review of computer commands, Microsoft
- Scholarships
- Technical training

- Training
- Training for job loss over 50
- Translate certification of bachelor from Spanish to English
- Transportation
- Validate foreign titles

With which of the following child care and child development needs could you or someone in your household use help: Other child care and child development needs

- 9-year-old special needs childcare
- Autism runs in the family. I'm 99% sure my two oldest have it as they both displayed symptoms both me and siblings with autism had before therapy.
- Clothes for the children
- Everything is fine here.
- Family therapy
- Food and clothing
- Have access to resources. Not having therapist cancel resource specialist appointments.
- Help for visually impaired children and adults
- Helping educate children with special needs
- In-home service
- Mentor or healthy activities for my emotionally disabled 14-year-old son
- Overweight. He likes playing sports, but cost. We low-income, can't put kids in all sports. Hope there is help for that at park district or in county, not just our kids but all kids with low-income get that kind of help, so they don't feel left out than other kids.
- Refinance my house
- Services for children on the spectrum
- Speech therapy
- The kids walking in the snow in the winter
- Therapy (autism)
- Tutoring, affordable music lessons
- We need a psychologist for our kids.

With which of the following financial/legal (income management) needs could you or someone in your household use help: Other financial/legal needs

- Access to lawyers
- Agencies to assist in searching for housing on an emergency basis
- Back rent
- Bus money, laundry money
- Car repair help

- Dealing with elder abuse
- Dental assistance for dentures
- Divorce (2)
- Divorce, child support
- Financial help to help business grow
- Finding affordable housing
- Get Illinois taxes lowered!
- Getting a mattress
- Getting a wheelchair
- Health care related. Reduction in cost for dental procedures/care. Same for hearing aids, vision, diabetes supplies, medication.
- Help buy a house with the loan and the closing
- Help getting disability
- Help getting food
- Help paying school loans
- Help with light bill
- Help with mortgage payments
- Help with paperwork
- High priority to confidentiality for good legal help, toward a major disservice
- Home was sold and children took proceeds
- Housing tenant rights, medical bills, public aid application support
- I cannot seem to get a credit card.
- Immigration legal services
- Legal help getting approved for disability
- Link and Medicaid
- Medical/will forms
- Medications
- Need help with emergency rental assistance
- Order of protection zoom
- Paying doctor's bills
- Rental assistance
- Subsidized monthly rent and utilities
- Tax issues
- Will preparation
- Will, power of attorney

With which of the following food and nutrition needs could you or someone in your household use help: Other food and nutrition needs

- Being able to afford groceries while unemployed
- Cooking lessons that are provided through the park district.

- Currently have groceries delivered but not energy to prepare meals
- Diet plan. Sister is morbidly obese.
- Due to special food, fresh food, and vegetables hard to find at food pantry. Our food stamps are only 130 not enough. Due to that we are anemic. Wish to see free fresh food more in county.
- Due to the diabetes and stroke and heart problem need Ensure/Glucerna with food so if they don't eat food, they can have something in inside us. Most of time don't feel like eating.
- Financial assistance for shopping healthy due to food sensitivities
- Food
- Food bank with vegetarians and dietary restrictions, such as lactose intolerance, etc.
- Fresh fruit and vegetables
- Funds for vitamins and supplements
- Get coupons for milk for my baby
- Getting to food pantry and back home
- Good and nutrition for type 2 diabetes
- Healthy food items
- Immigration
- List of foods pantries and hours
- Low-sugar produce
- Making sure diabetic can get more veg at food bank please
- My parents could benefit from some meals, since my father is recovering from surgery, and my limited budget is not enough to cover all our meals.
- Need lean meats fruits and veg fresh
- Nutrition
- Nutritional/dietary education for elderly who is diabetic and overweight
- Pantry programs
- Renal diet info
- Vegan/vegetarian/no eggs
- We're good.

With which of the following family support needs could you or someone in your household use help: Other family support needs

- Assistance for disabled child
- Caregiver support for ill father
- Child being groomed/misguided by friends, neighbor
- Dealing with an abusive ex and how to help children/the court systems not protecting children
- Help for visually impaired
- Help with paperwork

- I need to know how to obtain a humanitarian visa for my father. I have problems. I have a brother. He has not seen them for about 20 years. I have seen him for about 3 years.
- In-home senior care
- Low-income kids must have free access to park district activities so they don't feel left out. We all get to enjoy same mix with all that why we know who is in our communities or do like old days potluck dinner in community and DuPage can provide some food. That way, kids and family meet fireman, policemen and women become friendly. Our DuPage has been safe. We like to see like that but we need to bring back block party, back like old days, so we know who is in our next door, because now days home are big and backyard is small. Before, house was small and backyard is big we use to all who is who keep our American kids way from social media. Otherwise, this social media will control them. God bless
- Managing stress
- Money
- Need therapy for child on autism spectrum
- Parenting with disparaging parent -> angry child
- Personal time for in-home caregiver sister
- Possible autism diagnoses following therapy for behavioral issues (oldest had IEP due to behavior and learning issues)
- Psychologist
- Senior well-being checks
- Some type of non-crisis line for lonely, sad, or overwhelmed senior citizens
- Support for raising children on the spectrum
- Transportation
- When we fall or get sick wheelchair get stuck at door, we need to call ambulance. That cost more money to insurance co, so its vatter to fix problems. Hope you know what I'm trying to say we need.
- Wound care

What is the primary language spoken in your home: Other language

- Albana
- Amharic
- Arabic (8)
- Burmese
- Chinese
- English and Gujarati
- English/Spanish
- French
- Gujrati
- Italian
- Korean
- Lithuanian (2)
- Malayalam

- Pashto (3)
- Polish (2)
- Prefer not to answer
- Russian (3)
- Speak both languages
- Tagalog (2)
- Ukrainian
- Urdu

APPENDIX C – STAKEHOLDER SURVEY MATERIALS

SECTION 1: STAKEHOLDER QUESTIONNAIRE



DuPage County Community Services Survey

The DuPage County Department of Community Services would like to obtain a wide range of opinions from various stakeholders regarding residents’ challenges and needs. You have been selected for this survey based on your/your organization’s knowledge of and experience with DuPage County residents. The information from this survey, along with other data being collected, will be used to determine the services and assistance the DuPage County Department of Community Services should provide to residents in the future. All survey responses will be kept confidential.

I. DESCRIPTION OF ORGANIZATION

- 1. What is the name of your organization? _____
- 2. What is your position in the organization? _____
- 3. Which of the following **best** describes the organization?
 - Human/social service
 - Medical
 - Behavioral health
 - Education
 - Local government
 - Law enforcement
 - Judicial
 - Housing
 - Faith-based
 - Other (PLEASE SPECIFY) _____
- 4. Which geographic region does the organization serve?
 - All of DuPage County
 - Northern part of DuPage County
 - Southern part of DuPage County
 - A specific town(s)  4a. Please specify which town(s) _____
 - Other (PLEASE SPECIFY) _____
- 5. What is the **primary** population(s) the organization serves? (CHECK ALL THAT APPLY)
 - All residents
 - Elderly/seniors
 - Teens
 - Children/youth
 - Low-income residents
 - Latinos
 - Blacks
 - Immigrants
 - Other (PLEASE SPECIFY) _____

II. RESIDENTS’ CHALLENGES AND NEEDS

- 6. What are the **greatest** challenges low-income residents in DuPage County face? (CHECK ONE BOX ONLY)
 - Housing
 - Child care
 - Employment
 - Health/mental health
 - Education
 - Food/nutrition
 - Financial issues
 - Transportation
 - Other (PLEASE SPECIFY) _____

7. What are the **top three** aspects of **health** with which low-income residents in DuPage County need assistance? **(SELECT UP TO THREE ONLY)**
- | | |
|-----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Finding affordable health or dental insurance | <input type="checkbox"/> Drug or alcohol treatment |
| <input type="checkbox"/> Finding health or dental care | <input type="checkbox"/> Mental health treatment including treatment for stress, depression, or anxiety |
| <input type="checkbox"/> Getting medical care and/or insurance for a child | <input type="checkbox"/> Physical, emotional, or sexual abuse |
| <input type="checkbox"/> Paying for medical expenses (e.g., medical/dental checkups, prescriptions, glasses, hearing aids, wheelchairs) | <input type="checkbox"/> Other (PLEASE SPECIFY) |
| <input type="checkbox"/> Getting family planning or birth control | _____ |
8. What are the **top three** aspects of **housing** with which low-income residents in DuPage County need assistance? **(SELECT UP TO THREE ONLY)**
- | | |
|---------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| <input type="checkbox"/> Finding emergency shelter | <input type="checkbox"/> Finding home repair services |
| <input type="checkbox"/> Finding affordable housing | <input type="checkbox"/> Making home more energy efficient |
| <input type="checkbox"/> Down payment/closing costs to buy a home | <input type="checkbox"/> Paying rent or mortgage, rent deposits/application fees |
| <input type="checkbox"/> Qualifying for a loan to buy a home | <input type="checkbox"/> Changes to home for a person with disabilities |
| <input type="checkbox"/> Home ownership education | <input type="checkbox"/> Yard work, snow removal, laundry, or house work |
| <input type="checkbox"/> Renter/tenant rights and responsibilities education | <input type="checkbox"/> Other (PLEASE SPECIFY) |
| <input type="checkbox"/> Learning basic home repair/property maintenance skills | _____ |
9. What are the **top three** aspects of **employment** with which low-income residents in DuPage County need assistance? **(SELECT UP TO THREE ONLY)**
- | | |
|--------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Finding a full-time job | <input type="checkbox"/> Getting appropriate clothing or equipment (e.g., tools) for a job |
| <input type="checkbox"/> Applying for jobs | <input type="checkbox"/> Finding child care |
| <input type="checkbox"/> Writing a resume | <input type="checkbox"/> Other (PLEASE SPECIFY) |
| <input type="checkbox"/> Learning how to interview for a job | _____ |
| <input type="checkbox"/> Training/education for a job | |
10. What are the **top three** aspects of **adult education** with which low-income residents in DuPage County need assistance? **(SELECT UP TO THREE ONLY)**
- | | |
|-----------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| <input type="checkbox"/> Getting a high school diploma or GED/HSED | <input type="checkbox"/> Improving communication or language skills |
| <input type="checkbox"/> Getting a 2-year or 4-year college degree | <input type="checkbox"/> Learning English as a second language |
| <input type="checkbox"/> Information about technical school programs or apprenticeships | <input type="checkbox"/> Completing college aid forms (e.g., FAFSA) |
| <input type="checkbox"/> Learning how to use a computer | <input type="checkbox"/> Other (PLEASE SPECIFY) |
| | _____ |
11. What are the **top three** aspects of **child care and child development** with which low-income residents in DuPage County need assistance? **(SELECT UP TO THREE ONLY)**
- | | |
|----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Finding affordable, quality, licensed child care in a convenient location | <input type="checkbox"/> Paying for school supplies, fees, or activities |
| <input type="checkbox"/> Paying for child care | <input type="checkbox"/> Caring for children ages 0-3 at home |
| <input type="checkbox"/> Finding child care for children ages 0-3 | <input type="checkbox"/> Screening for early intervention services (speech, developmental, mental, physical) |
| <input type="checkbox"/> Finding quality preschool for children ages 3-5 | <input type="checkbox"/> Other needs (PLEASE SPECIFY) |
| <input type="checkbox"/> Finding evening, nighttime, weekend or before/after school child care | _____ |

12. What are the **top three** aspects of **financial/legal (income management)** with which low-income residents in DuPage County need assistance? (SELECT UP TO THREE ONLY)

- | | |
|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Budgeting and managing money | <input type="checkbox"/> Getting protection in domestic violence situations |
| <input type="checkbox"/> Opening a checking or savings account | <input type="checkbox"/> Deportation or immigration legal issues |
| <input type="checkbox"/> Filling out tax forms | <input type="checkbox"/> Expunging a criminal record |
| <input type="checkbox"/> Problems with a credit card or loan company | <input type="checkbox"/> Getting legal help when denied public benefits |
| <input type="checkbox"/> Problems with paying bills, such as utility or credit cards | <input type="checkbox"/> Getting basic furniture, appliances, or house wares |
| <input type="checkbox"/> Paying unexpected or emergency expenses | <input type="checkbox"/> Getting clothing, shoes, or personal care items like soap, diapers, and toilet paper |
| <input type="checkbox"/> Problems with payday or title loans | <input type="checkbox"/> Other (PLEASE SPECIFY) |
| <input type="checkbox"/> Foreclosure/bankruptcy/repossession problems | _____ |
| <input type="checkbox"/> Problems with child custody or support | |

13. What are the **top three** aspects of **food and nutrition** with which low-income residents in DuPage County need assistance? (SELECT UP TO THREE ONLY)

- | | |
|-----------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Getting food or food assistance | <input type="checkbox"/> Getting meals delivered to your home for a senior or disabled individual |
| <input type="checkbox"/> Learning how to shop and cook for healthy eating or dietary restrictions (e.g., gluten free) | <input type="checkbox"/> Getting nutritious foods during pregnancy |
| <input type="checkbox"/> Getting access to senior congregate meal sites (meals served in a group setting) | <input type="checkbox"/> Obtaining breastfeeding education and assistance |
| | <input type="checkbox"/> Other (PLEASE SPECIFY) |
| | _____ |

14. What are the **top three** aspects of **family support** with which low-income residents in DuPage County need assistance? (SELECT UP TO THREE ONLY)

- | | |
|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Having access to transportation | <input type="checkbox"/> Talking to a child about inappropriate behavior/addressing a child's inappropriate behavior (e.g., bullying, drugs, sex) |
| <input type="checkbox"/> Buying a dependable car | <input type="checkbox"/> How to help a child coping with emotional issues |
| <input type="checkbox"/> Paying for car repairs | <input type="checkbox"/> Learning how to set goals and plan for your family |
| <input type="checkbox"/> Paying for car insurance, registration or license fees | <input type="checkbox"/> Other (PLEASE SPECIFY) |
| <input type="checkbox"/> Disciplining a child more effectively | _____ |

15. What are the **greatest** challenges seniors/the elderly in DuPage County face?

16. What are the **greatest** challenges teens in DuPage County?

17. Which of the following barriers do you think low-income residents experience accessing services? (CHECK ALL THAT APPLY)

- | | | |
|-------------------------------------------------------|------------------------------------------------------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Lack of transportation | <input type="checkbox"/> Language barrier | <input type="checkbox"/> Other (PLEASE SPECIFY) |
| <input type="checkbox"/> Location of services | <input type="checkbox"/> Time from scheduling appointment to receiving services too long | _____ |
| <input type="checkbox"/> Times services are available | | |

18. Which services for low-income residents, teens, or seniors, if any, are needed, but not currently available in DuPage County?

III. DuPage County Department of Community Services

19. How would you rate your relationship with the DuPage County Department of Community Services?

- Excellent
- Good
- Fair
- Poor
- Do not have a relationship

20. How good a job is the DuPage County Department of Community Services doing in meeting the needs of low-income residents?

- Excellent
- Good
- Fair
- Poor
- Unsure

20a. Why did you give a fair or poor rating? _____

21. What suggestions do you have for changes or additions to the services provided by DuPage County Department of Community Services?

22. What community issues in DuPage County would you most like to see addressed?

Thank you for your participation.

SECTION 2: STAKEHOLDER SURVEY VERBATIM RESPONSES

Note: Numbers in parentheses are the number of individuals giving the response.

Which of the following best describes the organization: Other type of organization

- Addiction reduction
- Animal welfare (2)
- Community organizing
- Employment services
- Food pantry (2)
- Health & wellness, childcare, recreation
- Hispanic Chamber of Commerce
- Home visiting program
- Home visitor for babies (birth to 3 years old)/education
- Housing, education, behavioral health
- It's both medical and human social service.
- Marketing
- Non-profit community
- Not for profit educational foundation supporting Wheaton-Warrenville CUSD200
- Philanthropic
- Police social work
- Public library
- Senior housing
- Supplemental food
- Support for low-moderate income individuals and communities through infrastructure improvements, capital improvements, affordable housing, and homelessness assistance
- Youth. Our programs aim to provide creative, fun, educational and relationship building opportunities. Camp Fire's programs naturally utilize resources of the natural surroundings that significantly contribute to the mental, physical, social, and spiritual growth of its participants.

Which geographic region does the organization serve: Other region

- Additionally, we serve nine other counties.
- All 7 counties in Diocese of Joliet
- All of DuPage and Will Counties
- All of Illinois, but most of our clients are DuPage County!
- Boundaries of the library district
- CUSD200
- DuPage County and all of Chicagoland
- DuPage County and surrounding areas
- DuPage, Grundy, Kankakee, Kane, Kendall, Lake, McHenry, and Will Counties

- DuPage, Will, Kane, and Kendall Counties
- For all of those who work or live in DuPage County
- Kane County
- Most of DuPage County, with a few exceptions
- Most of Northern Illinois
- Nationwide
- Our organization is not limited to service by geographic region.
- Technically people can come from anywhere, but we mostly serve southern part of county.
- The following communities in DuPage: Wheaton, Carol Stream, Warrenville, West Chicago, Villa Park, Glen Ellyn, Winfield, Glendale Heights, parts of Lombard
- Those living within the boundaries of Wheaton-Warrenville CUSD200
- Unincorporated Oak Brook
- We serve those who have a rare autoimmune disease, primarily in the Chicago/Northern Illinois/NW Indiana area.
- West Chicago (2)
- Wheaton
- York Township

What specific towns does the organization serve?

- Bensenville, Villa Park, Glendale Heights, Wheaton, Romeoville, Bolingbrook
- Carol Stream
- Carol Stream, Wheaton, Winfield, Warrenville, Glen Ellyn, Glendale Heights
- Elmhurst
- Elmhurst & D205
- Glen Ellyn, Glendale Heights, Carol Stream, Lombard, Wheaton
- Lombard
- Parts of Naperville and Aurora
- Village of Bensenville
- West Chicago (3)
- West Chicago, parts of Wheaton & Winfield
- Wheaton (2)

What is the primary population(s) the organization serves: Other population

- 11- and 12-year-olds as well
- 18-24 individuals
- 18-24 y/o, DCFS: 13-18, youth in care
- 18-25
- Adults

- All ages and races, residents with HIV, mental health or mobility impairments, other disabilities
- All Americans who ever we serve
- All students and their families
- Disabled
- English language learners
- Formerly incarcerated individuals
- High-risk
- Homeless
- Homeless or at risk of homeless
- LGBT+
- LGBTQ+ youth and families
- Low income at risk of hunger
- Parents of children 0-3 years old
- People with disabilities and financial need
- Plus refugees
- Special needs and chronic diseases (Alzheimer's, dementia, Parkinson's, Downs Syndrome, etc.)
- Students
- Those who have the rare autoimmune disease myasthenia gravis.
- Unemployed individuals
- Veterans (3)
- Victims of crime
- Visiting missionaries, foreign students attending university

What are the greatest challenges low-income residents in DuPage County face: Other

- All of the above
- All of the above, depending on the person(s)
- All of these issues present a challenge for our low-income residents
- Child care, employment, health, food, transportation
- Clothing for growing children & for changing weather
- Finding available units/housing
- Food/nutrition, cold and wet weather gear, education essentials
- Housing, mental health
- I've been experiencing all of the above. I have a license but I'm still waiting to receive the ultimate benefit of having a job and a license. It's really depressing getting a degree/license and it not taking care of all of your needs.
- IDK
- Living wage
- Not sure. Better to ask the low-income residents directly.

What are the top three aspects of health with which low-income residents in DuPage County need assistance: Other health needs

- 1. Having access to safe and healthy affordable housing. 2. Having time and resources (e.g. PTO/Sick Time, Childcare, affordable transportation) necessary to seek healthcare. 3. Navigating red tape burdens of healthcare/insurance systems.
- Again, not sure. Best to ask the low-income residents directly where they need the most assistance.
- Finding affordable care for their pets to keep them healthy
- Finding general information on health care
- Housing with existing barriers
- MH crisis resources, in patient, intensive outpatient, etc., that accept Medicaid or no insurance
- Nutritious food
- Outpatient psychiatric and psychological testing are near impossible for low-income youth.
- Transportation for health services

What are the top three aspects of housing with which low-income residents in DuPage County need assistance: Other housing needs

- Accepted to housing units with barriers - BG/Credit/Insuf income
- Affordable supported housing for persons with disabilities
- Financial literacy
- I am not privy to this information within Giving DuPage.
- Legal backgrounds
- Transitional housing

What are the top three aspects of employment with which low-income residents in DuPage County need assistance: Other employment needs

- 1. Other employment supports to train, obtain and maintain employment. 2. Improving employment, career development.
- Access to jobs that pay a living wage. Access to permanent rather than temp work.
- Employment eligibility based on immigration status
- Finding full- or part-time jobs that don't ask immigration status
- Finding jobs that offer training, education, and career advancement
- How to use voice active computer or phone for ADA people and elderly and kids with low incomes
- I have no idea, considering my general role as a volunteer.
- I've been having problems while at the job. It's harder finding a job that meets your needs and understands the importance of having a job in the first place. A job is supposed to ensure you for the rest of your life. I would almost appreciate a raffle every day to get

\$50,000 to never have to worry about paying my bills let alone have a home of my own. I guess what I'm trying to say, jobs having been feeling as dependable.

- Keeping the job
- Learning how to speak English
- Learning skills to stay employed, getting a livable wage, transportation
- Legal issues
- Living wage (2)
- Many low-skill residents work multiple jobs. With the right training, a single higher paying job would be attainable.
- Training for the soft skills (i.e., how to speak to a supervisor, anger management, etc.) prior to actual job training skills
- Transportation (2)
- Transportation for work
- Transportation to job
- Transportation to/from job

What are the top three aspects of adult education with which low-income residents in DuPage County need assistance: Other adult education needs

- Access to resources for non-resident immigration status
- Cost of an education
- Entering and completing technical school programs, apprenticeships, and/or certificate programs to aide advancement in employment/career
- Financial responsibility and transportation
- I have no idea, considering my general role as a volunteer.
- Immigrants largely do not know what education services are available. Those that do know, do not have the time/money to attain the education.
- Legal issues
- Transportation
- Work etiquette and a complete lay out of how to manage to get a house with in the first few months of working

What are the top three aspects of child care and child development with which low-income residents in DuPage County need assistance: Other child care and child development needs

- ESL: relying upon children to be the parents' translators
- I have no idea, considering my general role as a volunteer.
- Transportation
- We must give over American kids education for their bright future. That is only thing will make them this independent and better job for their future. When I was kid, I didn't have money to pay college so I drop out, and now all job asking for college, but they must look into experience to give low-cost college for citizens' kids.

- We need universal paid parental leave, so that parents can be home with their newborns for the first 3 months after they are born, and still be assured their job is waiting for them.

What are the top three aspects of financial/legal (income management) with which low-income residents in DuPage County need assistance: Other financial/legal needs

- 1. Food for all and roof for all and is education for kids make small team helping each other just like old days. Get to know others so we know who is who to be safe DuPage we must keep our DuPage safe just like old days God bless America
- Having financial education available in Spanish
- I have no idea, considering my general role as a volunteer.
- Paying school fees
- U.S. citizenship application fees

What are the top three aspects of food and nutrition with which low-income residents in DuPage County need assistance: Other food and nutrition needs

- Accessing food for those without vehicles
- Affordable and/or free, grocery delivery for individuals that want to and are able to cook at home but may not be able to get to the grocery store
- At least for the majority of the clients Puente serves, we believe access to food is not a problem. However, client's education around healthy eating is needed.
- Education on how to shop/cook on a budget and improve nutrition for the family
- Getting healthy, affordable/free food from a nearby location at convenient times
- Having food and kitchen supply donations
- Learning to maximize LINK benefits for healthy, cost-effective foods
- Money management, i.e. habit of takeout/fast food they cannot afford
- Most elderly suffering for not getting protein drink is protein drink so some people who can't eat but they can drink soft we can give them not food but protein drink we can save some people who can't but do to low income they can't eat but they can have soft drink
- Transportation
- Transportation, getting nutritious foods

What are the top three aspects of family support with which low-income residents in DuPage County need assistance: Other family support needs

- Door to door service for disabled people all age
- Help families understand and navigate the educational opportunities for their kids
- Help with car related expenses, including gas repairs, insurance, maintenance

- I don't love this list of choices. The needs of (all) families change from day to day. That's life, right? Resource coordination should be a service that is free, available, non-judgmental, inclusive, and sensitive for ALL families in DuPage County.
- I have no idea, considering my general role as a volunteer.
- Problems resulting from the child becoming the family translator
- We need a more robust public transit network.

What are the greatest challenges seniors/the elderly in DuPage County face?

Housing

- Access to affordable housing while on a fixed income
- Adequate housing
- Affordable housing (16)
- Affordable, accessible housing that is not just based on market rates which are higher in DuPage County.
- Being able to live safely in their own home.
- Due to Covid-19 and health problems some seniors can't pay rent or mortgage and wound up losing their home.
- Finding affordable housing
- Finding qualify affordable housing in their own communities.
- Finding quality, affordable, in-home care (i.e., supervision, cleaning, cooking...) for persons who need this type of assistance to remain independent.
- For those who live in homes - maintaining them. For those who live in apartments - affordable housing.
- Getting access to low-income senior housing
- Help taking care of the home--repairs, leaves, snow, etc.
- Housing (3)
- Lack of affordable housing
- Lack of affordable housing both at home and in residential care communities.
- Limited senior affordable housing
- Living in homes that are a physical challenge to them.
- Living independently
- Safe, caring affordable housing for seniors who need assistance
- Securing personal assistant services when age 60 and over
- Staying in their homes, accessibility/affordability issues
- Staying safe in their homes long-term
- The ability to age in place
- The ability to age in place is hindered by rising housing costs. Lack of affordable accessible housing.

Healthcare

- Access to quality and affordable dental and vision care

- Advocacy for their health issues.
- Affordable healthcare (2)
- Affordable physical care
- Appropriate medical care
- Coordination of healthcare
- Counseling and education on choosing health care and medicaid plans.
- Finding housing/nursing care spaces that are paid for by Medicare.
- Getting health care when they can't get around.
- Have a "trusted" advocate to assist them with medical and financial affairs.
- Healthcare
- Hearing loss. Being able to afford hearing aids and make repeated visits to an audiologist to fine-tune their use of hearing aids.
- In ability to pay for healthcare, medical, dental needs
- Lack of affordable long term care options - either in-home or through a facility -
- Medical expenses
- Medical needs and access nursing homes if the don't have any means to pay
- Paying for medical needs
- Prescription drug costs (3)
- Qualified caregiving services for elderly citizens who lack income to pay going rate
- Quality in home nursing care (3)
- Reliable caregivers
- Supportive living that is affordable.

Transportation

- Access to flexible and convenient transportation options
- Access to transportation (2)
- Finding affordable transportation options after driving themselves is no longer tenable
- I would say having a reliable way to get around.
- Lack of transportation
- Reliable transportation
- Transportation assistance
- Transportation (16)
- Transportation after they give up driving
- Transportation needs to and from services
- Transportation to get to appointments to ensure they are staying healthy.

Isolation

- Companionship
- Currently social isolation is the greatest challenge, even more due to the pandemic.
- From my experience, loneliness.
- Isolation (9)
- Isolation during Covid

- Isolation from others
- Isolation. Nobody to call on or that visits them.
- Loneliness (2)
- Loneliness and isolation (3)
- Loneliness due to COVID-19.
- Loneliness. They need more social interactions.
- Opportunity for community engagement when disabled
- Social isolation
- Socialization (2)

Financial/Legal

- Cost of inflation, gas, needing to keep working after retirement age
- Employment with livable salaries/wages
- Finances
- Financial
- Fixed income coupled with high inflation.
- No legal documents in place and/or family to assist when/if a senior becomes unable to care for self.
- Not having enough to retire...they also struggle with budgeting and not having enough to pay rent.
- The ability to financially afford to continue living here.
- They have a hard time figuring out how they're going to be able to pay their house bills when they're old.

Nutrition/Food

- Access to food resources
- Access to healthy food/preparing healthy food.
- Food (2)
- Getting groceries
- Getting healthy food
- Nutrition

Other Challenges

- Access to services
- Appropriate clothing so they are comfortable going outside of their homes.
- Being scammed (2)
- Easy access to resources
- Help with aging problems
- Lack of computer skills/technology to find resources
- Mobility issues
- Neglect
- Staffing shortages in home health care

- Taxation
- The greatest challenges seniors face are feeling like they make a difference, like they are relevant.
- Understanding all the services that are available for them.
- Understanding public benefits that are available to them.
- Warm clothing. The lack of appropriate clothing for outings and staying healthy hinders many seniors from venturing out of their homes; thereby leading to many serious problems.

Do Not Work With Seniors

- I do not work with this population
- I'm not sure because I do not work with this population.
- Not applicable with 360's clients
- We do not work with seniors/elderly clients.

What are the greatest challenges teens in DuPage County face?

Mental Health

- Access to appropriate mental health services
- Access to psychiatric services, though mental health counseling is also a barrier
- Accessing mental health services
- Anxiety and stress (2)
- Coping skills when dealing with their mental health
- Dealing with trauma and emotional problems-having the support they need
- Emotional stress
- Emotional stress and unmet mental health needs
- Emotional support
- Getting adequate social emotional support and access whether that is to the leave of needing therapy, psychiatry or even mentoring. stems from larger issues though so if families had a larger more consistent safety net- reliable child care, transportation, health care, affordable housing, etc. teens would grow up with less anxiety and stress.
- increased mental health support options for those facing bullying, substance use, etc.
- Information and education on mental health services
- Lack of mental health resources
- Mental health (5)
- Mental health assistance for oppressed / discriminated groups such as LGBTQ and people of color
- Mental health challenges -- isolation, stress, anxiety, depression
- Mental health education and access to services, especially for low income and LGBTQ+ teens

- Mental health epidemic, lack of support for teens struggling with anger/aggression before they are charged with a crime (most free support is provided via probation services even though most schools can give you a list of teens who need these services)
- Mental health support (2)
- Mental health support with support from parents or other safe adults
- Mental health/counseling
- Mental health/illness and lack of support
- Mental/emotional health - creating space and supports for teens to find the help and assistance they need
- Proper mental health education
- Social emotional health (2)
- Stress/anxiety from peer competition at schools.
- Suicide
- Those without private insurance have lack of access to mental health care that is a higher level than weekly counseling (hospitalization, IOP, residential programs, etc.)
- We must give kids someone to talk to when they feel alone or sad they must have that service and mix kids with elderly so they can learn from each other

Drugs/Alcohol

- Avoiding alcohol and drug use when both are so available.
- Drug abuse
- Drug exposure and addiction
- Drugs (6)
- Drugs and alcohol (3)
- Exposure to drugs
- How to make good choices and stay away from drugs.
- Information and education on substance abuse services
- Substance use (2)
- Substance use education - that is real, inclusive, offers resources, talk therapy

Family or Adult Support/Relationships

- Access to trusted advisors/counselors to make better decisions and the consequences thereof
- Family discord
- Family support
- Involved parenting
- Mentors/parents to help them navigate life as they mature
- Not having family support to understand what they are going through emotionally.
- One of the greatest challenges teens face are feeling like they are loved and respected. Also having appropriate rules and boundaries set and having a parent that cares enough to be around for them to set those boundaries, including monitoring electronic use and screen time.

- Parenting support
- Parents barriers in communication
- Parents teach racism and do drugs
- Role models nonexistent
- Safe and caring adult relationships
- Stable home live, positive role models
- Strong family

Lack of Activities/Spaces for Teens

- Access to free, fun, educational activities and camps in Dupage County for low income residents to help them stay out of trouble as well as access to gifted or summer programs or post-secondary teen programs that are free and fun and educational
- Affordable sports
- After school activities
- Age-appropriate activities
- Having accessible, low-cost or no cost safe activities and gathering spaces. We have a wide variety of recreational opportunities but few that are accessible to low-income individuals due to cost and transportation barriers.
- Healthy and enjoyable after school activities
- Lack of acceptable opportunities to socialize
- Positive places to go that are affordable
- Safe places to congregate.
- Safe, fun, programming on all nights
- Subsidies for sports and activities
- We must open up free park district for kids to hang out and play. All sports free for low income so that way they feel equal with other kids and be part of everything.

Education

- Affordable and accessible GED services
- Affordable post high school education and training options for those that do not want to attend 4-year college.
- Education and paying for it
- Education and training that employers need
- Educational support
- Getting prepared for college and getting help with applying for colleges and financial aid.
- Higher education opportunities
- Lack of access to higher education resources
- Low-income teens don't realize that college is attainable.
- Social pressure to attend postsecondary education without an affordable path to doing so
- Teens probably face being encouraged to finish going to school because they see how hard it is on their elders.

Employment

- Access to job training/apprenticeship opportunities during high school
- Access to learning about opportunities after high school like trades, apprenticeships. Short term training and certifications.
- Career guidance (2)
- Developing a career path
- Job access
- Jobs
- Jobs/career pathways exploration
- Patience and humility to start at an entry level job and not the top

Bullying

- Bullying (7)
- Bullying in social media
- Effective anti-bully education. I am not super impressed with the current models in use.

Housing

- Expensive rent
- Finding an affordable unit in a safe area
- Homelessness
- Safe emergency shelter, transitional housing, affordable housing
- Shelter insecurity

Transportation

- Access to transportation to get to and from work
- Transportation
- Transportation access to employment
- Transportation including assistance with car related expenses as public transportation is largely unavailable in our area.

Social Media

- Social media (3)
- Social media's influence

Other Challenges

- Access to affordable services
- Access to resources
- Avoiding bad lifestyle choices with respect to drugs, vaping and gang associations
- Balancing respect with their creative drives to fix problems.
- Behavior issues
- Building the self-confidence and getting the skills to deal with problems.
- Covid fatigue

- Disconnection
- Eating foods that actually fuel their bodies
- Fact-based reproductive health education - covers healthy relationships, partner negotiation/consent, contraceptive education, values clarification, and offers access to contraceptives and testing.
- Finding a purpose
- Food insecurity
- Isolation (2)
- Lack of legal consequences for their actions.
- Lack of responsible decision making
- Not being around bad influences as far as sex and drugs are concerned.
- Peer pressure (2)
- Programs to help and encourage them as they mature
- Resources for LGBTQ+ population
- School pressure
- Teen pregnancy (2)
- Understanding how to manage money

Which of the following barriers do you think low-income residents experience accessing services: Other barriers

- A hard time with their jobs meeting their needs. Especially when it comes down to them providing the necessary income to have a place to live.
- Computer access/skills for remote contact
- Computer literacy. Limited capacity at social service agencies.
- Feeling comfortable reaching out for services
- Hard to find services, know what is available, who to contact, how to navigate services
- Home access for disabled people when they come from hospital. We must help doing that time things need most of time DuPage is good intake need to be more educated to give more and open information out to people most people working from home but they not put video camera on so you can mantra them that way work will get done
- Insurance
- Knowing programs/services available
- Knowing what services are available
- Knowledge of available resources
- Lack of knowledge about services, illiteracy in their home language
- No services from local townships or from local government
- Not knowing about what is available and how to advocate for themselves
- Potentially the cost if a fee is associated with it—no sliding scale or sliding scale
- Restrictions. For example, grant money is only pay for public transportation, when many of those we serve have cars who but cannot afford gas or oil changes. Public transportation is

not accessible to them, so they go without transportation. This interferes with their ability to get and keep job.

- So much of the social services are based in Wheaton, far away from the low-income populations.
- Time wasted in waiting for PACE transportation. Scheduling those buses/vans can become a nightmare. Exhausting the healthy.
- Whatever that would help them with access to trusted advisors/counselors to make better decisions and the consequences thereof, after school activities, student exchange awareness and access, etc.

Which services for low-income residents, teens, or seniors, if any, are needed, but not currently available in DuPage County?

Housing

- Affordable housing (2)
- Affordable, accessible, supportive housing
- Assistance with housing issues has been very challenging these last several years. Where do we refer homeless individuals when PADS has a waiting list? We have had a number of people come asking for help with hotel stays, and often they are stuck in the hotel because they don't have a security deposit and a first month's rent to get into permanent housing. Of course, the huge amounts they are paying to stay in the hotel makes it impossible to save. It's a vicious cycle. Then just finding affordable rental units is very difficult.
- Attachable housing to other family housing. Apartments for the homeless.
- Chore services (including yard work), affordable minor home repair services, home accessibility/safety assessments for older adults
- Emergency housing for those under 18
- Gap in services to families who reside in hotels long term.
- Home maintenance education programs
- Housing (2)
- More affordable housing options
- More emergency housing
- More permanent supportive housing is needed
- Not enough affordable housing, especially housing for those with mental health issues.
- Rental assistance
- Shelters, housing
- Supportive affordable housing.
- We need more affordable housing.

Transportation

- Affordable door to door transportation for seniors and residents.
- Affordable, reliable, accessible public transportation.
- Better public transportation

- Family residents need access to transportation
- Free or low-cost transportation for those without a car but cannot afford ride shares/taxis.
- Greater access to transportation options throughout the county that will take residents grocery shopping to the doctor, or other offices or appointments.
- More public transportation (2)
- More transportation options
- More transportation resources
- More transportation services in a timely fashion
- Public transportation along Route 59
- Reliable, low-cost transportation
- Transportation (2)
- Transportation assistance
- Transportation. affordable (not Uber)
- Transportation. Used cars have gone up 30 to 40%. PACE still is designed for commuters. A single mom needs access to get her children to daycare, work or school as well as services.

Mental Health

- Affordable psychiatric services. Not enough Psychiatrists that are on a sliding scale or take Medicaid, especially for children
- Comprehensive case management and mental health services
- Definitely more mental health resources
- Free mental health groups for teens
- Gap in services exists for profoundly mentally ill individuals who are homeless.
- Limited access to psychiatry
- Mental health (2)
- Mental health providers who come to the home
- Mental health services - talk therapy groups, individual and family counseling
- Mental Health services are provided, and we need more to meet the need.
- More mental health and substance abuse services for youth and elderly
- On-going case management for those with dementia and/or mental health issues
- Outpatient psychiatry and therapy appointments that either were free or accepted Medicaid
- Supplemental mental health care like neuropsych evaluations and psychiatry
- Teen mental health groups (particular trauma support groups/anger management/anxiety)
- Timely, affordable, accessible therapy and support services

Financial/Legal

- Assistance for those experiencing a hard time with finances.
- Assistance with paying for care outside of the Community Care program
- Free legal assistance for citizenship application completion and financial assistance to pay for citizenship application fees
- More opportunities for financial assistance for rent, mortgage, utility payments.

- Ongoing monetary assistance for homeowners in crisis (not related to COVID).
- Prescription assistance for seniors

Interpreters/Providers/Tutors for ESL Residents

- Available interpreters beyond the Spanish language
- List of language tutors for ESL families to come along side to help navigate America and English.
- More interpreters that speak languages that residents speak (Arab, African)
- More language tutors for ESL
- More locations for English classes and availability in the evenings.
- There need to be more mental health, medical and government benefit service providers who speak multiple languages.

Employment

- Help finding a job.
- Job training programs
- Make one stop for all kids and elderly people who want to work that includes job training
- Vocational training needs to be expanded to include technologies and jobs of the future as well as trades that pay a living wage.

Activities or Spaces for Socialization

- A youth center for youth to hang out at
- Fun activities for community engagement to bring people of all ages together that are low or no cost.
- More safe accessible recreational opportunities for kids and teens that are affordable.
- Safe places for people to meet and socialize

Other Services

- Access to food in their neighborhoods for those who do not drive
- Basic car maintenance education programs
- Cross-cultural and diversity classes
- Domestic violence support in Naperville
- DuPage needs a one stop shop where all different services, including healthcare are provided, and is open 7 days a week. Movie day game day play day singing day aie day make up and nail day education day like teaching how to use computer one building all under one roof. Whoever likes goes to that room and activities give them food there you will see how all DuPage be come together there. This will help jobs and help elderly and activities for all People who are home can be on zoom but have one week friends or family day. Meet with elderly or disabled people so they have someone to talk to let there mind become free we can help lot people with this and kids so we will know what they thinking or worried or need.
- Education amid cyber bullying
- Family residents need closer affordable child care

- GED
- Mentoring
- More post-secondary/summer/after school/social emotional learning/leadership programs
- Nutritious food and personal care items like laundry detergent
- Parenting groups for parents who are dealing with teens who are experiencing anger or are being suspended repeatedly for externalizing behaviors
- Support for LGBTQ teens

Other Comments

- Consider changing eligibility requirements to best meet the needs of immigrants and families of mixed status.
- Coordination of services needed/utilized and how to transition when services are no longer needed or provided.
- DuPage Health Department hours are only day time.
- Effective services, do we measure the effectiveness and utilization of the services offered?
- I think the County does have a lot of services, but just not enough to go around and/or people just aren't aware of their existence and how to access the services.
- I think there need to be videos created that explain the benefits of different programs and organization so low-income residents know what services are available to them, and how to qualify.
- More case managers for programs to explain to residents how programs work and to guide them through benefits and services.
- Perhaps more friendly visitors for home-bound seniors
- Proximity to services. The County offers wonderful services and public education options but there is a mismatch of where those services are located versus where they are needed.
- There are many residents, especially seniors, that are not aware of services available to them. So I would have to say first start with improving how they are informed of the existing services *and* backed with enough personnel to support such services.
- Times and locations of services need to be convenient, less wait time between getting services and applying.

Don't Know/Unsure

- Don't know (4)
- I'm not sure. (2)
- Not sure (3)
- Unsure (2)

Why did you give a fair or poor rating?

- I know many seniors who cannot afford good, safe senior assisted housing. Most are very poor conditions and understaffed.

- Intake staff are willing and able to help residents, but the times they are available is not convenient to residents and many residents don't speak English, so they don't understand what they are being told. The time between intake and receiving services is too long.
- Little outreach to seniors and no coordinated services
- Many people have told me about limited answers from the county for their issues
- Need to better inform community of services available
- Not doing a good job of advertising services.
- Not reaching the right clients, lack of outreach, lack of available appointments
- So many needs, not enough resources
- There is always more to be done and partnerships to be developed.
- They are doing a good job but need to be able to cut through red tape and politics and streamline resources for people. Time is valuable.

What suggestions do you have for changes or additions to the services provided by the DuPage County Department of Community Services?

Awareness/outreach

- I think we should work together as a community to create awareness of all of the support the department has to offer the community. I wonder, what the is the utilization rate of county services right now? What is capacity?
- I would like to see the Community Services Department make a presentation to workNet DuPage, so we have a better understanding of how they serve the residents. They could also make a presentation at the libraries, so residents can learn more about their services.
- Increase outreach and collaboration events with agencies providing low-income services
- Maybe reaching out to people through other service groups that people trust
- More awareness
- More outreach to seniors in the community
- More visibility/marketing—the county offers many services and programs which many are not aware of, especially if they are immigrants or have low English literacy skills or low digital literacy skills.
- Not sure of all the services provided, but visual in the community is a must.
- Reach out to all the service groups and invite them to learn more about the services DCDCS offer.
- Regular reporting in community publications of what DCDCS is doing
- Services are there, but a lot of people who need them don't know about them.
- There are many residents, especially seniors, who are not aware of services available to them, so I would have to say first start with improving how they are informed of the existing services and backed with enough personnel to support such services.

Other

- Better training for employees so they properly direct clients

- Community Services can't do it all, but I would love a roster of volunteers with their area of expertise.
- Continue serving as many individuals as possible
- Coordination of services/benefits
- Domestic violence prevention, programs to teach young women to avoid these relationships, use birth control, and teach men that abuse is not normal, to seek behavioral health services as they have issues to deal with. Cascading effect of these cause generational issues to continue.
- Finding solutions to the problems faced by low-income residents is daunting. It's easier to say we need more affordable housing than to find the will and avenues to supply it; however, it is one area that would make a huge difference in people's lives. Improved transportation support--whether in the form of a better public transportation system or access to cars and car repair would also make a difference in employment opportunities. Access to quality affordable childcare is another huge barrier to people being able to get ahead.
- Focus on filling childcare access gap post pandemic.
- Focus on services that have the greatest impact. Focus on seniors, housing, transportation, healthcare, and youth services.
- Help others, others will help you. People who live in DuPage ask them to help if you give ride or money for gas and food people will come and help out. I'm sure we love our DuPage and we like to keep all safe.
- Help with finding backup childcare and funding it. Paying for car repairs and licenses/taxes and plates. Improve relationships with local car dealers to keep cars affordable to families and not just sending on to auctions.
- I would suggest if there's anything that they can do, do it fast.
- Increase agency capacity to provide quality services.
- Increase hours of operation to accommodate people after typical work hours.
- International student facilities
- LIHEAP year round
- More attention to low-income people of color in unincorporated areas
- More funding
- More low-income housing
- More mental health resources
- Multilingual, diversity, equity, inclusion
- Need appropriate number of staff to take appointments
- Resources for child care
- See previous [There is always more to be done and partnerships to be developed.]
- Staffing programs seems to be the biggest issue.
- Support/resources for undocumented residents
- There are amazing immigrant services that could likely find synergies working together.
- They need to attempt to get more funding from the county or the government, so that there are intake workers who speak multiple languages or language translation service.

There need to be separate customer service reps who do intake or the phone work, and then a professional who is a navigator that can explain the program or service to residents, or human service professionals in the county. They need a marketing rep(s) who can be a point of contact for human service professionals or residents in need of help. Perhaps there should be more staff who can come out to assist residents onsite at our housing complex or in their home.

- To combine meetings in person to all the services providers
- Translators to help serve all clients, despite the language. Affordable partnerships with social services providers for translation services.
- Transportation service would be a valuable addition—not covered in a multitude of grants as allowable expenses.

What community issues in DuPage County would you most like to see addressed?

Housing

- Affordable housing (5)
- Affordable Housing. Rents have gone up. Some of my clients have purchased homes and kept their monthly housing costs cheaper than renting, but many low-income families do not have the income to do this. We need more housing choice vouchers.
- Affordable rental units that are ethically managed
- Assistance to chronically homeless unsheltered individuals.
- Expanding availability of government-supported housing options so people that work in DuPage can afford to live in DuPage.
- Finding developers to expand housing opportunity for 1-bedroom units.
- Homelessness
- Housing (4)
- housing for families
- Housing instability
- Housing prices are unaffordable for most families. DuPage County is becoming inhospitable to lower-income families, and we are losing our diversity. It is becoming a county of white, rich people. Older homes are torn down to build new mega-homes. There are few affordable places for rent and to buy.
- I think that we need to have more affordable housing and more transitional housing available.
- Increase in availability of affordable housing.
- Increased affordable housing
- Low-cost housing
- More affordable housing (3)
- More affordable housing in the area for residents
- Segregation in housing
- The lack of affordable housing in the County is a huge issue. DuPage County is a wonderful place to live, raise a family, etc. But it isn't a viable option for many, and those that do try

and overextend themselves, often find themselves unable to pay for other needs like food, utilities, medical care, etc.

- Youth emergency shelter, youth specific homelessness prevention

Transportation

- Assistance for those without vehicles
- Better public transportation
- Expanded public transportation
- Lack of accessible transportation
- Lack of Pace bus service in most locations
- Lack of transportation(bike, walk, drive, train/bus-more options throughout the county for multiple transportation options to and from stores, restaurants, grocery stores, libraries, walking paths. More walking paths throughout the county in towns.
- Public transportation (3)
- Reliable, affordable transportation
- Transportation (4)
- Transportation help for those with low income
- Transportation. We can increase capacity all we want... but if a family or individual cannot access these services due to a lack of transportation, what is the use!

Mental Health

- Affordable psychiatric services
- Availability of mental health resources (many do not take managed Medicaid or have long waiting lists)
- County funding for mental health services
- Equitable access to mental health supports - especially for teens and their parents
- Mental health (3)
- Mental Health services (2)
- Mental health support for teens
- Mental health support for teens and young adults
- More outpatient mental health therapy providers and medical providers that take Medicaid
- Ongoing support for mental health
- To have more accessibility for youth and adults to deal with trauma. mental health services

Healthcare

- Affordable healthcare
- Financial support for and access to hearing aid services for the elderly
- Health care of all types
- More Medicare-eligible beds
- Providing healthcare access

- The disparity in healthcare services in the immigrant community.

Substance Use

- Affordable substance abuse treatment services
- Drug and alcohol treatments
- Drug/alcohol abuse
- Ongoing support for substance use disorders
- Reducing the stigma of addiction
- Substance abuse services

Child Care

- Affordable and conveniently located child care
- Affordable child care
- After school care
- Having affordable child care before and after school
- Child care for adults who want to advance their education.

Other Issues

- A diversity/inclusion department with a representative
- Anything that will help our revered elderly feel respected, engaged and supported -- e.g., jobs, activities, access to trusted financial and medical advocates, transportation, home maintenance, etc.
- Better community support for police
- Cost of living in West Chicago
- Covid fatigue counselling for students
- Domestic violence prevention and forums/discussion to recognize ethnic cultures as well and reach target populations that are most at risk.
- Ease of access to resources
- Food/service deserts
- Free ESL classes
- Fully staffed "special needs" day camp classes
- I would like to see the work experience get better.
- Immigration and assimilation
- In food pantry do not use canned food not healthy and give them gift card so they can go to our DuPage store and buy food that they want We need more fresh vegetables and meat. Due to canned food most of us Americans have cancer. Best to give food card when people need food.
- Language barriers
- Language issues
- Low-cost auto repair
- More nonprofit sports leagues/programs, an exercise/fitness program/gym for low-income residents

- More youth programming for low-income children/youth.
- Past legal issues
- Racism, discrimination—ethnicity, religion
- Rising crime, public safety
- Sanitation and road marks
- Senior wellbeing, helping children
- Sexual diseases
- Support a framework of respect for each other among teens
- Youth related issues

Other Comments

- DuPage does an excellent job in servicing the community.
- We have such a strong community/human service network here in DuPage County - yet families have a difficult time knowing where to find services that meet their needs. We need to work on this issue.

Don't Know/Unsure

- At the moment, I cannot think of any.
- Cannot evaluate at this time
- Don't know
- I am new to my position at HOPE Fair Housing Center. As a result, some questions, including this one are difficult to answer at this time. Some questions were left blank to ensure only well-informed responses were provided.
- Not sure